



*A Reopening Guide For Members  
Updated November 2020*

# *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.*

*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*



# *Table Of Contents*

1. Top Ten Important Details To Know Right Away
2. When You Arrive At Body Zone: Check In, Social Distancing & More
3. Cleaning & Sanitizing Protocols
4. Staff Safety Protocols For Their Health, And Yours
5. Your Workout Experience
6. Temporary Changes To Our Amenities
7. How To Book & Buy Aqua Fitness Classes & Lap Swimming
8. Your New Group Fitness Experience
9. Active Aging Group Fitness Experience
10. When You Need Help Or Assistance
11. It Will Take Teamwork
12. Updated Member Liability Waiver + Adherence To Body Zone COVID-19 Safety Protocols
13. Reopening Map

# 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. Please stay home if you are sick or have come in contact with someone who's been ill. Body Zone staff is also encouraged to stay home if they are ill or have a fever.
2. We will be conducting a touch-free temperature check of all who enter Body Zone.
3. Face masks, covering nose and mouth, are required at all times.
4. 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.
5. Keep your hands clean. Wash your hands before and after you work out or play at Body Zone. Hand washing guidelines are located in all locker rooms. We also encourage you to use our hand Sanitation Stations (70% or more alcohol) located throughout the facility.
6. Our BZ Clean team sanitizes and disinfects all spaces based on an around-the-clock, in-house and 30-person team cleaning schedule. We ask for your help by cleaning your equipment before and after every use.
7. We are reopening in phases. These areas remain closed until further notice: hydrotherapy pool, child care, sitting/waiting areas, center lane of track, water fountains. See page 5 for more information.
8. Space has never been more important and we're lucky to have plenty of it all over our building. Our equipment and programming has been redesigned with safe distancing and limited capacity as a top priority.
9. Group fitness class sizes have been reduced and reservations are required for all classes. The schedule is completely new and subject to change at any time. Classes take place in our wide open and massive spaces and outdoors too.
10. 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](https://bodyzonesports.com/safety).
11. We ask all members to complete our "Updated Liability Waiver & Adherence To COVID-19 Safety Protocol" form prior to their first visit.
12. 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.
13. Properly and immediately dispose of tissues, paper towels and wipes in trash receptacles.
14. Overall, focus on maintaining your health. See [bodyzonesports.com/safety](https://bodyzonesports.com/safety) for more guidance and support.



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

1. Take note of "enter only" and "exit only" signs on front doors.
2. We will follow government guidelines regarding touch-free temperature of everyone who enters Body Zone. This process is already in place for employees.
3. Face masks, covering nose and mouth, are required at all times.
4. 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.
5. Please do not wait for class or etc, in these high traffic areas. Consider waiting outside or in your car if weather permits.
6. 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.
7. Members will check in using the normal pathway but this will be sectioned off from other visitors to ensure your protection.
8. 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.
9. Please bring a water bottle and workout towel with you. Please keep your belongings to a minimum.

**Let's keep Body Zone healthy together! Face mask must be worn at all times.  
Sanitation stations are located all over the 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](https://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.



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# 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](https://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 pool programming reopened on September 28. All programs and services are now reservation-only and fee-based (with a member discount). Buy and book these programs and read the special safety measures and policies for pool programming here: [bodyzonesports.com/poolprograms](http://bodyzonesports.com/poolprograms). The hydrotherapy pool remains closed until further notice.

**Locker rooms.** Showers reopened on September 28. Please practice safe social distancing.

**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.** Please practice safe social distancing when you are working out without family members.

**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.

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# Temporary Changes To Our Amenities

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.

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# How To Buy & Book Aqua Fitness Classes & Lap Swimming

1. Create a Body Zone Self-Service account (linked to your member account) by contacting us at [learn@bodyzonesports.com](mailto:learn@bodyzonesports.com) for an "Invite to Self-Service."

IMPORTANT: Please do not enter Self-Service on your own to create an account. It will not be linked to your active member contract thus allowing you to book discounted "member fee" classes.

2. After you create your account, go to: [bodyzonesports.com/aquafitness](https://bodyzonesports.com/aquafitness) or [bodyzonesports.com/lapswim](https://bodyzonesports.com/lapswim) and click the "Members: Buy & Book" register button for the desired activity.

3. Use your Self-Service login information to BUY a PACKAGE.

4. Purchase the PACKAGE

5. BOOK SESSIONS. Schedule your aqua fitness classes or lap swimming at this point.

## SPECIAL DETAILS:

- Fees:

Single Aqua Fitness Class or 45-minute Lap Swimming Session: \$5

- SilverSneakers participants must be registered at Body Zone to be eligible for "member discount."

- All classes and lap swimming sessions are non-refundable and non-transferable with no make-up sessions permitted at any time for any reason.

- Body Zone Safety Measures for Aqua Fitness and Lap Swimming apply.

# Your New Group Fitness Experience

Group fitness classes and class sizes have been reduced.

Face masks, covering nose and mouth, are required at all times.

Reservations are required for all classes. Learn more here: [bodyzonesports.com/groupfitness](https://bodyzonesports.com/groupfitness)

Classes will be held outside, on our basketball court, in our 4,000 sq. ft. "Blue Studio" and on our turf fields. These are all wide open spaces to help promote social distancing and 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.

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Sanitation stations are located all over the 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](http://bodyzonesports.com/groupfitness)

Face masks, covering mouth and nose, are required at all times.

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.

