

# Reopening Guidelines

## AdventHealth Wellness Center and Day Spa

Dear Valued Member,

Nothing is more important to us than you and we want to ensure you and your loved ones feel confident, protected and safe in our facility. That's why we are implementing the following safety measures and guidelines.

### Safety Measures

- **Day Spa modified hours:** Tuesday - Friday, 10:00 a.m. - 8:00 p.m.; Saturday, 9:00 a.m. - 5:30 p.m.  
By appointment only. No walk-ins.
  - Additional personal protective measures are in place for our staff, members and guests. We will review these measures with you prior to your appointment.
- **Wellness Center modified hours:** Monday - Friday, 5:00 a.m. - 9:30 p.m.; Saturday and Sunday, 8:00 a.m. - 6:00 p.m.
- **Parking:** To better facilitate temperature screenings prior to entering the building, we are asking Members to park in the garage and use the garage side entrance. [Click Here for map](#)
- **Limited capacity:** For social distancing and other safety reasons we will be closely monitoring and limiting capacity in the fitness areas as needed. No reservations will be required at this time.
  - To maintain social distancing guidelines and member safety, certain equipment, amenities and areas of the facility may not be accessible.
- **Temperature screenings:** All Wellness Center staff, members, and guests will be temperature screened prior to entry.
- **Masks:** All Wellness Center staff will be required to wear masks. Members and guests will be provided masks upon entry and will be required to wear masks in all hospital and non-fitness areas of the Wellness Center.
- **Locker Rooms** and showers will be available with social distancing guidelines.  
*Towel service, sauna and steam rooms will not be available.*
- **Personal Training** will be available by appointment.
- **Aquatics:** The lap pool will be open for lap swimming only -- one member per lane. The Therapy Pool will have a maximum capacity of six members. No other Wellness Center aquatics programs or classes are being offered at this time..
- **Group Fitness** (resuming September 1)
  - For social distancing and other safety reasons we will be limiting class offerings and capacity will be limited to 16 spots per class. Members will be required to register for ALL classes. Registration will open 90 minutes before each class and Members can register on the Membership app under the CLASSES tile, through the Membership Portal on our website (CelebrationFitness.com), at the front desk or by calling 407-303-4400.
  - Group Fitness Class Registration Process:
    - Registration for classes open 90 minutes beforehand
    - Register via app (preferred), Member Portal (preferred), at the front desk or by calling 407-303-4400
    - 16 max registrants for each class will be booked for the class via the electronic process in ABC
    - Registrants must check in with front desk prior to their registered class and receive a lanyard
    - Lanyard must be presented to the Group Fitness Instructor to confirm your spot
    - Lanyards will be cleaned and sanitized after each use



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- **Group Fitness** (resuming September 1)
  - Mats will NOT be available. Members must bring their own mat.
  - For your safety and the safety of others, please follow the social distancing signage on the floor.
  - Additional deep cleaning and sanitizing of equipment will be done in between classes.

Boot Camps, Kids Club, Towel Service, Sauna/Steam Rooms are not available at this time. We will continue to evaluate industry standards and measures to determine an appropriate timeline for reopening of these services.

Additional reopening updates will be communicated to you on our Facebook page (@AdventHealthWellnessCenterCelebration), via email, and through our “Celebration Fitness” mobile app. We are asking all members to please update the membership mobile app to ensure you are receiving important Wellness Center and Day Spa push notifications.

**If you have any questions regarding your membership, please email [AHWCMembership@AdventHealth.com](mailto:AHWCMembership@AdventHealth.com).**

Thank you for your continued patience and understanding and we look forward to seeing you again.

If you have general questions about COVID-19, AdventHealth has a free, 24/7 phone service to speak with a nurse at 877-VIRUSHQ.



# Reopening Guidelines

## AdventHealth Wellness Center and Day Spa Membership FAQs

### Membership FAQs

**Q: How will billing work?**

A: Starting Monday, June 1st Day Spa and Wellness Center dues will be reinstated. For those who were billed in the month of March, you will receive a pro-rated credit towards your June dues. If you were not charged in the month of March you will be charged a prorated amount for your initial June dues on June 1 and then your standard dues on your regular billing date.

**Here is an Example:**

- If your last monthly membership was charged between March 1 and March 23, you will be charged on that same date in June. Your June charge will include a credit for the portion of March that we were closed. For example, if you were charged on March 12th, your charge on June 12th will include a credit for 26 days (since you paid for March 17 through April 11th when we were closed).
- If your normal charge date is between the 23rd and 31st of the month, you will be charged on June 1st for a prorated amount and on your normal date for normal invoice amount. For example, if you are charged on June 25th, you will be billed on June 1st and then your normal amount.

**Q: Can I extend my freeze on my account?**

A: Yes, members can extend their membership freeze if they wish to not return at the time of re-opening. We are honoring this extended freeze until August 31st and will continue to monitor these freezes.

**Q: Can I cancel my membership?**

A: You can place your account on a freeze. If you decide to cancel, we will honor your cancellation out of contract.

**Q: What does limited capacity mean? Can I make a reservation to workout?**

A: At this time, we are not requiring reservations. We will closely monitor capacity to ensure we can continually maintain the safest possible workout environment. If at such time that attendance increases to a point where we feel we need to further limit the number of members/guests entering, we will then implement a reservation system and communicate that process.

**Q: Why are you not handing out towels?**

A: To reduce the risk of cross contamination amongst members, we will not be handing out towels at this time.

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**Q: Will we be charged for Kid's Club?**

A: While our Kid's Club is closed, we will not be billing for our Kid's Club dues.

**Q: Am I allowed to bring my children to the Wellness Center since Kid's Club is closed?**

A: Due to the temporary closure of Kid's Club and in an effort to keep everyone safe, no children 12 and under are allowed at the Wellness Center until further notice.

**Q: Why are the steam room and saunas not open?**

A: To ensure safety of our members, we are not opening steam room and saunas currently for social distancing reasons.

**Q: What additional safety measures are you taking?**

A: We are taking numerous precautions to ensure your safe return to the facility, including:

- **Temperature screenings:** All Wellness Center staff, members, and guests will be temperature screened prior to entry.
- **Masks:** All Wellness Center staff will be required to wear masks. Members and guests will be provided masks upon entry and will be required to wear masks in all hospital and non-fitness areas of the Wellness Center.
- **Social Distancing:** We have added social distancing signage throughout the facility.
- **Hand Hygiene:** We have added over 30 hand hygiene stations throughout the facility along with adding additional gym wipe stations.
- **Cleaning:** We will be cleaning surfaces, equipment, and locker room areas throughout the day, as well as, deep cleans.