



FREQUENTLY ASKED QUESTIONS

FOR THE REOPENING PROCEEDURE AND BEST PRACTICES TO CREATE A SAFE ENVIRONMENT FOR MEMBERS AND EMPLOYEES AS OF SEPTEMBER 1, 2020

MEMBERSHIP:

Q. Will we receive a credit for the payment we made for the March 2nd billing since the Fitness and Wellness center was closed on March 16th?

Yes. A credit was placed on your fitness center account. That credit will be applied on the next billing date once the Fitness and Wellness Center is opened and operating

Q. Was my membership being billed while the Center was closed?

A. No. All accounts were not being billed during the shutdown.

Q. Will the maintenance fee charge be postponed since the Center was closed?

A. Yes. As of now, the maintenance fee will be processed at a later date and will be used for our PPE items moving forward to guarantee the safety of all members and employees.

Q. Will members be contacted when the Center reopens before billing their accounts?

A. Yes. As apart of this notification we are immediately notifying members that the facility will reopen on September 1, 2020 and your membership will be billed on September 2, 2020 on a prorated basis. We will also be providing this notice through an email blast, on social media, and on our website. Please make sure we have your correct email address on file. If you would like to update your email address, please send your request to: tjohnson@team85fitnessandwellness.com



FREQUENTLY ASKED QUESTIONS

SAFETY & PROTOCOLS:

Q. Should members and employees wear gloves?

A. While gloves are optional, we recommend following the CDC guidelines which is to wear gloves when you are cleaning or caring for someone who is sick. It is best for members and employees to concentrate on vigorously washing hands with soap and water for at least 20 seconds before and after workouts rather than wearing gloves throughout the facility. Our team of employees will wear gloves when they are cleaning. Please make sure all equipment is wiped down after every usage.

Q. How will the new policies and procedures be enforced at Team85?

A. Our staff will be trained to act as “Fitness Ambassadors.” They will hold members accountable for all member policies, procedures, rules, and regulations. They will help maintain safe distancing parameters and will assist with cleaning on the Fitness Floor. The Ambassadors will also correct any member behavior that is in violation of established member policies.

Q. How will distancing guidelines be maintained at Team85?

A. You will notice many measures in place to achieve the advised physical distancing. We have arranged the Fitness Floor to facilitate physical distancing—which required reducing the available cardio equipment for use. Select pieces of cardio equipment have been unplugged and clearly marked to facilitate distancing. Some additional spacing has been provided where needed in the strength training area. Floor markings have been placed in the studios and throughout the facility. Locker rooms have signage and some lockers have been placed out-of-service. Throughout the entire Center there is signage on the walls and floors to remind everyone to practice safe physical distancing and to practice personal hygiene.



FREQUENTLY ASKED QUESTIONS

FACILITY:

Q. What are the hours of operation once the Center is able to open?

A. In order to promote a clean and sanitary facility, we have temporarily modified our operating hours. Our initial operating hours will be:

- Monday–Friday: 6:00am–10:00pm
- Saturday & Sunday: 7:00am–8:00pm

Q. Are the locker rooms open?

A. The locker rooms will be open for restrooms and sink usage. The number of lockers available will be limited to achieve adequate physical distancing. Members are asked to abide by the physical distancing markers and respect the space of other members. If a member is using a locker, please wait until they leave the area or step aside before trying to use a locker nearby. Please use a disinfectant wipe before and after occupying a locker. Housekeeping will also be sanitizing the lockers throughout the course of the day.

Q. Will the wet areas in the locker rooms be open?

A. No. At the present time the wet areas in the locker rooms will not be accessible.

Q. Will drinking fountains be available?

A. No. Water fountains will not be available. Members are encouraged to bring their own water bottles to Team85.

Q: Will members be required to wear masks while working out?

A: Yes. All members must wear a face mask while working out and inside the building.

Q: What is the capacity limit?

A: We are able to fit 350 members and staff in the Fitness and Wellness Center and the Field House. Please use the app to see the present capacity.

Q: Will the women's only be available?

A: No. Women's only area will not be open in Phase I of reopening. We will open it accordingly.



FREQUENTLY ASKED QUESTIONS

GROUP FITNESS:

Q. Will Group Fitness classes be available when you open?

A. No. At the present time Group Fitness classes, will not reopen in Phase I. Once we have had an opportunity to address how reopening is functioning, we will begin opening Group Fitness classes as long as the State guidelines permit us to open with Group Fitness classes. At which point we plan to begin with a modified schedule. This will ensure enough time in between classes for cleaning and studio reset, and to ensure that members are not crossing paths with other members. As we get closer to opening please reference the Team85 app or our website for an updated class schedule.

Q. Will there be a limit to the number of people permitted in a Group Fitness class?

A. Yes. To ensure physical distancing and prevent overcrowding, there will be a limited capacity for all Group Fitness classes. The appropriate number will depend on the studio and the type of class.

