



CLUB REOPENING

Frequently Asked Questions

While our 24 Hour Fitness clubs are closed, we're hard at work preparing to welcome you back once we're able to safely reopen clubs. The health and safety of our team members, members and communities remain our top priority as we prepare for this step. With that in mind, the following Frequently Asked Questions (FAQs) should answer your preliminary questions.

What protocols will 24 Hour Fitness have in place upon re-opening to protect team and club members' health and safety?

We continue to monitor state and local governments as well as public health agencies to determine when it is safe to reopen our clubs. Given the fluid nature of their combined guidance, we continue to modify our in-club protocols for the safety of our team members and club members.

The following are some steps 24 Hour Fitness is taking to help ensure a club environment with the health and safety of our team and members in mind:

- Touch-free check-in can now be accomplished in the club using just your phone and the free 24GO® personalized fitness app
- Social distancing will be promoted throughout our clubs with signage, spacing indicators and more. This may include temporary closures of some amenities and decommissioning select cardio and strength equipment throughout the club to ensure proper spacing
- Signage at the club exterior and throughout the club's interior will help remind members and our team members of important safety protocols
- Personal training and studio classes may meet in carefully chosen club areas where members can safely maintain social distancing
- Our clubs will initially be open for 60-minute sessions throughout the day, followed by a 30-minute closure for club cleaning between sessions, in addition to our already stringent cleaning procedures
- And, while our clubs are temporarily closed, as well as after some clubs are able to reopen, we encourage everyone to utilize our 24GO app for a selection of over 1,500 workouts that can be conducted anywhere with or without equipment and based on the time you have available. We also encourage everyone to visit 24GO LIVE, our new 24/7 workout experience broadcast on the 24 Hour Fitness [YouTube Channel](#), among other [virtual fitness solutions](#)

We will continue to provide updates about our club reopening status at [24hourfitness.com](#).

How will I know when the clubs reopen?

We will send you an email notification with club reopening dates. Please be sure to keep your email address updated with us by visiting [My24](#). We will also update [24hourfitness.com](#) and our club Facebook pages with the latest information.

What hours will the clubs be open?

Upon initial club reopening, clubs will be open from 5 a.m. to 9 p.m. daily.

In order to accommodate social distancing and club capacity (which varies by state, county and public health agency guidelines), club reservations will provide for 60-minute workouts. After each 60-minute reservation, the club will close for a 30-minute club cleaning. In addition to the 30-minute club closure cleaning, the club will continue to be cleaned by team members throughout the day, followed by an intensive club cleaning each evening after closing.

How many people will be allowed in the club at once?

In order to uphold social distancing guidelines, which vary by location and local government as well as public health agency jurisdiction, we may need to limit the total number of team members and members inside the club at any given time. Members should plan on reserving a time slot in advance using our new workout reservation system in the 24GO® app.

What is my reservation for and why is it necessary?

In order to accommodate social distancing and club capacity (which varies by state, county and public health agency guidelines), club reservations will provide for 60-minute workouts. After each 60-minute reservation, the club will close for 30-minute cleaning. In addition to the 30-minute club closure cleaning, the club will continue to be cleaned by team members throughout the day, followed by an enhanced club cleaning each evening after closing.

How do I book a club workout reservation?

To book an advance reservation, download the free 24 Hour Fitness 24GO app on your mobile device. To download the app, visit the [App Store](#) or [Google Play](#), then follow these instructions:

- Open the 24GO app and create an account using your **check-in code (usually phone number) or member number** and the date of birth listed on your 24 Hour Fitness membership
- Tap the "Reserve a Workout Time" button on the 24GO screen. **NOTE:** Workouts can only be made one calendar day in advance.
- Follow the prompts to select a club and book a reservation time

If you need additional assistance with workout reservations, [click here](#)

When you arrive at the club for your reservation, you can check-in on your mobile device using the 24GO Touch-Free Club Check-In feature. If you're unable to use the 24GO app, you can contact the club and ask a team member to make a reservation on your behalf.

How do I download 24GO on my mobile device?

