

# Elite Fitness Studio Services and Membership Update

Dear Valued Member,

On behalf of the entire Elite Fitness Studio Team, we hope that you and yours remain safe and healthy. The COVID-19 pandemic has forced us all to review, evaluate and make changes to our daily lives.

Elite Fitness Studio has proudly served the Columbia Waterfront District, Carroll Gardens, Cobble Hill, Red Hook and Prospect Heights neighborhoods as a community-based fitness studio, specializing in personal fitness, group fitness classes and personal training for over 16 years.

We understand social distancing is necessary to prevent the spread of the COVID-19 virus, and we know it's important to have both mental and physical stimulation. We are committed to continue to help. During the mandatory temporary closure enacted by executive order from Governor Cuomo on March 16th, we have been feverishly making changes to the operations and services provided by our experienced trainers and group fitness instructors to meet the physical and mental health needs of our faithful members, chiefly:

- Effective March 23rd, we implemented free online classes to all our members during the mandated in-home restrictions. Each member will need to register with a unique link and password for each online class, on the very user-friendly Zoom Us application available on PCs, Mac, iOS and Google devices. A full list of online classes can be found [http://www.elitetrainingandfitness.com/class\\_schedule.html](http://www.elitetrainingandfitness.com/class_schedule.html). Please email online class questions to [classes@efitstudio.co](mailto:classes@efitstudio.co).
- Members will be allowed to check out nonporous equipment for in home training, i.e. light weights, dumbbells, kettlebells, Pilates rings, yoga blocks, foam rollers, resistance bands and jump ropes for a 24-hour time period.
- Online personal training sessions.
- Weather permitting, we will offer outdoor group fitness classes while emphasizing social distancing, limited class sizes and personal safety.

We've taken every precaution to ensure adequate social distancing during the check-out/in equipment exchange. We will also sanitize each piece of fitness equipment with a germicidal antibacterial solution at check-out/in.

We have equipped our group fitness classroom with lighting and recording equipment so that our excellent group fitness instructors will be isolated during each online recording session. While we request members to turn off their audio and video connections during online classes, each instructor will allow a brief group video chat at the end of each session for social interaction and encouragement.

We are affording the aforementioned services to our monthly recurring and paid in full memberships. Prepaid membership and personal training expirations will be extended to accommodate the time we are closed as soon as we reopen.

We realize there may be financial limitations for some members, and we are here to help. Therefore, we are offering those impacted by financial hardship the following options:

- Freezing of monthly membership fees for all monthly memberships regardless of membership duration at \$25 per month for up to three months. Frozen memberships will be guaranteed their regular monthly membership rate when we reopen, however, we will not be able to afford free online classes and equipment check out/in services.
- Membership cancellations will require a 30-day cancellation notification. All membership fees that fall within the 30-day cancellation period will be final billed by Elite Fitness Studio on their regularly scheduled date. Cancelled memberships will not be afforded the free online classes and/or equipment check-out/in service. Cancelled memberships will be charged a rejoining/reinstatement fee plus the new membership rate to be determined.

Please direct all membership related questions to [staff@efitstudio.co](mailto:staff@efitstudio.co)

These are unprecedented times for all of us and we do our best to provide updates as quickly as possible. Thank you again for your continued membership support. We're all in this together!



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