Q. How do I reserve a spot in my favorite class if the participants are limited?

A. All classes will require reservations. Reservations are on a first come, first served basis. You will be able to book a spot 48 hours in advance. You will need to book classes via the Team85 app. If you find that you cannot attend the class, you must cancel within two (2) hours of the class. If you are at Team85 and a class is scheduled to begin and it is not full, you may join the class with the instructor's permission. If you are unable to participate in person because the class is full you may choose to participate virtually if the class is being offered virtually. More details on virtual programming will be addressed when open.

Q. Can I bring my own equipment?

A. We have developed very strict disinfecting and sanitizing protocols for Group Fitness mats and supplies, following the conclusion of each class. If you are more comfortable bringing your own supplies, you certainly may. If you do bring your own supplies, we must caution you that all items must be disinfected before and after use, and please do not leave them unattended at any time.

Q. Will there be any restrictions on studio access?

A. Yes. Studios will not be accessible for use in between classes. Studio doors will open 10 minutes before the start of class. Participants will be requested to stand on the distancing markers on the floor and check-in with the instructor to ensure attendance is confirmed. Post-class we request all participants to promptly exit the studio so we can begin our cleaning protocols and studio reset.



FREQUENTLY ASKED QUESTIONS

VIRTUAL PROGRAMMING:

Q. What is virtual programming and what services will be available?

A. Virtual programming is an at-home solution that will help you continue to lead a healthy lifestyle and stay engaged with your Team85 family all in the comfort of your home. We will offer a wide variety of Group Fitness class favorites virtually. Once Team85 reopens, to participate in virtual programming you must have an active membership and must register for the class.

Q. How can I access virtual programming options?

A. Once you register for a virtual program you will receive an invite. There will be more information on virtual fitness coming soon. All classes will be accessed via Zoom.



FREQUENTLY ASKED QUESTIONS

SERVICES:

Q. Will Team Kids be provided when you reopen?

A. No. We know how important our Childcare services are to so many of the families we serve. While our Team Kids services will not be available in Phase I of reopening, we are eager to bring it back as soon as possible. Once we reopen Team Kids we will follow strict cleaning and disinfecting protocols, and we will operate by reservations to adhere to physical distancing guidelines.

PERSONAL TRAINING:

Q. Will I be able to purchase and/or use Personal Training sessions?

A. Yes. We are prepared to offer both in-person as well as virtual personal training. Our trainers are ready to provide this service while practicing safe physical distancing. Please feel free to contact our Personal Training Manager if you are interested in personal training once we reopen.

Q. Will clients with Personal Training sessions set to expire be provided an extension?

A. Yes. will extend the expiration date equivalent to the amount of time the facility was closed.



FREQUENTLY ASKED QUESTIONS

AQUATICS:

Q. Will the pools be open when you reopen?

A. Yes, The lap and kids pools will be open. Everyone must wear a mask when entering the Aquatics Center and while on the pool deck. Masks should not be worn in the water, as this is a drowning hazard. The CDC has declared swimming pools to be safe. Members and swim clients will need to make a reservation before heading to the Aquatics Center, as space is limited due to physical distancing requirements. Reservations are on a first come, first served basis. If you are at Team85 and a lane is available because it was not reserved, you may use the lane or the spot with the lifeguard's permission, but only for the amount of time it is not reserved.

Q. Will swim package expiration dates be extended?

A. Yes. We will extend the expiration date equivalent to the amount of time the facility was closed.

Q. Will we be able to get our previous swim lesson time slots with our swim instructors or do we have to schedule again?

A. We hope to continue with the same schedules. Instructors will reach out once we are cleared to open and resume lessons.

Q. Swim team/parent child/group classes – will there be an extension?

A. Yes. We will extend the sessions for the equivalent amount of time the facility was closed.



FREQUENTLY ASKED QUESTIONS

FIELD HOUSE:

Q: Will the Field House be open in re-opening Phase?

A: Yes, The Field House will not be open in Phase I. Once open, all access to the Field House needs to come through the Field House entrance. No more cutting through buildings. Temperature checks need to be taken prior to entering all locations of the facility.

Q: Will leagues/clinics/classes/pickleball/badminton be starting during the re-opening Phase I?

A: No, extra curricular activities will not be in the initial opening phase.

Q: How many people are allowed in the Field House at a time?

A: We can hold 100 people, while social distancing within our Field House.

Q: What are the hours of the Field House?

A: Hours will be Monday-Friday: 7:00am-10:00pm. Saturday & Sunday: 7:00am-8:00pm. These are subject to change based on our kids program schedule.



FREQUENTLY ASKED QUESTIONS

TEAM85 CAFE:

Q: Will I be able to purchase food/drinks at the cafe?

A: No, not in the initial re-opening phase.



