



# MEMBER JOURNEY

## Here's what you can expect when coming to the club:

1. Masks are **REQUIRED AT ALL TIMES** in the facility, except when swimming.
2. All members must make a reservation to access the facility. Areas available for reservations: Tennis, Group Fitness Classes, Swim Lanes, Pickle Ball, General Club booking include: Cardio Deck, Weight Rooms, Functional Rooms, Basketball Court, any other open areas.
3. All members must check in at the front desk with reservation. NO access to the facility will be permitted without a reservation.

### The check-in process is as follows:

- a. Reservation must be made prior to entering building via HSAC mobile app, or by calling the HSAC front desk and reserving a time.
- b. Sign club waiver and answer questions regarding COVID-19 symptoms and contact. If you answer YES to any of these questions members will be asked to leave.
- c. A team member will take your temperature using a no-contact thermometer. If you have a fever above 100.4 will be asked to leave.
- d. You will receive a personal sanitization bottle and microfiber towel to take with you for sanitizing throughout the club visit.

4. Social distancing will be strongly enforced throughout the club following WA state and CDC guidelines and protocols.

5. Members must only access an area in which you have made a reservation.

6. Adhere to all occupancy rules as posted in each area. Members will only be allowed to work out for a 45 minute reservation time and must arrive and leave the facility within their allotted reservation time.

7. Please help us by cleaning your equipment before and after each use.

8. No group gatherings such as partner workouts or spotting will be allowed.

9. Locker rooms will only be open for restroom and hand washing usage. Steam Room, Sauna and Spa will be closed until further notice due to WA state guidelines.

**Stay safe, be healthy**  
**We are all in this together**

### PLEASE NOTE:

- The club is being cleaned and sanitized regularly throughout the day to comply with CDC guidelines.
- Air PHX and RemeHalo Systems are installed to ensure air purification and faster kill time of viruses and bacteria in the air.
- All HSAC team members will be wearing masks.