

Welcome letter

Welcome back Xtreme Couture Family!

First and foremost we hope that you and your families are doing well during these uncertain times. We want to thank all essential workers that have been keeping our community up and running. We are taking every precaution to ensure that the facility will be safe now that Toronto has entered stage 3. To ensure the safety of our staff, members and guest we have **chosen August 10 as our official opening date. Classes will commence two weeks after our reopening on August 24.**

We, as always, remain committed to the health of our Xtreme Couture Family, staff and community.

Since March, we have implemented the following **additional health and safety protocols:**

- Plexiglass to reception desk and consultation desks.
- Moved and spaced out equipment to allow for proper social distancing.
- Freshened the facility with paint.
- Disinfected the facility ceiling to floor.
- Created additional sanitization stations.
- Upgraded men's change room floor.
- Mapped routes of traffic flow.
- Laid new rubber mats in boxing area.
- Divided the club into a MMA side and Fitness side to avoid cross contamination with separate exits.

FAQs

Club Hours?

We will be adjusting club operating hours to reflect initial demands upon reopening.

- **Monday-Friday 8am – 9PM, and Sat & Sun 8AM – 5PM**. This is subject to change and we will expand as demand increases.
- To start, all classes will be 50 minutes and all workout sessions will be 50 minutes. We are asking all Xtreme Couture members to honour this to allow for safe entry and exit into the club.

What about my membership dues?

- For those on Monthly Billing, recurring fees will resume upon the club reopening. For those who have paid in full, we will add months lost from March 17/20 to the date we open back onto your membership.

Can I bring a friend or family?

- For all inquiries **about bringing guests** please email our membership manager bobby@xtremecouture.ca.

How do I know I'll be safe?

- We have followed directives from provincial and local public health officials in order to ensure the **highest, hospital grade standards of cleanliness and social distancing** that can be achieved.
- Our team includes a Joint and Safety Certified member as well as an E. Protect Respiratory Infections Certification from the World Health Organization (WHO).
- Our Code of Conduct and guidelines will be posted in the club and on the website.
 - All Equipment has been moved to have at **least 6 feet between pieces**.
 - Showers, Towel Service, Lockers and Sauna will be closed.
 - The restrooms and change rooms will remain open. Come prepared to workout when possible.
 - **Members must wear a mask while entering or exiting the gym**, during check-in and as you move around the gym between activities. This includes change room area.
 - Masks can be removed during workouts, so long as you **are able to maintain appropriate social distancing of 6 feet**.
 - Example A: You are using a cardio machine, which has already been spaced 6' from other equipment. You can remove your mask.
 - Example B: You are spotting a friend who is lifting weights. Social distancing is not possible. Both you and your friend should be wearing masks.
 - Example C: You can remove masks (provided you are maintaining 6 feet of distance) during MMA class or Fitness class but should put it back on when exiting class and club.
 - **Masks will not be provided by Xtreme Couture**. Please bring your own mask with you to the club. Disposable masks are available for purchase at the Front Desk for \$1+tax. Your mask should cover both mouth and nostrils, and can be any of the following
 - Fabric (washable) mask
 - Paper (disposable) mask
 - Neckerchief or scarf
 - **It is important that our Xtreme Couture community follows these guidelines together so that we can continue to keep our club open and available for member use.**

- Bring your own towel, water bottle, mask and workout mat (recommended)/boxing gloves and come ready to train
- Everyone is required to wash or sanitize hands as they enter the club each day.
- Members are **required to wipe all equipment** touched, before and after use! Everyone will have their own disinfection bottle provided by the gym.
- We have increased the size of our cleaning team as well as having new rigorous cleaning protocols.
- Our **capacity will be limited to 50 people** per hour on each side of the club.
- Class size will be limited to allow proper distancing with markers on the floor.
- All Movement based classes will be on the matts (Max 25 per class).
- All Yoga classes will be in the studio (Max 8 per class).
- All Cycling classes will be in the spin room (Max 10 per class).
- Group Fitness equipment - we will allow 30 minutes between group fitness and MMA classes for disinfecting studios, spaces and all equipment.
- To ensure safety, only those clients from the same household will be able to grapple, clinch, and have physical contact.
- Parents will be required to **drop off their children and will not be able to remain within the facility for the duration** of the class (unless to enjoy their own workout).
- Those with cold & flu symptoms, or have been in contact with anyone sick, or have traveled out of province **will be asked to stay home for 14 days.**

Will Virtual Classes Continue?

o Yes, virtual classes will continue for the month of August.

Will all the classes come back?

o We will start with a rolling schedule and monitor participation. As participation grows, our schedule will be adjusted accordingly.

With reduced capacity, how do I get in a class AND come in for a workout?

o Class participation will now require a reservation through an online software which will be posted on our website www.xtremecouture.ca **for member usage only**. If you are bringing a guest please email bobby@xtremecouture.ca for separate authorization. This is included in your membership.

When will Day Care be available?

o We are monitoring the situation on a daily basis and will provide updates when we have more information.

Will Clinical services still be offered?

o Yes, clinical services have already resumed and we are currently offering Chiropractics, Physiotherapy, Kinesiology and Active Care within the fitness facility.

Have a personal trainer?

Your trainer is looking forward to seeing you again! The entire Xtreme Couture team is committed to help you get back into your fitness routine in a responsible way.

We have missed you during these past months, but we have been moved by the overwhelming support you've shown us. We can't wait to see you back at our club living a happy, healthy, and balanced life. Our team is eager and committed to helping you get back into your fitness routine in a responsible way.

What to Know About Personal Training when we reopen.

- o All personal training sessions were frozen along with your membership. Personal training recurring EFT payments will be reactivated Aug 10 2020.
- o You may begin your 1-on-1 personal training sessions on Aug 10 2020.
- o All pre-paid, unused sessions will be available for your use.
- o PT staff will be required to wipe down equipment before and after each use during workouts.
- o PT Staff will be required to wear a mask and wash / sanitize hands before and after every session.
- o **There will be a designated Personal Training area only.**
- o **PT sessions can be done outdoors weather permitting.**

We encourage you to discuss options with our staff and your trainer that will help you be more comfortable during training sessions. The fitness manager and/or your trainer will be reaching out to make sure to get you back on the training schedule.

How do I book a Trainer if I want some help getting back into it?

o Call or Email us at jerry@xtremecouture.ca and we'll set you up with the best guidance and schedule for you.

Will you be serving Shakes?

o No, we will be serving bottled water and premixed shakes, and protein bars.

For additional questions feel free to email us at info@xtremecouture.ca.

Please know that this list represents everything that we believe is important to keeping our members and staff safe. We will be closely monitoring the fluid situation and will be gradually modifying things as we see fit.

Actively strengthen your body's immune system by eating antioxidant-rich fruits and veggies and probiotic-rich fermented foods. A balanced diet, plenty of water, exercise and a good sleep schedule are your best defences.

- **Physical activity and exercise can help boost immune function, reduce stress and metabolic health.**
- **Physical activity can reduce systemic inflammation associated with most chronic diseases.**
- World Health Organization (WHO) recommends 60min/day of moderate-to-vigorous physical activity for children and adolescents aged 5-17 years.
- World Health Organization (WHO) recommends at least 150 minutes of moderate-intensity physical activity throughout the week, or at least 75 minutes of vigorous-intensity physical activity throughout the week for adults aged 18-64 years.
- World Health Organization (WHO) states that insufficient physical activity is one of the leading risk factors of death worldwide.

We are humbled, and appreciative of all your support through this challenging time. It's time to rebuild this community and get fit together again!

We value and welcome all member input and suggestions!

Xtreme Couture Team