



A Reopening Guide For Members

Welcome Back!

Dear Members,

Since our closure in early March, we've put serious thought into the right way to reopen Body Zone so that we could safely welcome you all back through our doors. As a business built on the premise of building relationships through wellness, we believe that our role in the community is as important as ever before.

Our plan is to open our doors the Monday after Berks County moves to the GREEN phase. With thorough safety guidelines in place, we see community-based wellness as an outlet for us all in the coming months: It can be a reprieve from every-day stresses, a source of motivation, and a welcomed change in routine. But to enjoy these things, we need to work together to succeed in a COVID-19 world.

We've consulted our colleagues, experts in the industry, and the CDC and State of PA to develop the following reopening plan with protocols that are subject to change. It's a lot of information but we are a large operation with many services and moving parts and we want to make sure we get it right for you.

Thank you for your understanding and support. We look forward to continuing to serve you by making your safety and health a top priority.

We can't wait to welcome you back! We'll get through this and we'll be stronger.

Ted Kolva

General Manager



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Top Ten Important Details To Know Right Away

IMPORTANT: Please read our comprehensive reopening guide listed below for an in-depth explanation of these touchpoints.

1. We will follow government guidelines regarding touch-free temperature of everyone who enters Body Zone. This process is already in place for employees.
2. Face masks covering your mouth and nose are required as you enter and exit Body Zone, as you travel to exercise spaces and in all common areas and restrooms.
3. Social distancing measures at Body Zone are firmly in place. Signage and messaging is installed all over our building -- let it help guide you as you keep your distance from others.
4. We've cleaned and disinfected every spot in our facility from top to bottom, and have serious plans, that go beyond CDC guidelines, to keep it that way. Please clean all equipment before and after use.
5. We are reopening in phases. The pool (and hydrotherapy pool) will not be open for lap swimming, aqua fitness classes or any other recreational activities in the first reopening phase at Body Zone. Areas and services that remain closed until further notice: child care, showers, some lockers, sitting/waiting areas, center lane of track, water fountains and more. See Page 5 for more information. Limited access to the facility and our programs may be in effect. Areas with these restrictions will be communicated.
6. Equipment has been reorganized with safe distancing as a top priority. 99% of our cardio and strength equipment is available for use and is spaced six feet or more apart.
7. Group fitness class sizes have been reduced and reservations are required for all classes. The schedule is completely new and classes will take place in our massive spaces such as our melted ice rink and other wide open indoor and outdoor spaces.
8. Staff safety protocols are well developed to protect you and our employees. Body Zone COVID-19 Employee Health Guidelines are located here: bodyzonesports.com/safety.
9. We ask all members to complete our "Updated Liability Waiver & Adherence To COVID-19 Safety Protocol" form prior to their first visit.
10. We will be vigilant about communicating updates to you and we are committed to monitoring new public health indicators and protocols based on government orders and guidelines -- for your utmost safety.



When You Arrive At Body Zone: Check In, Social Distancing & More

Take note of "enter only" and "exit only" signs on front doors.

We will follow government guidelines regarding touch-free temperature of everyone who enters Body Zone. This process is already in place for employees.

Face masks covering your mouth and nose are required as you enter and exit Body Zone, as you travel to exercise spaces and in all common areas and restrooms.

Social distancing practices will immediately occur. You'll see floor markings/spacing requirements at check in, around Guest Services, in our lobbies, locker rooms and bathrooms, and at the 2nd floor Wellness Desk.

Please do not wait for class or etc, in these high traffic areas. Consider waiting outside or in your car if weather permits.

You'll immediately see a "Sanitation Station" in our main lobby for any needs prior to working out or utilizing other areas of the building. We have multitudes of these set up throughout the building.

Members will check in using the normal pathway but this will be sectioned off from other visitors to ensure your protection.

Make sure you check in with your key fob or use our new MemberMe+ app for quick check in. Instructions for getting the app are on page 13.

Please bring a water bottle and workout towel with you. Please keep your belongings to a minimum.

Let's keep Body Zone healthy together! Sanitation Stations are located all over our fitness center and the facility. Please wipe your equipment before and after use.

