



We're delighted to say that we're ready to open our doors again on 25 July. It's been so inspiring to see how our members have embraced exercise during lockdown and I very much hope that you've been able to access our online content from home.

We've missed you and now we can't wait to welcome you back to our gym so that we can continue to support your health and fitness journey. We've been working hard behind the scenes to create a safe environment for you to visit and we've made some changes to how we do things.

Our changes have been guided by the experts at [UK Active](#), the [UK government](#) and [Public Health England](#). Please read this email carefully — we know it's a lot to take in, but it's important that we all work together to keep our gym safe.

Your membership

As you pay by Direct Debit your membership payments will remain the same when we reopen. We cannot thank you enough for your continued support it has been of immeasurable value to ensuring we can offer you the best facility possible upon reopening.

We're going to keep you safe

- ✓ We can temperature check all members on arrival to ensure your safety
- ✓ We will be cleaning and disinfecting our gym more than ever with an enhanced two-stage cleaning process, using detergent and



disinfectant to sanitise all gym equipment and will be cleaning the entire gym overnight

- ✓ We have plastic shields at our reception desks and we'll be providing PPE for our teams
- ✓ We will be supplying even more Wipe Pods, so members can clean down equipment and mats before and after use
- ✓ There will be multiple hand sanitising stations available throughout the gym for members to use

We're changing how our classes work

- ✓ As you may expect, we are reducing the number of people in our classes, and placing 'stand here' markers on the floor to help our members maintain social distancing.
- ✓ Classes will be 30 minutes to make sure we have enough time to clean and help members or non-members to leave safely

We're maintaining social distancing rules

- ✓ It's really important that we all try to keep 2m apart at all times
- ✓ We won't have as many lockers available as usual, so please consider how many bags you bring



- ✓ Our cafe will be offering services with social distancing rules in place

Let's do this together – we need your help

To make this work, we need to work together. Here's how you can help:

- ✓ If you feel sick or experience Covid-19 symptoms, please don't come to the gym
- ✓ Arrive dressed and ready to workout
- ✓ Use our hand sanitising stations when you enter a new area (and again when you leave)
- ✓ Use our Wipe Pods to clean your equipment and mats before and after you use them, disposable paper towels will be available for your use
- ✓ Don't share equipment, and don't move weights or benches to other parts of the club
- ✓ Shower at home if you can — we're prioritising showers for members who are unable to shower at home so please bring a body towel (not a sweat towel as per UK Active guidelines)
- ✓ Buy water from the café or bring a full water bottle as we won't be able to provide glasses of water
- ✓ It's unlikely the gym will become full. But if it does, we might need you to wait before you enter the gym floor (and stick to the social distancing markers)



- ✓ Try to exercise for only an hour — that way, every member gets the chance to use our facilities

Our team has been working hard preparing for your return and our furloughed gym team have been patiently waiting to return and welcome you back. Your cooperation and support with our changes will help our teams put them into practice effectively.

What if I don't want to come back yet?

Whenever you're ready, we'll be there to make your return as straightforward as possible. If you're not ready to restart your membership yet – that's no problem, if you have any questions, please email dean@s20physique.com If you have requested to cancel or freeze your membership within the last two weeks, please ignore this email and if a local lockdown affects our club in the future we will of course deal with this accordingly.

Don't forget you can still access our [online resources](#) from home.

Thanks for your patience and support. We're so looking forward to welcoming you back.

Kind Regards

Team Physique.