FREQUENTLY ASKED QUESTIONS #2

FOR THE REOPENING PROCEEDURE AND BEST PRACTICES TO CREATE A SAFE ENVIRONMENT FOR MEMBERS AND EMPLOYEES AS OF SEPTEMBER 1, 2020

Team85 has received several questions with respect to the FAQ from August 26, 2020. This FAQ #2 Is intended to address those questions

MEMBERSHIP:

Q. How is the pro-rated refund for the period from March 17, 2020 - March 31, 2020, being applied to membership

A. All members will receive a 46.67% reduction in their monthly membership fee, when the billing takes place on September 2, 2020. This will satisfy any and all outstanding pro-rated amounts. Members will only be billed 53.33% of their membership for the month of September. Additionally, while Team85 has the ability and the right to bill for the maintenance fee, they will not be billing said fee in September or October 2020, this maintenance fee will be billed later in the year for the additional expenses incurred from PPE supplies

Q. When will the Membership Fee be Billed?

A. The Membership fee will be billed on September 2, 2020.

Q. Can new members sign up?

A. Yes, new members can sign up at the present offering.

Q. Can I cancel my membership with out penalty?

A. Yes. Members can cancel their membership effective immediately and without penalty. Note that members who cancel on or before September 1, 2020 will not receive the credit to their account. Members who provide notice on or before September 1, 2020 that they wish to cancel and wish to still receive the credit will be permitted to remain members until September 15, 2020 and then may cancel at that time without penalty and effective immediately. No cash payments will be made.

Q. Can I freeze my membership under the general freeze provision?

A. No. There is not enough time to permit members to freeze under the agreement from the time we reopen. However, since we understand that some members will not feel comfortable in returning to the facility we are allowing any members that choose too may cancel their membership effective immediately and without penalty.



FREQUENTLY ASKED QUESTIONS #2

MEMBERSHIP CONTINUED...

Q. Can I freeze my membership under the medical provision of the agreement?

A. Yes. Members who present valid proof from a doctor of a medical condition will be able to freeze their membership pursuant to the medical freeze of the contract.

Q. Can I freeze my membership if I do not want to wear a mask?

A. No. The mandate to wear a mask in the facility is an order required by the State of New Jersey and Team85 will strictly adhere to all such orders for the safety of our members and staff. However, a member may cancel their membership effective immediately without penalty.

Q. Can I freeze my membership until Group Exercise Classes, Team Kids or The Field House reopens?

A. No. it is our expectation that these options will be available in a reasonably short period in future reopening phases. For the safety of our members and staff we are opening in a methodical and intentional way to protect everyone. However, a member may cancel their membership effective immediately without penalty.

Q. If I cancel my membership will I be required to pay the enrollment fee when I decide to rejoin?

A. Members who cancel and wish to rejoin will be required to rejoin as new members and if an enrollment fee is applicable at the time of rejoining then the member will be required to pay such fee.

Q. If I cancel will I be able to rejoin at my current membership rate?

A. No. Members who cancel can rejoin at whatever rate is currently being offered at the time they wish to rejoin the Health Club.

Q. Will the membership fee be reduced because ancillary services are not available?

A. No. The ancillary services such as Group X, Team Kids and the Field House will be reopening in a reasonable period of time in a future phase and there will be no reduction in the membership fee due to the services not being available at this time.



FREQUENTLY ASKED QUESTIONS #2

MEMBERSHIP CONTINUED...

Q. Can I freeze memberships for Children under the age of 13 since Team Kids is not open?

A. No. There is not enough time to permit members to freeze under the agreement from the time we reopen. However, since Team Kids is not available, members may cancel their child's membership effective immediately and without penalty.

Q. Can I continue to use Virtual Classes at a discounted rate?

A. No. Virtual Classes will only be offered to members when virtual classes resume and there will be no reduced rate to use this service exclusively.

Q. Why can we not freeze our memberships?

A. The logistics of doing so is not reasonable due to the short notice the state provided to allow for reopening, seven (7) days. Team85 has not charged anyone while we were closed including those who appropriately handled the freezing policy, even though it was Team85's right to act in this manner. It was the expectation that the Health Club would only be closed for two (2) months when the closure began and the nearly six (6) months of closure was not anticipated by anyone. Therefore, the best option available is to allow members to cancel their membership if they elect to do so, without penalty and effective immediately.

Q. If my membership was frozen properly pursuant to the contractual agreement, can I remain frozen?

A. Yes. If your membership was frozen pursuant to the contractual terms you can remain frozen for the period provided for in the agreement. Your membership will restart upon the expiration of that term or if you request to restart sooner. Note: no membership that was frozen was billed the fees that could have been billed during the freezing period.

