



COVID-19 FAQ Henderson, NV

Are you open?

Yes, FF10 Henderson is open!

Do I need to wear a face mask?

Per Governor Sisolak's most recent announcement, a face covering (mask or shield) will be required at all times while inside the facility. This policy is effective as of Tuesday, 11/24/2020. There are currently no exemptions to this rule.

I have a medical condition; may I use the facility without a mask?

There are currently no exemptions to the face covering mandate. We recommend using a face shield if you find it difficult to work out in a mask.

Is 24/7 keycard access still available for VIP/VIP+ members?

Yes, however we are relying on our members to comply with all mandated rules. If we find that these rules are not being followed, we will be forced to eliminate keycard access. Please help us stay open.

What amenities are not available currently?

Lockers and drinking fountains remain temporarily closed.

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.

Sparks: feedbackhend@ff10gym.com

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 is required prior to entering the facility. Additionally, if you have tested positive for COVID-19 or have been in close proximity of someone who has tested positive, you are not permitted to enter the facility until you have completed your mandatory quarantine period and are released by your Health Care Professional.

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.

Do you have capacity restrictions?

Effective, 11/24/20, our capacity has been reduced to 25% 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.

What can I do to help keep the gym safe?

- Wear a face covering over your nose and mouth at all times while in the facility.
- Download and use our free FF10 app for contactless check-in.
- Wash your hands for at least 20 seconds with soap and water or use hand sanitizer before using equipment.
- Disinfect the equipment you are using before and after use.
- Observe all social distancing guidelines.
- Stay home if you're sick.

We understand these policies are not ideal for everyone. We just ask that you remember these guidelines were mandated to us by the state and not by our choosing. We are trying our best to remain open for business for you and for our employees.