Cleaning & Sanitizing Protocols

We've cleaned and disinfected every spot in our facility from top to bottom, and have serious plans to keep it that way:

- We will continue to follow stringent sanitizing procedures for proper disinfection. Although we have 24-hour janitorial service already dedicated to this function, our reopening task force has assembled and trained a new department, The BZ Clean Team, devoted to additional daily cleaning shifts with assigned jobs and tasks throughout the day.
- Like always, our dedicated cleaning team will use an EPA-registered disinfectant used to kill viruses like COVID-19 on all equipment, studios, floors and high touch surfaces: sanitizing stations, doorknobs, handles, rails, light switches, keyboards, you name it ...
- Every night, after closing, our in-house janitorial staff will conduct a thorough deep clean.
- Our "mister crew" will utilize our new air-assisted misting machine along with two backpack misters to sanitize and disinfect the entire facility at least two times a day. The main weight floor, cardio loft, and all second floor studios will be disinfected between 2-4 PM on the weekdays and between 1-3 PM on the weekends. The areas will still be open and the process will be minimally disruptive. Why a mister? It allows us to spray evenly, gets hard to reach surfaces and clings to every surface it coats; drying within 10 seconds of its application. Why an air driven mister? Research shows that an air driven mister is more effective than electrostatic distribution because forced air doesn't compromise the stability of the disinfectant. Watch a video of our mister in action here: bodyzonesports.com/safety
- Look for many more "Sanitation Stations" in studios, on the main weight floor and as you enter and exit Body Zone. Sanitizing Stations consist of EPA-registered hand wipes, hand gel of 70% alcohol, paper towels and One Step medical grade, EPA-registered spray.
- We are going touch free with soap and towel dispensers and most doors.



Let's keep Body Zone healthy together! Sanitation Stations are located all over our fitness center and the facility. Please wipe your equipment before and after use.

Staff Safety Protocols For Their Health, And Yours

Upon arriving for their shift, every employee will undergo a temperature check and health screening.

Our staff will be wearing face masks and gloves (when necessary) during their shifts and will follow stringent hand washing procedures.

Learn more about Body Zone's COVID-19 Employee Health Guidelines and how we are keeping our staff safe and healthy here: bodyzonesports.com/safety

Plexiglass shields at key inquiry/member and guest service areas will protect you and our staffers.

We have been conducting staff training on all safety protocols, enforcement of safety protocols and especially clean and sanitizing measures, and we are ready for you!

Your Workout Experience

The pool and hydrotherapy pool. The pool (and hydrotherapy pool) will not be open for lap swimming, aqua fitness classes or any other recreational activities in the first reopening phase at Body Zone.

Locker rooms. Shower facilities are not available at this time. Restrooms are open. Socially distant lockers will be available and labeled as such for your use.

The main weight floor. All equipment is intact, thoroughly disinfected and six feet or more apart. You also see social distancing messaging and floor stickers near the turf and free weight areas. We've doubled the number of wipes and hand gel for this area.

The track. Enter and exit the track per posted signs. All posted track rules apply. The middle lane is now closed except when passing.

The cardio loft. Please enter the cardio loft at the 2nd floor Wellness Desk area. Exit only is located on the other end. All cardio equipment is thoroughly disinfected and located six feet apart. 99% of our cardio equipment is intact! Vents, equipment and floors received a deep clean and are ready for you. Sanitation Stations with plenty of wipes, hand gel, paper towels and One Step disinfectant will be located at each end of the loft. Our BZ Clean Team will be monitoring the loft at scheduled times throughout every day.

The Mind Body Studio. This space has been converted into our home for our fleet of upright and recumbent bikes -- all spaced six feet apart. If you love our stationary bikes, this is where you will find them!

Cycling Studio. This small space is now our stretching room with limited capacity. You will find mats and rollers here. We have relocated all cycling classes (even added a few new ones) to our massive NHL-sized melted ice rink.

Child care. Child care in our Kids Zone is unavailable until further notice.

Personal training. Personal training appointments will take place in safe and designated areas. Trainers will practice social distancing and will be wearing masks.

