Welcome 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. **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.

2. **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.

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

4. **When will payroll deduction and recurring credit card charges resume?**
   We will resume payroll deductions, bank drafts or recurring credit card charges for membership dues on until further notice June 1, 2021.

5. **Do I need to do anything before arriving for my work out?**
   Before arriving, please make sure you have made a reservation. For more information regarding how to register, please visit [wellness.med.miami.edu/reservations](http://wellness.med.miami.edu/reservations). There you will find useful information, such as:
   - Timeslots will open 72 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](http://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.

6. **I couldn’t get the time slot that I wanted. Now what?**
   If you do not get the reservation time that you want, you may call the front desk at 305243-7662 to see if you can get added to a standby list.
7. **Are you providing towels? Small equipment check-out?**
   Yes, we are providing towels and small equipment check-outs. Members are still encouraged to bring in their own workout towels and other personal use items, such as mats.

8. **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.

9. **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**

1. **When will payroll deduction and recurring credit card charges resume?**
   We will resume payroll deductions or recurring credit card charges for membership dues June 1, 2021.

2. **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.

3. **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.

4. **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**

1. **What is your mask policy? Will masks be provided or available for purchase?**
   Per 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.

2. **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
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 or coughing.

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

4. 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.

5. How often will equipment be cleaned?
Our staff will be cleaning frequently while we are open, and we will close as needed during the day for additional cleaning and disinfecting.

6. 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.

7. Are you providing towels? Small equipment check-out?
Yes, we are providing towels and small equipment check-out. Members are still encouraged to bring in their own towels and other personal use items, such as mats.

8. 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

1. Will there be onsite classes?
We are gradually reintroducing limited capacity, in-person classes. Please view our class schedule and updates here: http://wellness.med.miami.edu/group-fitness-classes.

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

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

4. I want to work with a personal trainer. Will that be available?
   In-person and virtual personal training is available. For more information please visit our website wellness.med.miami.edu/about-us/Fitness-Programs/personal-training.

5. 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 soon. Please email uhealthfitness@med.miami.edu if you would like to be contacted when services resume.

Locker Rooms and Café

1. What changes can I expect in the locker rooms?
   At this time, we are NOT able to provide access to the saunas, steam rooms, and whirlpools. All other locker room services are available.

2. Is Central Table Café open?
   At this time, the café is closed until further notice.

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