

# KEEPING YOU **SAFE.**



## YOU AND YOUR FAMILY'S HEALTH ARE OUR TOP PRIORITY

Here is how we have implemented extra precautions within our facilities to ensure the cleanest and safest environment possible when you return. These measures build upon our already industry-leading standards of health, safety and cleanliness that are incomparable to any other health club in the country.

Please note, amenities and programs will vary and adjust based on government guidelines and member safety.

## CLEANING PROTOCOLS

PRO Club has always been at the forefront of cleanliness with our industry leading methods that ensure a surgical clean environment, which we like to call "PRO Club Clean." We continue to follow stringent sanitation protocols for our existing methods for disinfection, operation, and maintenance for next level cleanliness.



# GENERAL SAFETY

In order to create a safer way to be together, we've taken these extra steps:

## HEALTH SCREENINGS

All members, guests and employees are screened at the door prior to entry. This includes a series of health questions and a temperature check.

## FACE MASKS

Face masks are required for all guests and employees. Personal protective equipment is required for all services performed face-to-face. A new pair of gloves are used for every guest.

## PHYSICAL DISTANCING

Look for floor markers and extra signage to guide you safely through the club in our fitness spaces, group classes, and check-in desks.

## PERSONAL SANITATION

As always, an abundance of hand sanitizers and disinfectant spray is readily available in all areas of the facility. Additional touchless hand sanitizer stands have been added to the club entrance.

## SAFETY SHIELDS

Plexiglass protective shields have been put in place at check-in/check-out desks and nail salon.

## DRINKING FOUNTAINS

Bottle filling is available. Drinking spouts have been turned off.

## TOWELS

Based on CDC guidelines, towels may not be distributed, and members are advised to bring their own towel.

## PAYMENTS

Charge to Membership Account is temporarily on pause. The preferred method of payment is credit/debit cards or the PRO Rewards app. We gladly accept cash or check if no other payment method is available.

## CLUB LOCKER ROOMS

Locker rooms are only available for restrooms and hand washing. Showers, sauna, steam rooms and whirlpools will be temporarily closed. Once locker rooms are approved for full use, we have planned the following:

- Frequent cleaning and sanitation using EPA-registered, virus-killing disinfectants will be continued in showers, lockers, restrooms, and high-touch spaces.

- Touchless sink fountains and toilets have been installed in all facilities.
- We are requesting that members use good judgement and patience while waiting for a safe distance to enter/exit personal lockers. Reserved Executive Lockers or rented lockers may be moved upon request. A locker reservation system may be added if needed to further ensure physical distancing.



## FITNESS CENTERS

In addition to already intensive cleaning efforts, several protocol additions are made for further safety.

- Please assist in spraying equipment before and after use. Equipment towels are refreshed frequently, but if you prefer to obtain another towel, they will be available from a Fitness Specialist upon request.
- Cardio Theater is a designated face mask required exercise zone.

- Equipment is marked for physical distancing.
- Small exercise equipment is available for checkout and sanitized after each use.
- Please exercise common sense personal health practices and refrain from blowing your nose, coughing, or spitting into towels.



## GROUP FITNESS

Our superstar instructors look forward to welcoming you back to class.

- Class sizes have been reduced to provide safe physical distancing and require a reservation through our new online app.
- Schedules have been adjusted to allow more time for deep sanitation between classes.

- In some classes, equipment is pre-set or spaced farther apart for physical distancing.
- Floor markers are in place to guide safe exercise distances.
- Virtual classes are available for members.



## CHILD CARE

Discovery Bay Childcare is a state-licensed facility and therefore complies with extraordinary sanitation protocols and smaller child/instructor ratios than other health club childcare centers. Enhanced measures have been implemented to be consistent with CDC guidelines, cleaning practices and physical distancing.

- In addition to our standard protocols, we've implemented enhanced cleaning protocols with a complete nightly disinfection of the Discovery Bay and Kids Zone areas utilizing our UV Sterilizing robots and EPA disinfecting cleaners.
- Instructors are screened each day and temperatures taken prior to each shift.

- As with all kid's offerings, space is limited, and a reservation is required for all ages and offerings.
- There will be adequate physical distancing during check-in/check-out and within the Kids area. Entrances are limited to the main club entry.
- Additional areas of the club are being utilized to assist with physical distancing, which may include outdoor spaces.
- Toys and books that are more difficult to clean have been removed.



## CAMPS & FAMILY ACTIVITIES

We are offering adapted camp programs to help kids get much needed physical activity, social interaction, and fresh air in the safest environment possible.

- Reduced group sizes. Kids remain in same groups each day.
- Kids are rotated in smaller groups through daily activities and utilize more club spaces, which may include outdoor spaces.
- Coaches and children are health screened each day with temperature checks.

- Hand sanitizer usage is encouraged with more frequent hand washing breaks between activities.
- Designated drop-off/pick-up locations to reduce capacity entering/exiting the club.
- Family Fun Night activities are being modified to provide healthy and fun activities with safe physical distances. Inflatables will temporarily be on pause.



## POOLS

Our extensive triple filtration keeps our four pools incomparably clean. In addition to our exemplary standards of cleanliness, we have implemented:

- Online reservations to reserve a swim time to ensure physical distancing.
- Capacity restrictions in all aquatic areas.