Communal areas. You won't see high tops, lounging chairs, stools, magazines, flyers, decorative accessories and unnecessary artwork around the Zone right now. We've streamlined our spaces to keep spaces bare and ultimately, cleaner.

Let's keep Body Zone healthy together! Sanitation Stations are located all over our fitness center and the facility. Please wipe your equipment before and after use.

Temporary Changes To Our Amenities

Locker rooms are open for restroom and limited use only. Showers are unavailable until further notice. Available lockers will be noted as such.

Complimentary towel service is not available until further notice.

To eliminate hand-to-hand contact, we're removing all complimentary amenities (lotion, mouthwash and etc) from the locker rooms.

The waiting area on the second floor is for Body Zone Physical Therapy clients and caregivers only.

As implemented prior to our shut down, we will not be holding key chains for you.

Please only bring necessities into Body Zone with you.

Beverage service via our Wellness desk is on hold until further notice.

Water fountains are for emergency use only. Please bring your own water.

Let's keep Body Zone healthy together! Sanitation Stations are located all over our fitness center and the facility. Please wipe your equipment before and after use.

Your New Group Fitness Experience

Our main group fitness schedule is now modified and we're putting the finishing touches on it. It will be available online one week prior to our reopening date here:

bodyzonesports.com/groupfitness

Classes will have a limited capacity in each venue.

Classes during our first reopening week will be first come, first served.

For the 2nd reopening week, classes must be booked in advance via our MemberMe+ App or on desktop at bodyzonesports.com/groupfitness

Go to the last page of this reopening guide to learn more about booking classes via the app and desktop . Please note: we will not be taking class reservations via phone or in person

We have new locations for classes: Outside, Studio 1, Agility Room, Turf Field #2, Court and Ice Rink #2 -- our new cycling home! All deep cleaned, sanitized and large spaces to help us practice social distancing and promote extra air flow.

We've increased time between classes to allow for crossover traffic and proper disinfection between classes.

Body Zone Social Distancing rules apply before and after class:

- You'll see special instructions for entering and exiting classrooms -- via doors denoted as such.
- Distancing stickers in Studio 1 are located EIGHT FEET APART. Before class begins and upon entering, please identify a distancing sticker to mark your spot for the entire class. Please stay within "your zone" during class. This means you have eight feet around you at all times.
- Please keep your distance from others when gathering, cleaning and replacing your equipment. Instructors will monitor this process, so please listen to their instructions.
- When class ends, and after your equipment is cleaned, we ask all participants to immediately exit via doors marked as such.
- Please practice social distancing while waiting for classes. Do not wait for class or socialize in high traffic areas or small hallways. Consider waiting outside or in your car if weather permits.

For yoga, Pilates, Athletic Barre, BODYFLOW: please bring your own yoga mat, blocks and straps.

Please do not close, open, or prop doors to our studios.

Fans are not permitted in group fitness spaces or public areas.

Let's keep Body Zone healthy together! Sanitation Stations are located all over our fitness center and the facility. Please wipe your equipment before and after use.

Active Aging Group Fitness Experience

Our Active Aging fitness schedule is now modified and classes take place before noon every day. The new schedule will be available online one week prior to our reopening date here: bodyzonesports.com/groupfitness

The new and only home for classes until further notice is on our basketball court on our first floor.

Check in at Guest Services before every class.

All participants must follow these NEW class guidelines to ensure a safe, healthy and comfortable experience for all. Body Zone Social Distancing rules apply before and after class:

- Before class begins and upon entering the court, please identify a distancing sticker to mark your spot for the entire class. Please stay within “your zone” during class. This means you have eight feet around you at all times.
- Please keep your distance from others when gathering, cleaning and replacing your equipment. Instructors will monitor this process, so please listen to their instructions.
- When class ends, and after your equipment is cleaned, we ask all participants to exit the court and Body Zone's first floor spaces.
- Please conduct any social activity outside of Body Zone.
- If you are doing back to back classes, please wait for your next class in the large hallway near our first field. Please practice social distancing when waiting -- six feet apart.

