

FUSION MEMBERS AND GUESTS:

Thank-you for your patience as we navigate this COVID-19 and work to determine the best and safest way to re-open. I know many of you have questions and so I wanted to provide a few answers to commonly answered questions:

WHEN WILL FUSION RE-OPEN?

We currently do not have a date or a time-frame in which we will re-open as it depends on the infection rate in Montgomery County. Our re-open date must be approved by the System Board of the HAH campus. This board governs the entire campus and examines how HAH will be affected by a re-opening of Fusion. In the past month, HAH has increased their safety efforts around HAH including no visitors, outdoor labs and testing, no cloth masks, etc due to the increased infection rate. Because we are attached to a Hospital, our re-opening will look different than other fitness facilities and we appreciate your patience and understanding as our priority is to keep the staff, community, your family and friends safe when they come to this campus! We will let you know once we know a date or timeframe.

WHEN YOU RE-OPEN, WILL I BE REQUIRED TO WEAR A MASK?

Yes! Because of the masking requirement at HAH, we too will enforce the masking requirement at all times. Therefore, anyone who comes into Fusion must keep their mask on at all times and sign a waiver acknowledging that for the safety of everyone, they will follow this policy while at Fusion.

WHAT IF I DON'T WANT TO WEAR A MASK AT ALL TIMES OR I DON'T FEEL COMFORTABLE RETURNING TO FUSION TO WORK OUT YET?

We will continue to keep your membership on hold so you do not lose any time on what you have already paid. Therefore, if we take 6 months off, you will have 6 months added to the end of your membership if you paid in full! If you are billed monthly, we will keep that on hold. Additionally, we will offer refunds for those who do not feel comfortable wearing a mask or returning. Please call Fusion for this refund.

WHEN WILL THE POOL OPEN?

We realize it is NOT safe to wear a mask in the pool. In order to stick to the masking policy of masks required at all places at all times, we will not open the pool when the facility re-opens until it is deemed safe to not have masks on at all times.

HOW WILL YOU ENSURE SOCIAL DISTANCING THROUGHOUT THE FACILITY?

We will have the equipment socially distanced in the Cardio Room and Group X Room for your safety. Additionally, we will require capacity limits for those on the track, gym, and weight room. Members/Guests can sign up for a 1-hour time slot in each area to ensure they can work out in the area of their choosing. For those who did not reserve a slot in that room, it will be first-come/first-serve in the various rooms. Because it is hard to ensure social distancing in the locker rooms, they will remain closed at this time. Bathrooms will be available in the lobby and the Family Locker-room will remain open.

IF I HAVE TO SIGN UP FOR TIME SLOT AND THE POOL/LOCKER ROOM WILL NOT BE OPEN, WILL I BE CHARGED MY REGULAR MEMBERSHIP FEE?

NO! Since the whole facility will not be open, we will only be charging ½ of your monthly fee if you choose to return!

HOW WILL CLEANING/STERILIZING OCCUR?

Everyone who enters the facility will receive their own spray bottle and rag to use throughout their stay. Additionally, we will have staff throughout the facility constantly cleaning the high-traffic areas and equipment after use. Additionally, our housekeeping will be working hard in the evening to clean all areas!

WILL I HAVE TO BE TEMP SCREENED WHEN I ENTER THE FACILITY?

Yes, upon entering the facility, all will have to answer a few questions and undergo a temp screening before they are allowed to enter the facility.

WHAT SERVICES WILL YOU BE OFFERING WHEN THE FACILITY RE-OPENS?

We will continue to offer Personal Training (as we offer it now for those interested). We will also offer massages. Our Group X classes will be limited. We will be selling day passes, Group X class passes, and walk-only passes. With the pool being closed, we will not offer pool parties or swim lessons. Additionally, the ½ court gym can only be used by members of the same household. Our CATCH program and Zero Hour PE Program will remain on hold at this point.

WHAT HAS THE FUSION STAFF BEEN DOING SINCE MARCH?

We have been able to provide our employees hours working for HAH at various screening stations this entire time, assisting with registrations and transporting patients, doing landscaping, painting, and housekeeping projects around the HAH campus, painting the walls and doors/frames of Fusion, replacing carpet in the Cardio Room, much needed pool repairs, getting new pool furniture, stripping and waxing floors, staining and sealing benches, coating locker room floors with an anti-slip coating, power washing, sterilizing, sanitizing, and more.

THANK YOU FOR YOUR PATIENCE DURING THIS TIME!