



## Re-Opening FAQ Henderson, NV

### **When will the Henderson location re-open?**

FF10 Henderson is now open!

### **When will my monthly membership bill?**

All Admin Fees missed during the closure were billed on our re-opening date, 05/29/2020. All monthly dues will begin drafting on their normal scheduled billing date as of June.

### **May I freeze my membership?**

Yes, you may request a freeze extension by emailing a request to the address listed below 3-days prior to your billing date – Admin Fees will not be frozen. All freeze extensions require a reply from FF10 for verification. If you do not receive a reply, please double-check the email address.

Henderson: [feedbackhend@ff10gym.com](mailto:feedbackhend@ff10gym.com)

### **What amenities are not available currently?**

Lockers, drinking fountains, and drink sales will remain closed temporarily. Tanning and keycard access resumed as of 10am on Monday, 06/01/2020.

### **Do I need to wear a face mask?**

Per the Governor's most recent order face masks are now required to enter the facility, while you are in the locker rooms, and/or when you are not able to social distance. Masks are not required while you work out, however they are recommended. Face masks must cover both your nose and mouth. Exemptions to this mandate are recognized for the following anyone with a medical condition, disability, or other health reason that prevents the use of a mask.

### **What are your social distancing guidelines?**

In order to maintain the recommended 6 ft distancing some machines have been moved or temporarily placed out of order. We ask that all members and staff maintain proper distance at all times.

### **Will you have capacity restrictions?**

We will be reducing our capacity by 50% to comply with government mandates.

### **What are your sanitation guidelines?**

FF10 staff will be dedicated to cleaning all areas of the facility throughout the day. Members will also be required to wipe down all equipment before and after each use. Disinfectant and hand sanitizer are available throughout the facility.