



## Orlando Area Clubs FREQUENTLY ASKED QUESTIONS

We believe that fitness is essential to the physical and mental well-being of our community. We have reopened with new technology and stringent cleaning and safety protocols in place to support the health and wellness of our members and team. In the Orlando area, we are evolving our procedures to provide more flexibility to our members and guests while maintaining our same high safety standards.

### ***What protocols will 24 Hour Fitness have in place to protect team and club members' health and safety?***

The following are some steps 24 Hour Fitness is taking to help ensure a club environment with the health and safety of our team and members in mind:

- Face masks are required inside the club at all times.
- Touch-free check-in can now be accomplished in the club using just your phone and the free 24GO® app.
- Strict club capacity limits are in effect to reduce the total number of members and team members inside the club at any time.
- Social distancing is promoted throughout our clubs with signage, spacing indicators and more. This may include temporary closures of some amenities and decommissioning select cardio and strength equipment throughout the club to ensure proper spacing.
- Signage at the club exterior and throughout the club's interior will help remind members and our team members of important safety protocols, such as wearing a face mask, washing hands and wiping down equipment.
- Personal training and studio classes may meet in carefully chosen club areas where members can safely maintain social distancing.
- Our clubs will close overnight for rigorous cleaning and disinfecting, in addition to continuous cleaning throughout our operating hours.
- For members who are not yet comfortable returning or who want to add to their fitness routine at home, we offer virtual group and personal training, as well as over 1,500 on-demand workouts through our 24GO® app. We also encourage everyone to visit 24GO LIVE, our new 24/7 workout experience broadcast on the 24 Hour Fitness YouTube Channel.

### ***How are Orlando area protocols different than the protocols at other clubs?***

In order to be certain that we could accommodate social distancing and club capacity guidelines without long wait times at the door, we initially required workout reservations, with designated 60- or



90-minute workout slots. This also allowed us to close completely for 30-minute cleanings between workout reservations.

We are now confident that we can uphold our same high standards of safety and cleanliness by monitoring club capacity through our check-in system and by cleaning continuously throughout our operating hours, followed by an intensive club cleaning each evening after closing.

We are excited to offer local members and guests more workout time and more flexibility by testing this reservation-free approach in the Orlando area.

### ***What hours will clubs be open?***

Orlando area clubs will be open continuously from 5 a.m. to 9 p.m. daily. We recommend that you download the 24GO® app and set up Touch-Free Club Check-in before you arrive, so we can check you in quickly and safely as soon as there is room within current club capacity restrictions.

### ***How many people will be allowed in the club at once?***

Social distancing guidelines vary by location and local government as well as public health agency jurisdiction. We will monitor the total number of team members and members inside the club at any given time to ensure a safe experience for all.

### ***What is Touch-Free Club Check-In?***

Touch-Free Club Check-In allows members to check into their 24 Hour Fitness club using the free 24GO app. To check-in touch-free:

- Download our 24GO® app from the App Store or Google Play [here](#).
- Add a photo and enable location services to set up Touch-Free Check-in before you arrive.
- When you arrive at the club, open your 24GO app and tap **Check Into Club**.
- Show the screen to a team member, or if you receive a QR code, scan it to check in.
- If you don't have a smartphone or don't bring your smartphone with you, you can still check-in via the fingerprint reader and keypad or by asking a team member to manually check you in.
- If you are using your Buddy Pass to bring a guest to the club, show your guest's photo ID to a team member to complete their check-in process.

### ***How do I download 24GO on my mobile device?***

Visit the App Store or Google Play, and enter '24GO' when searching for the app on the App Store. It's free. Or click [here](#).



### ***What is your protocol if a member or team member is diagnosed with COVID-19?***

We have a dedicated and trained team in place for this specific circumstance, which includes partnering with the local public health agency for evaluation and recommendations to determine details of any potential exposure. If an exposure is confirmed, our process will include a notification to potentially impacted club members and team members, potential club closure for deep cleaning and more. Know that the health and safety of our members and team members is our top priority, and we will move quickly and effectively to address any potential COVID-19 exposures in the club environment. Please be sure to keep your email address updated with us by visiting [My24](#).

### ***Will all club amenities be available for team and club members' access?***

Some amenities will remain closed until further notice. These vary by club but may include:

- Kids' Club
- Locker room showers
- Club wet areas including lap pool, steam room, whirlpool, sauna
- All club drinking fountains
- GX24 and cycle studios, basketball and racquetball courts (where applicable) may be restricted initially when clubs reopen to be repurposed for other needs and to allow for social distancing

### ***May I bring a guest to work out at my gym?***

Yes. Friends or guests (18 or over, or 12 years old with an adult) should set up their free 3-day pass at [24HourFitness.com/freepass](https://24HourFitness.com/freepass) before they come. Or, if you are a member and have an active 12-month Buddy Pass, you may bring a guest with you each time you work out. Your buddy will need to arrive at the club with you and show a photo ID at the front desk. A team member will assist them in completing our guest check-in process.

### ***May I use a gym that's open near me, even if it was not part of my membership access?***

Yes. From now through December 31, 2020, we invite you to enjoy access to **any** reopened club in your area, regardless of your membership level, provided that you have an active membership or have remaining access time on a cancelled membership.

### ***Can I sign up for personal training?***

- **If you are interested in learning about personal training**, please speak with the fitness manager in the club to learn more about our available in-club and virtual options and help getting started.
- **If you have existing personal training sessions that you wish to schedule**, the fitness manager in the club can help reactivate and schedule them in-club or virtually.



***If I'm not ready to come back into the club, what happens to my personal training sessions?***

Be assured that the expiration date for your personal training sessions will be extended by the number of your paid days while our clubs were closed in your area. For any additional questions, or if you wish to use your sessions for virtual 1-on-1 training instead, please contact your club's fitness manager.

***Will group fitness classes be offered? Where can I go to learn more about group fitness classes?***

Group fitness classes will be offered at modified times and locations starting two weeks after the reopening of most clubs. Please visit the 24GO® app and club web pages for information on classes and schedules.

***What if I am not comfortable and I want to freeze my membership?***

You may request a one-month courtesy freeze if you are a Monthly Payment member, and remain on freeze for as long as you like for a nominal monthly fee. To do this: log into [My24](#) and click Freeze Membership. You may also contact your club and ask a team member for assistance.

***What if I want to cancel my membership?***

We are here to support you, and we hope that you come talk to us about any concerns. However, if you still prefer to cancel, you can [click here](#) and follow the instructions to submit your request to cancel. You can also mail in your cancel request to P.O. Box 787, Carlsbad, CA 92018, Attn: Cancel Dept.

***Is your call center open to answer my questions or make my selection?***

Our call center remains closed. If you have any questions that aren't answered in this FAQ, you can ask a team member for assistance at clubs that have reopened near you, or contact us [here](#) and submit a query.