

## Welcome letter

Welcome back Xtreme Couture Family! We hope that you and your families are doing well. We are excited to announce our official opening date for Monday, July 19th. In cooperation with bylaw enforcement regulations, we have determined that our 50% capacity limit is 75 people per hour on the fitness side and 75 people per hour on the MMA side. Class schedule and starting date will be released soon.

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

Having already 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
- Disinfected the facility ceiling to floor
- Created additional sanitization stations
- Mapped routes of traffic flow
- Laid new rubber mats in boxing area and free weights area
- Divided the club into a MMA side and Fitness side to avoid cross contamination with separate exits

We have now added these additional changes:

- Reupholstering all fitness equipment
- Changed all lighting to LED within the club
- Added all new heavy bags
- Repaired damaged sections of MMA matt area
- Added a fully stocked Pro Shop featuring boxing gloves, pads, XCT apparel, and Gis.

## 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 90 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 on August 1st upon the club reopening. For those who have paid in full, we will add months lost due to closure time.

### Can I bring a friend or family?

•For all inquiries about bringing guests please email [info@xtremecouture.ca](mailto:info@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 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, Sauna will be closed.
- The restrooms and change rooms will remain open. Please limit locker use, and 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)
  - maskPaper (disposable)
  - maskNeckerchief 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.
- Class size will be limited to allow proper distancing with markers on the floor.
- All Movement based classes will be on the mats.
- All Yoga classes will be in the studio. (8 per room)
- All Cycling classes will be in the spin room. (10 per room)
- 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 Outdoor Classes Continue?

o Outdoor classes will continue up to the point that we resume indoors.

#### 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?

o Class participation will now require a reservation through an online software which will be posted on our website [www.xtremecouture.ca](http://www.xtremecouture.ca) for member usage only. If you are bringing a guest please email [info@xtremecouture.ca](mailto:info@xtremecouture.ca) for separate authorization. This is included in your membership.

#### When will Day Care be available?

o We are monitoring the situation 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, Massage Therapy, Traditional Chinese Medicine, Acupuncture, Kinesiology and Active Care within the fitness facility.

### Have a personal trainer?

Personal training will commence Monday, July 19th! 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.

### 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 when we open for indoor workouts.
- o You may begin your 1-on-1 personal training sessions when we open for indoor workouts on Monday, July 19.
- 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 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](mailto:jerry@xtremecouture.ca) for a free consultation 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](mailto: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 government updates 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 appreciative of all your support through the last 15 months. It's time to get everyone on track and get fit together again! We value and welcome all member input and suggestions!

Xtreme Couture Team

