Facility Reopening Frequently Asked Questions (FAQs)

We are so excited to welcome members back into the facility! Please review the following information so you are prepared for your visit.

*Information is subject to change.*

Hours and Admission Policies

1. **I understand you are reopening in stages. How do I know if my membership type is allowed at this time?**
   As of 9/16/2020, we are admitting UM faculty, staff, students, alumni, retirees, and JMH and VA Hospital members. This includes family members as well. Additional categories will be granted access as soon as possible. Please check [wellness.med.miami.edu/Facility-Alert](http://wellness.med.miami.edu/Facility-Alert) for updates or contact us at medwellness@med.miami.edu with any questions.

2. **What about my spouse or family member? Can they attend with me?**
   Yes! If they have an active membership, spouses and dependents may attend.

3. **What hours are you open?**
   Our hours may vary. Please check [wellness.med.miami.edu/Facility-Alert](http://wellness.med.miami.edu/Facility-Alert) for our current hours.

4. **Which entrance and elevator do I use?**
   During the hours of 7 am – 5 pm, please enter through the CRC (Clinical Research Center) entrance (the building next to the garage) where you will be screened and given a fresh mask if necessary. Then take the CRC elevator to the 9th floor.

   Before 7 am and after 5 pm you may use the garage elevator where you will be screened upon exiting on the 12th floor.

5. **Are guests allowed?**
   Non-members and guests are not permitted in the facility at this time.

6. **How (and how much) will you charge me?**
   Your first visit (current members only) is FREE! Please come check out our current layout, policies, etc. to ensure that you are comfortable using the facility.

   If you continue to use the facility, we will charge you by placing an invoice on your account. You will receive an email where you will be directed to pay online with a credit card. The amount of the invoice will be based on your membership category, the day we reopened to that category, and will include a slight discount as a THANK YOU for returning.

7. **When will payroll deduction and recurring credit card charges resume?**
   We will not resume payroll deductions, bank drafts or recurring credit card charges for membership dues until further notice. For those members that do attend, we will place an invoice on your account that can be paid online.

Updated: 9/15/2020
8. Do I need to do anything before arriving for my workout?
Before arriving, please make sure you have made a reservation. For more information regarding how to register, please visit wellness.med.miami.edu/reservations. There you will find useful information, such as:
   • Timeslots will open 48 hours in advance.
   • You are reserving a time to enter the facility. We will not enforce a departure time, but we request that you complete your workout in a timely manner to allow other members to enter.
   • If you cannot use your reserved time, please be sure to call 305-243-7662 or go to medwellness.miami.edu to cancel so that another member may register in your place.
   • Walk-ins are not permitted but you may call the front desk at 305-243-7662 to see if there is space during the current time slot. If so, they will register you.

9. I couldn’t get the time slot that I wanted. Now what?
Initially, the number of patrons per hour may be limited. However, we will add capacity in order to accommodate more patrons soon.
If you do not get the reservation time that you want, you may call the front desk at 305-243-7662 to see if you can get added to a standby list.

10. Are you providing towels? Small equipment check-out?
Per Miami-Dade guidelines, we cannot provide towels or small equipment check-out. Members are encouraged to bring in their own towels and other personal use items, such as mats.

11. What do I need to bring for my workout session?
Please bring a refillable water bottle, a facial covering/mask, a workout towel, and any personal use items. We suggest you bring an EXTRA mask as cotton masks are less effective when wet.

12. Will there be separate hours for high-risk populations?
At this time, there will be no separate hours or programs for high-risk populations. All members must reserve a slot before entering the facility. Please consult with your doctor and schedule your visit during less popular times if you are considered high-risk.

Membership Dues

13. I am not ready to return to the gym! When will payroll deduction and recurring credit card charges resume?
We will NOT resume payroll deductions or recurring credit card charges for membership dues until further notice. For those members that do attend, we will place an invoice on your account that can be paid online.

14. What if I want to freeze or cancel my membership after the facility reopens?
Our system does not allow us to freeze memberships. If you wish to cancel your membership, please email medwellness@med.miami.edu.
15. I cancelled my membership but now I want to re-join. What should I do?
Welcome back! Please email medwellness@med.miami.edu to rejoin the facility.

16. Can new members sign-up, and how do we do this?
Welcome! Please email medwellness@med.miami.edu to join the facility.

Safety and Cleaning

17. What is your mask policy? Will masks be provided or available for purchase?
Per Miami-Dade guidelines and UHealth policy, all members are required to wear a facial covering or mask at all times. The front desk will not have masks for sale. Masks with valves or other openings (i.e. bandanas) will not be permitted. Please see our Facility Reopening Guide at the link below for tips about wearing masks while exercising. wellness.med.miami.edu/documents/Reopening_Guide_9.23.20.pdf

18. Will my temperature be taken when I arrive at the facility? How will I be screened?
Per UHealth policy, your temperature will not be taken upon arrival. You will be asked a set of approved screening questions upon arrival. In addition, if you have used the UM symptom checker you may show us your green checkmark for the day. However, please stay home if you or someone in your household is sick, if you have a temperature, or have allergies and can’t control sneezing.

19. How will equipment be spaced?
All equipment stations are appropriately distanced so that there is a 10-foot distance between patrons. Some machines have been removed to meet these guidelines. If your favorite equipment is missing, please talk to a staff member about how you can find a suitable replacement.

20. How will you limit or control capacity in the facility?
Reservations are required to enter the facility. For more information please visit wellness.med.miami.edu/reservations to read our code of conduct and how to register for a time slot. In addition, we have installed density counters that will assist in managing capacity of the center.

21. How often will equipment be cleaned?
Our staff will be cleaning frequently while we are open, and we will close twice a day for additional cleaning and disinfecting.

22. Will there be hand sanitizer and equipment wipes available?
Disinfecting wipes and hand sanitizing stations will be readily available throughout the facility for your use.

23. Are you providing towels? Small equipment check-out?
Per Miami-Dade guidelines, we cannot provide towels or small equipment check-out. Members are encouraged to bring in their own towels and other personal use items, such as mats.

Updated: 9/15/2020
24. What will happen if a member or staff tests positive for COVID-19?
We will follow established UHealth protocols for isolation or quarantine, contact tracing
and additional cleaning.

Classes and Services

25. Will there be onsite classes?
We will gradually reintroduce limited capacity in-person classes. Please stay tuned!

26. How will class capacity be managed? Will you have a reservation system for onsite classes?
Online reservations will be required for in-person classes. For more information please visit wellness.med.miami.edu/reservations.

27. Will there continue to be virtual class offerings?
Group exercise classes and other programs will continue to be offered online each week.

28. I want to work with a personal trainer. Will that be available?
Virtual personal training is available. For more information please visit our website wellness.med.miami.edu/about-us/Fitness-Programs/personal-training.
In addition, in-person personal training will return at a future date.

29. My physician referred me to one of your clinical programs. Are they available?
Programs and services requiring close contact, such as fitness testing and our Supervised Exercise program, are not currently available but will resume when possible. Please email uhealthfitness@med.miami.edu if you would like to be contacted when services resume.

Locker Rooms and Café

30. What changes can I expect in the locker rooms?
Per Miami-Dade regulations, we will NOT be able to provide access to the locker rooms, showers, sauna, steam room, and whirlpool. Locker rooms will be open for bathroom usage only.

Lockers rental fees will not be assessed until locker rooms are reopened for use.

31. Will your café/pro-shop be open? If so, with what safety protocols in place?
At this time the Central Table café remains closed until further notice.

If you have any additional questions, please contact medwellness@med.miami.edu.

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