We've increased time between classes to allow for crossover traffic and proper cleaning/disinfection between classes.

Active Aging classes are first come, first served. You may not reserve your spot in advance by using a personal object or etc. This applies to back to back classes you may be taking as well.

Please wipe all equipment before and after use.

Please bring your own yoga mat for classes that apply.

Let's keep Body Zone healthy together! Sanitation Stations are located all over our fitness center and the facility. Please wipe your equipment before and after use.

When You Need Help Or Assistance

In Person While You Are At Body Zone:

As always, we will help you -- but now from a distance. We have protocol in place that limits our desk staff, Member Advisors, trainers and other members of our full time team from leaving their desk areas or coming in close contact or hand-to-hand contact with members. Please do not visit individual offices at any time, but rather follow the below protocol.

At Guest Services on our main floor:

Please use the section to the right of the check-in station labeled: "Other Inquiries"

On the 2nd floor:

Inquire at the 2nd floor desk as normal, but be prepared to create an appointment to interact with a staffer. We have created a designated "Member Inquiry Meeting Area" outside of our juice bar for special interaction with a Body Zone staffer.

When You Are At Home:

There are so many ways to connect with us. Here are the best methods:

1. Contact your Body Zone Member Advisor:

Janelle Leib: jleib@bodyzonesports.com

Jackie Patton: jpatton@bodyzonesports.com

Anne Missan: amissan@bodyzonesports.com

Unsure of your Member Advisor, email our team using bzmembership@bodyzonesports.com

2. Call us during normal hours of operation: 610-376-2100

3. Reach out for training advice or workout questions by joining our Ask The Trainer private Facebook group. Search for: Ask The Trainer! (For Body Zone Members) on Facebook or email learn@bodyzonesports.com to get a link.)

It Will Take Teamwork

Our commitment to your safety:

We are ready to go. We have planned, considered, trained and we are cautious. We've mapped out this reopening guide and we will enforce it on your behalf. We've developed the best way to be socially distant at Body Zone. Employees and managers including The BZ Clean Team will be staffed at all hours to ensure and enforce guidelines in all spaces and perform enhanced cleaning and refill of sanitizing supplies (wipes and hand gel) at all hours of the day.

Your help is needed by:

Aside from adhering to all government guidelines, we ask that you ...

1. Practice social distancing when you enter the building, while you wait for class or when you use a restroom -- our distancing floor graphics and signage will help remind you.
2. Please help us keep all equipment and fitness accessories clean. Please wipe them before and after you use them.
3. If you have a cough or fever, or symptoms of COVID-19, do not come to Body Zone until you are symptom free/fever free for three days.
4. If you have tested positive for COVID-19 or have knowingly come into contact with someone who has, please do not come to Body Zone for 14 days or unless you have tested negative for COVID-19.
5. We love our supportive BZ family, but please refrain from hugs, high fives and handshakes.
6. Most of all, please wash your hands.

Let's keep Body Zone healthy together! Sanitation Stations are located all over our fitness center and the facility. Please wipe your equipment before and after use.

FAQ For Membership Dues

(Assuming a June 29, 2020 reopening date)

When will my membership be activated?

Your membership will be activated on June 29, our reopening date. If you are in any way uncomfortable or just don't feel like you're ready to come back to Body Zone that's ok. We want you to feel comfortable, safe and ready. Please see the freeze policy listed below.

Can I continue to freeze my membership?

Upon reopening, our standard freeze policy will resume. You may freeze your membership one time during your contract year for a minimum of one month up to a maximum of three months (this date would be September 29, 2020). Your monthly dues will continue to be billed during this freeze time and the freeze time will be added to the end of your contract at no cost.

What if I want to freeze my membership and I am a Health Partners Money-Back member?

If you are a Health Partners member and freeze your membership after reopening, your dues will be charged at the full rate for the duration of your freeze and discounts will be refunded in the time that is added on to the length of your membership. For example, if you freeze your membership for three months, you will pay \$69/month for the three months as per the above. Accordingly, those three months will be added to the back end of your membership. In each of those last three months you will have a chance to qualify for a 25% or 50% refund, depending on the number of check-ins you have.

