



## Quad City AZ Re-Opening FAQ

### **When will the FF10 Quad City locations re-open?**

The FF10 Prescott (Ranch Dr) and Prescott Valley locations re-opened at 8am on Thursday, 08/13/2020. The Downtown Prescott location re-open at 9am on Wednesday, 08/26/2020.

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

All Admin Fees missed during the closure will be billed on our re-opening date. All monthly dues will begin drafting on their normal scheduled billing date after opening.

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

Yes, you may request a freeze extension by emailing a request to [feedbackp1@ff10gym.com](mailto:feedbackp1@ff10gym.com) 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.

### **Will all amenities be available?**

Drinking Fountains will remain temporarily closed. We encourage all members and guests to bring their own water bottle and workout towel. Tanning, guest privileges, keycard access, and limited size Group Fitness classes are available.

### **What will your hours be?**

Upon re-opening, we will have normal staffed hours and 24/7 VIP keycard access at all locations.

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

Per the Governor's order, a face mask or shield is required while inside the facility.

### **Do I need to make an appointment?**

Appointments are not required for general workouts; however, they are required for Group Fitness classes. Classes will be limited to 8-10 per class based on the size of the room. To access the GF appointment schedule, please visit <https://www.schedulicity.com/scheduling/FFPSFH/classes>

### **Who should not visit the facility?**

If you have any of the following symptoms that are not caused by another condition, you should not enter the facility: Fever (100.5 or higher), nausea or vomiting, new loss of taste or smell, fatigue, muscle or body aches, congestion or runny nose, headache, sore throat, or diarrhea. Self-symptom screening will be required prior to entering the facility.

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

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

**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 and lockers before and after each use. Disinfectant and hand sanitizer are available throughout the facility.

**I have additional questions. Who should I contact?**

Please contact the General Manager at your home club.

Prescott:	Tiger	928-445-8866	<a href="mailto:feedbackp1@ff10gym.com">feedbackp1@ff10gym.com</a>
Prescott Valley:	Carri	928-772-7359	<a href="mailto:feedbackpv@ff10gym.com">feedbackpv@ff10gym.com</a>
Downtown Prescott:	Carri	928-772-7359	<a href="mailto:feedbackp2@ff10gym.com">feedbackp2@ff10gym.com</a>