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# 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](mailto:jleib@bodyzonesports.com)

Jackie Patton: [jpatton@bodyzonesports.com](mailto:jpatton@bodyzonesports.com)

Alicia Impink, [aimpink@bodyzonesports.com](mailto:aimpink@bodyzonesports.com)

Unsure of your Member Advisor, email our team using [bzmembership@bodyzonesports.com](mailto: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](mailto: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. Wear a face mask 100% of the time.
2. 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.
3. Please help us keep all equipment and fitness accessories clean. Please wipe them before and after you use them.
4. 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.
5. 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.
6. We love our supportive BZ family, but please refrain from hugs, high fives and handshakes.
7. Most of all, please wash your hands.

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## **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.

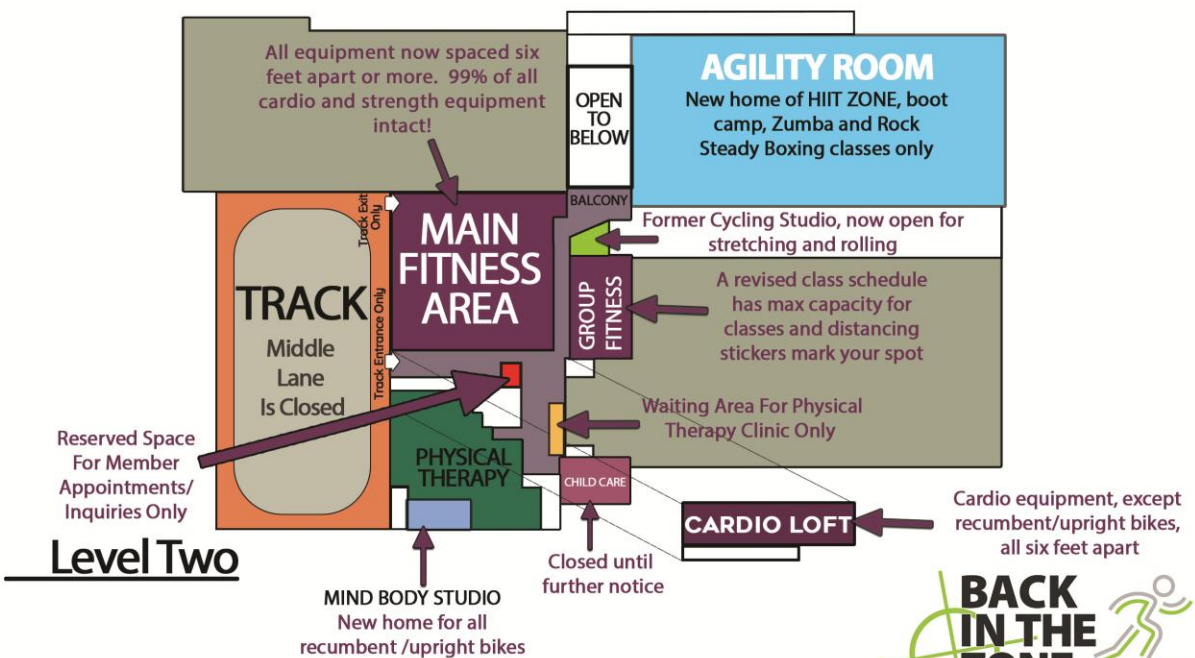
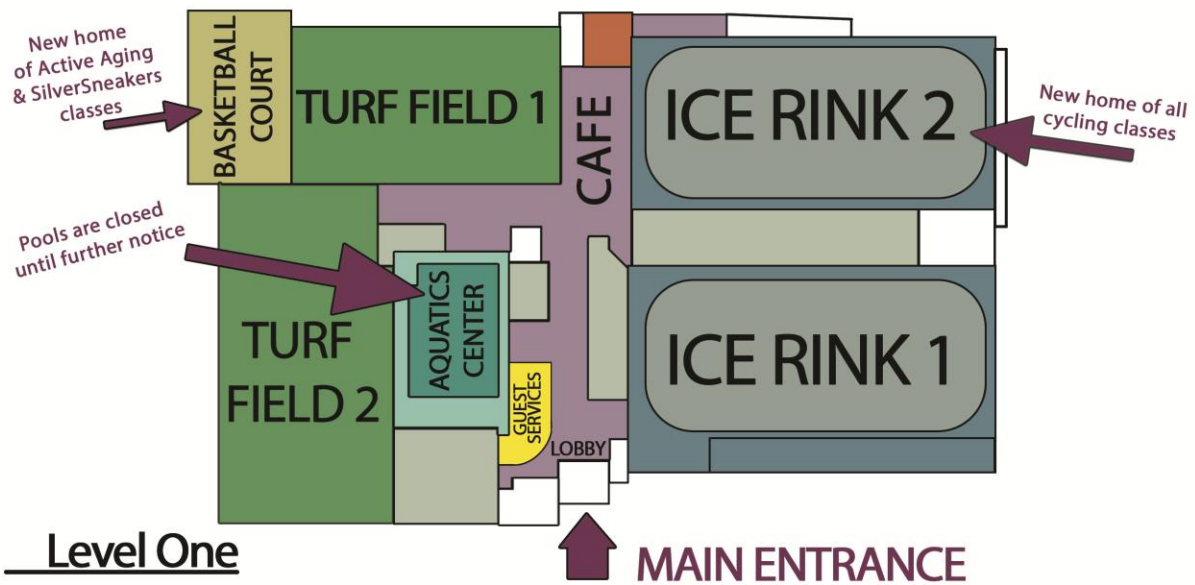
I agree that you may photograph and/or videotape me or my child during my activities and that you retain the right to use these visual images in future literature for Body Zone Sports and Wellness Complex without compensation to me or my child. I further agree that you may use my name, my child's name,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