



THE WOMEN'S CLUB

TWC Frequently Asked Questions (FAQ)

The World Health Organization has declared the novel Coronavirus (COVID-19) a worldwide pandemic. Due to its capacity to transmit from person-to-person through respiratory droplets, the Center for Disease Control (CDC) and the Virginia Department of Health (VDH) has set recommendations, guidelines, and some prohibitions which Sunflower Educational Enterprise Corp. d/b/a The Women's Club Fitness Center and Day Spa ("Organization", "TWC") conducting business at 14175 Sullyfield Cir, #100, Chantilly, VA 20152 will adhere to comply.

SPA:

Q: What services will be offered?

A: Per the Virginia Phase two guidelines, we are able to only offer services that allow for customers to wear a face mask during the service. As a result, we currently only offer massage and waxing services. Facials will be available as soon as restrictions are lifted. Please note that temporarily we will be offering ONLY 25 and 55 minute massages to reduce exposure contact times.

Q: Will I need to wear a mask during my appointment?

A: Yes, Phase two guidelines require customers to wear a mask during the appointment. Additionally, your temperature will be checked before your appointment.

GroupEx and Cycle Classes:

Q: Can I walk in for a GroupEx class?

A: Unfortunately due to capacity, social distancing, guidelines, we temporarily are only able to accept up to 10 people in the GroupEx and Spin Cycle class rooms. Participation in GroupEx classes will be done via an online reservation system only. More information will be provided on how to register for a class over the next few days.

Q: Can I get a schedule of the GroupEx class?

A : We have redesigned our group ex class schedule and a new schedule will be available online and at the facility after July 1st.

General Business Operations:

Q: What modifications, if any, have been made to the main exercise floor, aside from blocking off every other piece of cardio equipment, to facilitate social distancing?

A: We have measured distancing between equipment and generally there is sufficient space to maintain the guidelines (some exceptions do exist). All employees and customers are required to wear face masks, and only can be removed during exercise periods.

Q: How will you sanitize equipment that is harder to sanitize (like the rope attachments for the cable machine, or exercise bands with foam handles, or dumbbells)?

A: Lysol spray cans will be available to spray down equipment that is harder to clean with the Gymwipes. All instructors and trainers are required to "clean as you go" and help with sanitizing equipment.

Q: How many people will be allowed in the building at any given time per the 30% occupancy rule in place during phase 2? What happens if we are at that level with walk-in members and a client scheduled for PT or the spa then comes in the building?

A: All social distancing is set to 10ft (not 6ft as was indicated earlier)

Because of the 10ft social distancing requirement, our load capacity will not exceed 50 people in the club at any given time, and will be monitored using our club software which tracks all appointments and check-ins. Please be assured that you will be much safer as you visit the club. We are unable to monitor and enforce this limit in the strictest sense, but with appointment based groupex classes, spa and PT, we don't anticipate exceeding that number for a sustained # of hours during the reduced opening hours.

Q: Will exercising members be expected to wear a mask?

A: There is no requirement to wear a mask while exercising (as it may create breathing difficulties). At all other times, everyone is expected to wear a mask.

Q: Will spa clients be expected to wear masks to/from their treatment rooms?

A: Yes we recommend that customers and employees wear masks at all times while in the facility.

Q: Have lockers been blocked off to facilitate distancing?

A: No, lockers are available for use by all customers.

Q: What distancing guidelines will be in place for trainers/clients?

A: The same social distancing guidelines apply, minimum 10 ft of space, and trainers/instructors must wear face masks at all times unless they are also exercising with a client.

Q: Is there a maximum capacity for areas of the gym? For example, if there are 10 exercisers, and all are waiting to use a particular piece of equipment, distancing could not be maintained. What systems are in place to facilitate safety in different areas of the gym?

A: We will be placing social distancing floor stickers to assist everyone in maintaining safe distances.

Q: Will towel service be available? Will members still be allowed to take them on to the gym floor and in to group ex?

A: Towel service will continue as before, but members/employees are encouraged to bring their own towels.

Q: What disinfectant solution/product is being used in the spray bottles?

A: We use/will use List N disinfectants as recommended by the EPA to protect all customer and employee equipment contact areas. The current product we use is Husky 891 arena virucidal disinfectant spray, clorox ultra clean wipes, and lysol disinfectant sprays.

Q: What will happen in the event that an employee tests positive for COVID-19?

A: They will be required to inform their manager, then self-isolate for at least 14 days, and have another test done to confirm they are COVID free. They must show proof of this via doctors note and test results before returning back to work.