- As always, a soap shower is required for pool entry.
- Whirlpool is temporarily on pause.
- Shared pool equipment (kickboards, weights, fins, toys, etc.) are available for checkout and sanitized after each use.

## RACQUET SPORTS

In addition to our extensive cleaning efforts inclusive of using EPA-registered, virus-killing disinfectants, the following safety and physical distancing measures are in place for court usage:

- Occupancy is consistent with governmental guidelines.
- Members are required to bring their own equipment and balls.

- Place personal belongings at least 6 feet away from another player's.
- For safe physical distancing, avoid any physical contact with another player.
- The tennis ball mower has a designated sanitizer spray bottle and is sterilized after every use.

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## PERSONAL TRAINING

To ensure the best experience possible we have implemented the following:

- With an EPA-registered, virus-killing disinfectants, personal trainers clean and wipe down each piece of equipment before and after each use.
- Virtual training sessions are available upon request.
- To protect members and employees, we are practicing physical distancing of 6 feet during 1:1 sessions, eliminating any physical contact and masks are required, except during high-intensity exercise.
- When available, training may take place outdoors or in other areas in the club to help encourage physical distancing.



## SPA, SALON & MEDICAL SPA

Our facilities continually practice exceptional standards in sanitation and hygiene. Every station, room and equipment is sanitized between services. In addition to our elevated cleaning methods, we have implemented these enhanced protocols.

- Locker Rooms are closed for showers and all wet areas. Restrooms and sinks are available.
- Medical Spa appointments are spaced out to prevent crowding at the desk.
- Floor markers are in place to ensure safe physical distancing at Front Desks.
- All tools are sanitized using EPA-approved disinfectant after each use.
- Hair stations and shampoo bowls are designated for safe distancing.
- Curtains have been hung between salon stations to provide further protection.
- Face masks are required for guests and providers are wearing Personal Protective Equipment as required by State guidelines.
- All providers thoroughly wash their hands immediately prior to and following all services.
- Plexiglass protection shields are in place at the Front Desk and Nail Salon.
- Robes, towels and slippers are temporarily on pause.
- Beverages and snacks are temporarily unavailable. Bottled water is available upon request.
- If you prefer touchless payments, you may scan payment using your mobile device with the PRO Club Loyalty App. Payment terminals and pens are sanitized frequently. Charge to membership account is temporarily on pause.

## BASKETBALL

When the courts are not being used for other programming, use of the basketball hoops while practicing social distancing is permitted.

- Game and League play is paused.
- Up to 5 players are permitted to play by reservation.
- Disinfectant spray is available to help encourage cleaning of equipment before and after use.

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## BISTRO & CAFÉ

Food safety and sanitation have always been a high priority. During these times, we've implemented even stricter guidelines.

- Continuous scheduled disinfecting of all shared surfaces.
- Physical distancing guidance will be provided if a line forms.
- Disposable utensils and condiments are available upon request.
- Frozen yogurt is available upon request and dispensed by a PRO employee.
- Dining tables are sectioned off with every other booth/table available.

- All table and chairs are be sanitized frequently guest and a sign stating, "Sanitized for Your Protection" will be placed on the table to notify the guest the table has been sanitized.
- Disposable paper menus will be used and refreshed with each guest.
- Touchless payments are encouraged using the PRO Club Rewards App.
- Payment terminals and pens are disinfected frequently.



## MEDICAL SERVICES

As we are owned and directed by a physician, our medical services and treatment spaces have always upheld the highest level of cleanliness to ensure a surgical clean environment. Our goal is to always exceed your expectation and make sure you feel safe and healthy while visiting PRO Medical.

We have implemented the following for our Medical Services:

- Telehealth for virtual appointments.
- All providers are wearing Personal Protective Equipment.

- Protective barriers have been installed at check-in counters with floor markers
- Additional sanitation methods are being used in provider office with "Sanitized for your Protection" signs placed in treatment areas to notify the area has been completely sanitized.
- Physical distancing measures have been put in place throughout our medical facilities.


















# WELCOME BACK!

WE'VE MISSED YOU.












## PRO CLUB

*NOW OPEN*

-  PERSONAL TRAINING
-  FITNESS CENTERS
-  GROUP FITNESS CLASSES
-  YOGA & PILATES
-  PILATES REFORMER CLASSES
-  TENNIS, SQUASH & RACQUETBALL
-  LAP SWIMMING & SWIM LESSONS
-  FAMILY SWIM – OPENS SEPTEMBER 8
-  BASKETBALL
-  YOUTH CAMPS
-  DISCOVERY BAY CHILDCARE
-  REMOTE LEARNING PROGRAM
-  SALON & SPA
-  AUTO SALON
-  LOCKER ROOMS – OPENS SEPTEMBER 1
-  CAFE – OPENS SEPTEMBER 1
-  FAMILY FUN NIGHT – STARTS SEPTEMBER 19

## PRO MEDICAL

*NOW OPEN*

-  20/20 LIFESTYLES
-  AGE MANAGEMENT
-  COUNSELING CENTER
-  DIETITIAN SERVICES
-  MEDICAL SPA
-  PODIATRY
-  HYPERBARIC OXYGEN THERAPY
-  IV & INJECTION THERAPY
-  PHYSICAL THERAPY – OPENS SEPTEMBER 8TH

Reservations are required. To reserve, visit:  
**[proclub.com/club/current-openings](https://proclub.com/club/current-openings)**.

*Membership dues are required for club usage.*

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