How will my membership and dues work moving forward?

The majority of members paid March 2020 dues. Since we closed on March 17, we owe you 15 days for the month of March. With our June 29 reopening, your next membership dues payment will be due July 20, 2020 (22 days after we reopened). All future membership payments will be due on the 20th of the month.

What will my new membership expiration date be?

Since we will have been closed for 103 days, your new membership expiration date will be 103 days after your original expiration date. For example, if your original expiration date was April 6, 2020, your new expiration date will be July 18, 2020. We will be sending out new renewal letters at the appropriate time.

The pool (and hydrotherapy pool) will not be open for lap swimming, aqua fitness classes or any other recreational activities in the first reopening phase at Body Zone, what's next for me?

If you have one of our grandfathered "Aquatics Only" memberships, we welcome you to use the fitness center and group fitness classes at no additional cost. You also have the option to freeze your membership (see our freeze policy stated above). All other memberships are not affected by the pool.

I have consistently qualified for your Health Partners Money-Back plan and have received 25-50% off my monthly dues. How does this work now?

We are pleased to be able to continue our popular Money-Back rewards plan. As a reminder, we will count your visits from the first day to the last day of each full month. Work out 15 times per month and get 50% off your dues the following month or work out 12-14 times per month and get 25% off your dues the following month.

More specifically, your dues that will be charged on July 13, 2020 will be based on the following:

- For those who pay dues on a monthly basis, if you had 12 or more check-ins in January and/or February you will be given the 15 check-in discount of 50%.
- For those who have paid in full, if you who had 12 or more check-ins in January and/or February you will be given the 15 check-in discount of 50% and were refunded accordingly in April.
- Additionally, all new Health Partners members that joined in February 2020 or March 2020 will also be given the 15 check-in discount as noted above.

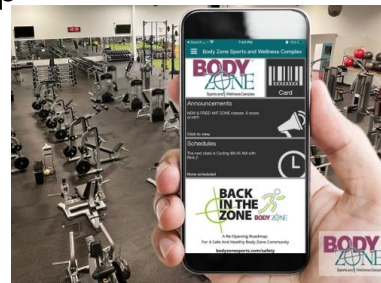
How do I cancel my membership?

Your membership agreement currently provides for two early cancellation options as follows:

1. If you move 25 miles or more away from Body Zone there will be no fees or penalties to cancel (documentation required)
2. For medical reasons (written doctor's note required).
If you choose to cancel for any other reason prior to the end date of your current contract, a thirty day written notice is required and cancellation fees will be applied. You will owe half the remaining balance of the contract, plus a fee of \$50 if less than six months remain on the contract or \$100 if more than six months remain. Any refunds will be issued within 40 days of the cancellation. If you decide to rejoin, please know that any grandfathered rate will no longer apply and an enrollment fee is required.

If you have any additional questions, please feel free to reach out to our Member Advisor team at 610-376-2100 or bzmembership@bodyzonesports.com.

MemberMe+ App: How To Get The App & Book Group Fitness Classes Or bodyzonesports.com/groupfitness (Process does not apply to SilverSneakers or Rock Steady Boxing)



How To Get The MemberMe+ App And Book Classes:

1. Create a Body Zone Self-Service account.* We will send you an invite to create an account once we re-activate your Body Zone membership -- our first day of reopening. Your log in info for this account will allow you to book free classes. If you did not receive the invite, email info@bodyzonesports.com and we will re-send the information.

*Athletic Barre, Stand-Up Paddleboard and On Demand Swim Lesson participants already have a Self-Service account.

2. Get the MemberMe+ App. Visit the iTunes App Store or Android Play Store and search for MemberMe+ to download it directly to your mobile phone.

3. Once downloaded, search for Body Zone by entering the zip code: 19610.

4. IMPORTANT: Allow "notifications" so you get updates and alerts from Body Zone about classes and more.

5. Buy a free, one-time unlimited "package" to allow you to book classes.

6. Book classes!

FYI: Cancelling a class is very easy. Just click on that class and select "cancel."

