



1. When are you open? 4:45am-9pm (M-TH); 4:45am-8pm (F); 7am-6pm (Sat); 10am-6pm (Sun)
2. When will I be charged? Our new regular billing date is on the 2<sup>nd</sup> of each month for that same month. For Atrium Navicent Employees that are members, payroll deduct for membership dues occur the 2<sup>nd</sup> pay period of the month
3. What will I be charged? You will be charged your regular membership dues according to your contract. There is also a once per year enhancement fee of \$25 that all members pay each year. The month varies based on COVID protocol. For 2021 it's in April.
4. Is there extra cleaning? We have extensive additional cleaning measures put in place for staff and for members.
5. Do I have to wear a mask? At this time, all staff and members and all others that might enter the gym must wear a mask covering nose and mouth for the entirety of the visit.
6. What portion of the gym is open? In phase 2, in addition to the fitness floor and walking track, the group fitness rooms will be available offering limited classes including aqua classes and reservation only lap swim and water walking. Social distancing guidelines are still in place and every other piece of cardio equipment is covered.
7. Can I bring a guest? As of August 11, 2020, paying guests are accepted with either a Fitness Pass (6 visits for \$50 OR a \$10 Day Pass. Contact information, waiver and picture are required. Guests in the middle GA area are allowed 2 free passes per year. Those out of the middle GA area will be required to pay the \$10 guest fee.
8. Can I bring children? Is the childcare open? Our Child's Play area is open as of April 5, with limited times to children age 2-8. Reservations are required. See our website for more information.
9. Is your pool open? How do I make a reservation? the pool is open for aqua fitness classes and reservation only lap swim. ON A DESKTOP COMPUTER or LAPTOP, go to [www.navicenthealth.org/wellnesscenter](http://www.navicenthealth.org/wellnesscenter). Click on group fitness, scroll to week, day and lane you want to reserve. You must create a log-in the first time. We will be using this reservation style lap swim system indefinitely. Email [wellnessservice@navicenthealth.org](mailto:wellnessservice@navicenthealth.org) with questions.
10. Do I need to make a reservation? Reservations are required for lap swim – see question #9
11. What are the hours? See question #1
12. How do I pay my bill? Please pay your bill online on the NEW member portal, [www.ourclublogin.com/510541](http://www.ourclublogin.com/510541) We accept MC, Visa and Discover. With your online portal, you can check visits, update your profile, pay your bill, change your payment method, and more. Your user name is your scan card number on your scan tag and also your password. Look on the back of your scan card for this number. You can change one or both once you get in. You may also set up a credit card or checking draft for on-going payments. Any payments that are received in-person OR monthly by mail will be subject to a \$4/month service fee.
13. Can I use cash? Continuing in PHASE 2, no cash will be accepted. Please pay with credit card and set up your member portal and pay online – see question #12. Any vending items such as water will be charged to your account and billed monthly.
14. Can I take a shower? All showers are available.
15. Is everything in the gym available for use? With the recommendations of the Governor's executive orders, Navicent Health, CDC guidelines, staff availability, and cleaning supplies, The Wellness Center's programs and services will be available in stages.
16. Can I wait a little longer to come back and will I be charged? If you would like to cancel your membership, you will be eligible to join again at the same rate and with no registration fee through the 1<sup>st</sup> part of 2021. Email [WellnessService@navicenthealth.org](mailto:WellnessService@navicenthealth.org) to cancel or ask questions.
17. Can I hire a personal trainer? YES! Email [TorresLopez.Catalina@navicenthealth.org](mailto:TorresLopez.Catalina@navicenthealth.org) for more information.
18. Will you have towel service? Yes, our hand towels and body towels are available.
19. Will I be able to access my locker that I paid for? If you have a current locker lease, you will be able to access it.

20. Can I use day lockers? A limited number of day lockers are available. You must bring your own lock and must lock your items at all times. You may still lease a yearly personal locker (regular or premier) – see the front desk.
21. What if someone is working out on the equipment next to me? Every other piece of cardio equipment has been covered to allow for social distancing.
22. Can I schedule an assessment? Yes, see the front desk for scheduling an assessment and beginner circuit.
23. Can I work out at Employee Fitness? Employee Fitness is for Atrium Navicent Health employees and loft tenants. The facility is open 24/7 with very limited staffing. Live group fitness classes are not scheduled yet, but the Fitness on Demand is available with over 300 classes in the Group Fitness Room.
24. Can a non-member join? Yes, the Wellness Center and Employee Fitness will begin to accept new members. Potential members can print all needed paperwork from the website, [www.navicenthealth.org/wellnesscenter](http://www.navicenthealth.org/wellnesscenter), as well as see a virtual tour of the facility. Additionally, email [WellnessService@navicenthealth.org](mailto:WellnessService@navicenthealth.org) with your intention to join and to receive additional information.
25. Will there be something other than the blue micro fiber towels to clean? In addition to extra micro fiber towel availability, additional paper towel stations have been added for cleaning.
26. Can I still pay monthly? (see question #12) You may continue to pay monthly for an additional \$4 per month as per our October 2019 communication regarding membership dues. This \$4 charge will affect walk-in payments and monthly mailed payments. Please set up a monthly credit card draft or checking draft to save the additional \$4 monthly fee. See #12 regarding how to set up the NEW online member portal.
27. Can I play racquetball? racquetball is not available at this time; The Wellness Center has a partnership with Middle Ga State University for use of their 3 racquetball courts
28. Can I play basketball? Basketball is not available at this time
29. What are you doing to make sure people are social distancing? Members will be educated through signage and staff direction regarding social distancing requirements.
30. Will there be Family Fun Day on Saturdays? There is no Family Fun Day at this time
31. When will we charge Enhancement Fee and how much? The Enhancement Fee, which is a \$25 yearly fee charged to all members will be billed for 2021 in April.
32. Will training on the Fitness Floor in groups be allowed? All members will be required to adhere to social distancing.