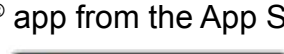
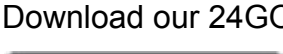
Visit the [App Store](#) or [Google Play](#). Enter '24GO' when searching for the app on the App Store. It's free. You can also access/download the app using the links below.



What is Touch-Free Club Check-In?

Touch-Free Club Check-In allows members to check in to their 24 Hour Fitness club using the free 24GO app. To check-in touch-free:

- Download our 24GO® app from the App Store or Google Play, or use the links below.



- Set up Touch-Free Club Check-in on the home screen by uploading your photo and enabling location services if prompted.
- When you arrive at the club, open your 24GO app, tap Check-in and confirm your location.
- Show the confirmation to a team member to check in.
- If you don't have a smartphone or forget to bring your smartphone with you, you can still check-in via the fingerprint reader and keypad or by asking a team member to manually check you in.

What is your protocol if a member or team member is diagnosed with COVID-19?

We have a dedicated and trained team in place for this specific circumstance, which includes partnering with the local public health agency for evaluation and recommendations to determine details of any potential exposure. If an exposure is confirmed, our process will include a notification to potentially impacted club members and team members, potential club closure for deep cleaning and more. Know that the health and safety of our members and team members is our top priority, and we will move quickly and effectively to address any potential COVID-19 exposures in the club environment.

Will all club amenities be available for team and club members' access?

Some amenities will remain closed until further notice. These include:

- Kids' Club
- Locker room showers
- Club wet areas including lap pool, steam room, whirlpool, sauna
- All club drinking fountains
- GX24 and cycle studios, basketball and racquetball courts (where applicable) may be restricted initially when clubs reopen to be repurposed for other needs and to allow for social distancing

May I bring a guest to work out at my gym?

Initially, active members will receive priority access when clubs reopen. Members who recently cancelled and have remaining access time (for paid days while our clubs were closed), may also come work out at this time. We do appreciate members' interest in bringing friends and family to enjoy a workout. Please check [24hourfitness.com](#) for updates regarding when your club will welcome guests.

Can I sign up for personal training when my club reopens?

- **If you are interested in learning about personal training**, please speak with the fitness manager in the club to learn more about our available options and help getting started.
- **If you have existing personal training sessions that you wish to schedule**, the fitness manager in the club can help reactivate and schedule them so that you may begin using your sessions as soon as we are able to safely offer them in the club.

If I'm not ready to come back into the club, what happens to my personal training sessions?

Be assured that the expiration date for your personal training sessions will be extended by the number of your paid days while our clubs were closed in your area. For any additional questions, please contact your club's fitness manager.

Will group fitness classes be offered? Where can I go to learn more about group fitness classes?

We plan to offer group fitness classes soon and when we do, the schedules will be reduced and vary by club. Please visit the 24GO app and club web pages for information on classes and schedules.

How do I cancel my membership?

We realize that some of you may want to cancel, but we hope you don't. If you still prefer to cancel, you can [click here](#) and follow the instructions to submit your request to cancel. You can also mail in your cancel request to P.O. Box 787, Carlsbad, CA 92018, Attn: Cancel Dept.

How can I reactivate my membership?

Most memberships will be reactivated once clubs reopen in your area, and we will notify you via email and our website when they do. However, if your membership did not get reactivated and you would like to make a workout reservation to use the club, you can go to your local club and a Team Member will be happy to assist you.

I have a monthly payment membership. When will I have to start paying dues?

At this time, we will not reactivate your billings as a Dallas-Fort Worth or Houston area member. We simply ask for your patience and candid feedback as we work to create a healthy and rewarding experience for all. Look for an email on or before May 29 with a special offer and more details on membership reactivation.

May I use a gym that's open near me, even if it was not part of my membership access?

Yes. During the initial reopening period, we invite you to enjoy access to **any** reopened club in your area, regardless of your membership level. Initially, you will need to make a workout reservation to work out in a club. For specifics about club workout reservations, please refer to the FAQs section that refers to workout reservations and using our 24GO app.