7. You must cancel your class reservation via the app or Self-Service account at least 30 minutes prior to class. Failure to do so will result in a \$5 cancellation fee being assessed to your account.

How To Book Classes Via Body Zone's website:

1. Create a Body Zone Self-Service Account* We will send you an invite to create an account once we re-activate your Body Zone membership -- our first day of reopening. Your log in info for this account will allow you to book free classes. If you did not receive the invite, email info@bodyzonesports.com and we will re-send the information.

* Athletic Barre, Stand-Up Paddleboard and On Demand Swim Lesson participants already have a Self-Service account.

2. Go to bodyzonesports.com/groupfitness and follow directions on this webpage to buy a free, one-time unlimited "package" and book classes. FYI: Cancelling a class is very easy. Just click on that class and select "cancel."

3. You must cancel your class reservation via the app or your Self-Service account at least 30 minutes prior to class. Failure to do so will result in a \$5 cancellation fee assessed to your account.

Updated Member Liability Waiver & Adherence To Body Zone COVID-19 Safety Protocols

Your Name: _____

Email Address: _____

Adherence To Body Zone COVID-19 Safety Protocols

I, the undersigned, agree to adhere to COVID-19 safety protocols that Body Zone Sports and Wellness Complex has adopted and posted throughout the building, on the website and in other communications. These protocols include, but are not limited to, social distancing, wiping down equipment before and after use, and following appropriate CDC and state guidelines in regards to the wearing of a face mask, temperature screening and hand washing.

Failure to abide by these protocols may result in the suspension or termination of my membership agreement and all fees that may apply.

Signature: _____

Date: _____

Updated Assumption Of Risk And Liability

The use of fitness equipment, participating in fitness programs, and playing contact sports such as ice hockey, soccer, field hockey, lacrosse, basketball, and others are inherently dangerous. The undersigned, on behalf of the undersigned and the undersigned's child (collectively "Participant") hereby: (1) assume the risk of personal injury, property damage, or other loss (collectively "Injuries") to the Participant arising from or related to the activities conducted and services provided at Body Zone Sports and Wellness Complex; (2) unconditionally waive, release, and discharge WRC Sports and Fitness, LP and its agents, staff members, officers, directors, partners, members (collectively the "Released Parties") from all liability, claims, or responsibility for injuries to Participant; (3) grant permission for Participant to participate in activities at Body Zone Sports and Wellness Complex; (4) unconditionally release the Released Parties from injury arising from any good faith acts or omissions in emergency situations; (5) give permission to the staff to evaluate and treat my child, while participating in activities at Body Zone and (6) fully assume the risks, both known and unknown, of exposure, illness or death related to infectious diseases, including but not limited to MRSA, influenza, and COVID-19, even if arising from the negligence of the released parties or other participants.

