



COVID-19 UPDATE 5/1/2020

We are opening

Monday, May 4, 2020.

Please read the following guidelines and MHA Club Information:



Hello Members,

Thankfully we are scheduled to REOPEN THE GYMS MONDAY MAY 4TH per the governors GUIDELINES! Hurray! Please take a moment to fully read everything contained in this communication as there may be a delay in answering individual emails and phone calls. Most all questions should be answered here. However, please feel free to email us at customer-service@mhaclub.com for all Athletic Club and Weststar members or call us at 870-425-4342 for Mountain Home Athletic Club members or 870-425-8040 for Weststar members.

REOPENING

Weststar Fitness Center and Mountain Home Athletic Club will REOPEN MONDAY MAY 4TH AT 12:01AM. All access cards in good standing should begin working as of the above date and time. If you have a past due balance prior to us discontinuing billing on April 18th your card will not work until you bring your account current. Please read below for more regarding credits to your account.

BILLING , DUES, CREDITS

Mountain Home Athletic Club and Weststar Fitness Center closed on Friday March 20th and will REOPEN MONDAY MAY 4TH. This means the gyms were closed a total of 45 days and therefore everyone will receive up to 45 days of credit based on the day you have your dues drafted. Because we continued to draft dues up to and including April 17, but did not draft from April 18 through May 3, the amount of credit you receive will differ depending on whether we drafted you during April or not.

Please review below to determine your credit. Your credit will differ based on whether you pay dues monthly or pay your dues in full for a specific term such as 6, 12, 18 or 24 months.

Monthly Pay – If you have your membership dues drafted monthly you will receive a total credit based on the day of the month your dues are drafted. See below:

Draft Day: 1 thru 17 – Since we drafted your April dues for these days, we will apply a 45 day credit to your account in the following manner: You will receive ½ month credit on your May draft, ½ month credit on your June draft, and ½ month credit on your July draft giving you a total of 45 days of credit. Beginning in August your draft will return to the normal amount.

Draft Day: 18 thru 31 – Since we did not draft you for the month of April, you will receive 15 days credit for the month of May. Your dues will return to normal beginning in June. Your credit amount is less because you were not billed for the month as were those who's billing day is 1 thru the 17.

Paid in Full – If you paid your membership in full you will receive 45 days added to the end of your membership agree-

ment extending your membership.

Delinquent Accounts – If your account is delinquent you will receive credits to your past due amounts in the same manner as stated above. However, you will still be required to bring the balance of your account current, minus your credit, or risk being sent to collections for any past due amounts, as normal.

Silver Sneakers, Silver & Fit, Active & Fit, Renew Active, Pay As You Go Members.

There are no billing issues with members in these groups as you only pay based on when you show up to the gym so no billing for dates between March 20 and May 4.

GUIDELINES FOR RETURNING TO THE GYM

We will post detailed guidelines at the gyms in multiple locations for review in addition to listing them here. However, some things which pertain only to our employees may not be included in this communication.

All Members

Do not come to the gym if:

You've recently returned from N.Y., N.J., Connecticut, New Orleans, or overseas

You have a fever, COVID-19 symptoms, or have had recent contact with COVID-19 patients

You have a compromised Immune system.

It is recommended to wear a face covering except when actively exercising. This is somewhat confusing because that's what you do when you come to a gym, actively exercise. We recommend having your "face coverings" when you arrive and for times you may be communicating with employees or other patrons. However, there is no need for wearing anything on your face while exercising in any manner.

It is recommended that you do not use the showers or sauna.

As normal, sanitize your equipment before and after each use. Our employees will be on high alert for sanitizing in addition to your efforts.

Try to stay 12 feet from others in the gym.

Do not have physical contact with others at the gym.

Group Fitness Members Including Silver Sneaker Classes and Silver & Fit Classes

Group classes at Weststar Fitness Center will be limited to 8 people based on the room's square footage and the distancing guidelines.

Regular group classes and Senior Classes at Mountain Home Athletic Club will meet in the regular group fitness room if 10 or less members attend the class, or in the indoor tennis court for more than 10 members attend based on square footage and distancing guidelines.

We are excited to get back to the healthy lifestyle we are accustomed to as we hope you are. Be sure to follow us on Facebook so you see updates and changes as guidelines and recommendations change.

Thanks for being members! Stay Healthy!