

# WORLD GYM

Attention World Gym Family,  
We are excited to announce our re-re-re opening! Please read ALL information below and check our website and social media for up-to-date information regarding our facility!

 [@WorldGymSouthland](https://www.instagram.com/WorldGymSouthland)

 [@WorldGymSouthland](https://www.facebook.com/WorldGymSouthland)

 [www.worldgymsouthland.com](http://www.worldgymsouthland.com)

Our doors will be open effective **Thursday, June 10<sup>th</sup>**. Our hours of operation are as follows:

**Monday thru Friday** 5:00am – 11:00pm

**Saturday** 8:00am – 4:00pm

**Sunday** 8:00am – 4:00pm

Please note as our facility was unstaffed during our closure, we were unable to assist to any requests submitted during that time. Please call the facility at (403) 910-5088 to submit your request again once we reopen.

Please understand that we will be experiencing higher than normal request volumes once we reopen and we thank you for your patience as we work as quickly as possible to assist your request.

We can't wait to see you soon!

-World Gym Southland

## **FACILITY LIMITATIONS**

As the details remain vague regarding our capacity limit, we will be following the recommended 3-meter social distancing guidelines to determine our maximum capacity. Please refrain from using any equipment with a “temporarily out of order” sign (e.g. alternating cardio equipment).

### **Booking System**

All members are required to scan IN AND OUT of all workouts. Booking is not required in advance as appointments are made upon arrival on a first come first serve basis. For fair use to all members, please ensure you are enforcing the 9-ft physical distancing rule.

### **Masks**

As the government has failed to provide clarification regarding the use of masks, an update will be provided once information is released from the Alberta Government.

## **PAYMENT & BILLING**

### **When do payments restart?**

**Friday, June 11<sup>th</sup>, 2021\***

\*For all Personal Training clients, your Personal Trainer will be contacting you regarding your previous agreement, scheduling and payments. Personal Training payments will not be pulled until **Friday, June 18<sup>th</sup>, 2021**.

### **Updating banking/credit card information:**

ALL account changed must be made before close on **THURSDAY, JUNE 10<sup>th</sup>, 2021** to be in effect for Friday, June 11<sup>th</sup>'s payment. Any changes made after close on Thursday will be in effect for the following Friday.

### **I want to place my membership on hold**

Please call the facility at (403) 910-5088 or e-mail [admin@worldgymsouthland.com](mailto:admin@worldgymsouthland.com) to inquire about our hold options.

### **I want to cancel my membership:**

Our cancellation policy requires 8 weekly payments from the date of notice, once you have completed the commitment as outlined in your membership agreement. Please contact the club at (403) 910-5088 or [admin@worldgymsouthland.com](mailto:admin@worldgymsouthland.com) to submit your cancellation request, or for more information.

## **VIP AMENITIES**

### **Tanning/Hydromassage**

Tanning and Hydro massage will be available upon opening and will operate as usual. For tanning as you have not been tanning in 3+ months, each member will be required to start at the minimum time based on their skin type. Goggles are mandatory as always. You will not be required to wear a mask after you enter the tanning room, but please put on a clean mask before exiting the tanning room. You must wear a mask while on the hydro massage at all times.

### **Classes**

we will be running light intensity classes as soon as possible. Stay tuned for announcements on our new class schedule! Click on the link here to give us feedback as to what you'd like to see:

### **Guest Passes**

Guest passes will not be accepted upon reopening due to our limited capacity. Once physical distancing restrictions are lift, guest passes will be reinstated.

### **Personal Training**

Your trainer or our Personal Training Manager will be contacting you regarding your previous agreement and to schedule your first session back!