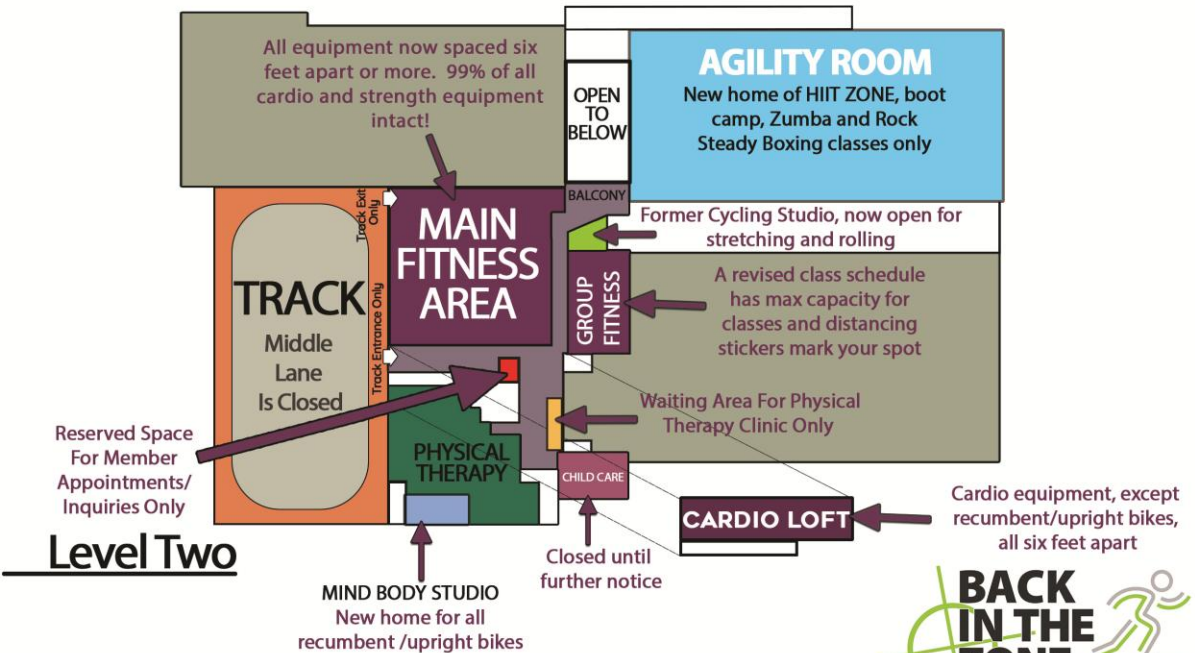
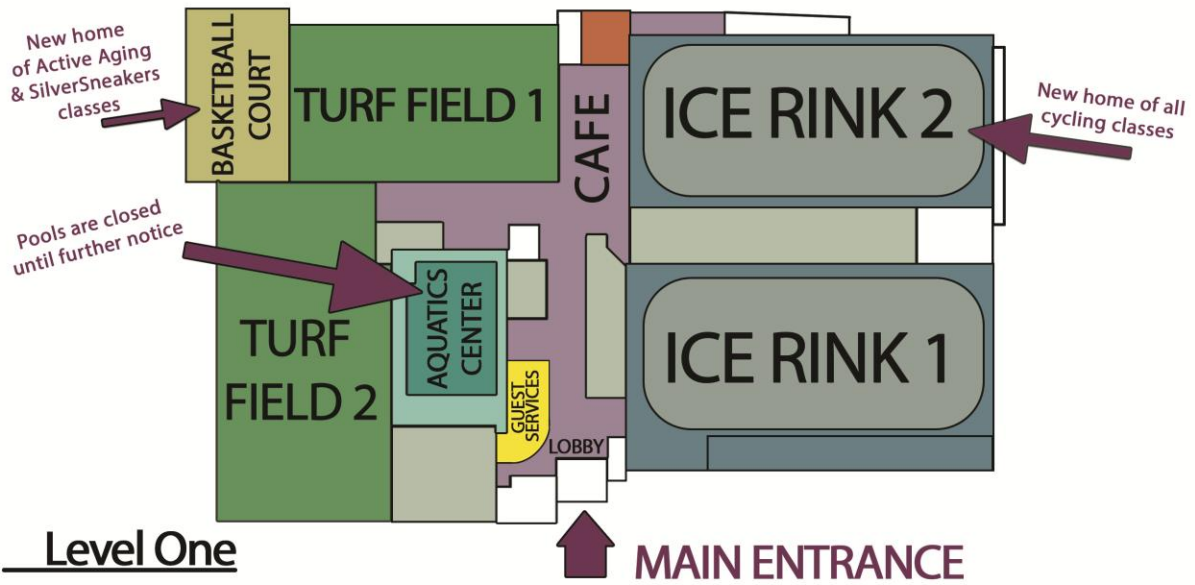
I agree that you may photograph and/or videotape me or my child during my activities and that you retain the right to use these visual images in future literature for Body Zone Sports and Wellness Complex without compensation to me or my child. I further agree that you may use my name, my child's name, or any testimonials made by us without limitation in advertising and promoting Body Zone Sports and Wellness Complex.

I represent that I am over the age of 18 or a parent/guardian of the minor named above, and agree that the grant and release contained therein binds me and the minor of all of its terms.

Signature: _____

Date: _____

REOPENING MAP



bodyzonesports.com/safety