



Dear Valued Members,

We want to assure you that we take the health and well-being of our community, customers, and associates very seriously. Like you, we're closely monitoring the quickly developing effects of the Coronavirus (COVID-19) pandemic.

To help prevent the spread of COVID-19, we are practicing social distancing. We have temporarily closed our club per Governor Wolf's orders to protect and care for those who work with us, our customers, and the public.

We know you have questions and hope this correspondence provides answers.

Billing:

We completely understand that times are tough right now. It is a scary time for everyone and we hope that you understand our concerns as a small business. We've received many questions about memberships, class packs, etc. To help explain the way our monthly dues work, you are billed for the month that we are in on the 20th instead of the first of the month. This pays your membership fees for the month. We were open for half of the current month and because of the timing of this situation we billed for March.

Having said that we have placed **all memberships on Freeze** and are currently assessing as to how we will be crediting members for March.

To Further Serve You:

During these challenging times, we are trying to provide as many virtual options to give you value for your membership and loyalty. We are providing daily workouts, opportunities for connection, challenges, health information and mental health initiatives...all online!

You can find us on our Facebook pages (www.facebook.com/colonialfitness and www.facebook.com/flyinghillsfitness) and we will continue to keep you informed via email.

[SUPPORT LOCAL--We are launching a series of videos, with your favorite Colonial Fitness instructors bringing you useful exercise workouts to do in the comfort of your home. During this time we will also be sharing helpful fitness tips, nutrition tips and our favorite home recipes and more. We have also added a link to access Les Mills and Silver Sneakers at home workouts for your convenience.]

We are all in this together. We will monitor the COVID-19 situation and will follow guidance from public health officials and government agencies, so we can continue to support our customers and communities as needed.

For more information about COVID-19 and what you can do to remain healthy and safe, visit the Centers for Disease Control at cdc.gov or your local health department's website.

PLEASE CONTINUE TO SUPPORT YOUR LOCAL BUSINESSES!

Lastly, we encourage you to please continue to support your local businesses. Now more than ever we need our members. We have been blessed with a strong community at our fitness centers and we thank you for choosing us. We want nothing more than to see everyone back at our clubs in hopefully the near future.

Sincerely,

Rebecca Olson
General Manager
Colonial Fitness & Flying Hills Fitness Center