Q. How do I cancel my membership?

A. The normal process requires at least thirty (30) days notice and a letter hand delivered or sent to Team85 by certified mail, Return Receipt. Due to the unique circumstances Team85 has elected to temporarily waive both the Thirty (30) day notice requirement and the physical delivery of the letter. Members who want to terminate must send an e-mail to TJohnson@team85fitnessandwellness.com by September 1, 2020 advising that you wish to terminate. There may be some lag time and the billing may inadvertently be applied to your account for September, that inadvertent billing will be refunded, but please bare with us as this is a new process. All notices received after September 1, 2020 will be seen as a cancellation beginning for the October billing cycle, those individuals will be billed for September. As stated above those who wish to cancel in September and the notice is received prior to September 1, may remain members until September 15, 2020 and be canceled thereafter without penalty to receive the credit for March 2020.



FREQUENTLY ASKED QUESTIONS #2

FACILITY PROCEDURE AND REQUIREMENTS:

Q. Do I have to wear a mask while working out?

Yes. Pursuant to Governor Murphy's Executive Order 181, Executive Directive No 20-028 and the Department of Health's Guidance for health clubs/gyms/fitness centers. We will strictly enforce this requirement so that we do not jeopardize our ability to remain open and to ensure the safety of all of our staff and employees.

Q. Will the Sauna be available?

A. No. Pursuant to Governor Murphy's Executive Order 181, Executive Directive No 20-028 and the Department of Health's Guidance for health clubs/gyms/fitness centers. Shared saunas and steam rooms are not permitted.

Q. Will I be required to fill out a Covid-19 waiver?

A. Yes. All members will be required to execute a Covid-19 waiver before utilizing the facility.

Q. Will I be required to take a temperature check before entering the facility and answer a questionnaire?

A. Yes, you will be required to take a temperate check and answer a questionnaire.

Q. Will the Shower's in the Locker Rooms be available?

A. No. Showers will not be available in Phase I of the re-opening.

Q. Do I need to sign-up at a specific time to come to use the regular Health Club?

A. No. Sign-ups will only be required for use of the Aquatics Center and Group Exercise Classes (when they recommence). Regular use of the facility will not require you to pre-register. We have rarely exceeded 25% capacity of our facility prior to Covid-19 and do not anticipate the spacing to be an issue upon our reopening due to the size of our facility. If any point we reach capacity, then and in that event members will be required to wait outside until the capacity reaches acceptable levels and they will be permitted to enter the facility at that time.

Q. How do I sign-up to use the Aquatics Center?

A. We are working on this process and will advise as soon as possible.

Q



FREQUENTLY ASKED QUESTIONS #2

FACILITY PROCEDURE AND REQUIREMENTS CONTINUED...

Q. How long will I be permitted to use a lane in the Aquatics Center?

A. We are working on this process and will advise as soon as possible.



FREQUENTLY ASKED QUESTIONS #3

FOR THE REOPENING PROCEEDURE AND BEST PRACTICES TO CREATE A SAFE ENVIRONMENT FOR MEMBERS AND EMPLOYEES AS OF SEPTEMBER 14, 2020

Team85 has received several questions with respect to the FAQ from August 26, 2020 and August 28, 2020.

This FAQ #3 Is intended to address those questions

MEMBERSHIP:

Q. How will membership terms be activated moving forward:

A. On October 1, 2020, Members will have been active for 30-days as such the contract terms will be effective as they were prior to Covid-19.

Q. When will a freeze of a membership work beginning on October 1, 2020

A. Beginning with the November billing cycle, members will be permitted to freeze their membership. Per the contractual agreement, Members must provide fifteen (15) days notice that they intend to freeze their membership. Therefore, Members who provide notice between October 1, 2020 and October 16, 2020 will be permitted to freeze their membership for the November billing cycle. From that point forward the regular terms of the contract will apply. No exceptions will be made for those who provide notice following October 16, 2020. Notice given between October 17, 2020 and November 15, 2020, will be frozen for the December billing cycle, continuing in the same manner thereafter.

Q. Can I cancel my membership without penalty?

A. The contractual cancellation policies are now in effect, the grace period ended on September 1, 2020. As of this time members must be active for thirty (30) days and then must provide thirty (30) days notice via certified mail Return Receipt Requested to Team85 Fitness and Wellness, LLC, 8500 K Johnson Boulevard, Bordentown, New Jersey 08505. This means that on October 1, 2020, members will be able to cancel provided they abide by the terms of their contractual agreement.

Q. Can I visit the Team85 prior to my cancellation becomes effective?

A. Yes. you are still a member, you are welcome to use the facility until your membership's termination date is effective.



FREQUENTLY ASKED QUESTIONS #3

MEMBERSHIP CONTINUED...

Q. Can I freeze my membership under the medical provision of the agreement?

A. Yes. Members who present valid proof from a doctor of a medical condition will be able to freeze their membership pursuant to the medical freeze of the contract.