

## **Texas Mask Policy Change Member FAQ**

### ***How is 24 Hour Fitness responding to Texas ending the State's mask mandate?***

While we still encourage the use of face masks and everyone continues to stay vigilant, 24 Hour Fitness will no longer require members to wear them in its Texas locations starting on Wednesday, March 10.

### ***Do I have to wear a mask?***

Masks are no longer required in our Texas clubs. We recognize that everyone has a different level of comfort and risk, so clubs will have a "club-within-the-club" area for members more comfortable in a spacious, masked environment that includes cardio and strength equipment, where the use of face masks and social distancing are enforced.

### ***Are team members expected to wear masks?***

We are following the State policy, although we encourage that team members continue wearing masks. Masks will be required at all times in the club-within-the-club for both members and team members.

### ***What if I don't feel comfortable with these changes?***

We recognize that everyone has a different level of comfort and risk, so all clubs will have a "club-within-the-club," which will be a designated area where masks and social distancing are required and enforced and that includes cardio and strength equipment. Members will have the option of personal training sessions being held in the masked workout area. No masks will be required in GX classes.

### ***Am I expected to pay full dues if I limit my club use to just the designated workout area?***

Our "club-within-the-club" will have a wide variety of cardio and strength equipment that should satisfy almost everyone's workout needs. If you have a specific need or request, please speak to your Club Manager.

### ***Will cleaning protocols change as a result the changes?***

We will continue our cleaning protocols throughout the day, and sanitizing supplies are available for members to wipe down equipment. In addition, our clubs go through stringent cleaning protocols after closing.

### ***What if I want to freeze my membership?***

You may request a \$12 monthly fee freeze for a determined amount of time. Contact your club or visit our [Contact Us](#) page on our website, select "My Membership" and then "Freeze/Reactive from freeze" as your topic.

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

Some amenities will remain closed until further notice.

### ***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](#).