



Dear HealthTrack Sports Wellness Members,

Based on the Government's Stay at Home Order, I am writing to let you know that until we have approval to reopen our doors, all memberships are on hold.

What this means is that beginning April 1, 2020, there will be no collection of dues for your membership. You will not need to call to place your membership on hold.

If you have received a service or purchased an item from March 1 – March 16th, the regular payment process will occur for just those items.

If you have registered for paid classes or have appointments scheduled with our Service Providers, your appointment will be cancelled. All remaining amounts on prepaid programs will be honored.

WHEN we reopen, dues will be prorated accordingly for the remainder of that month.

Our future opening date will be decided as further guidance and recommendations are provided by the CDC and the Illinois Government.

We are focusing on how we can support our staff during these uncertain times. Thank you to those who have emailed us inquiring about the well-being of our staff. Even though our doors have been closed the second half of this month, all our staff will continue to receive their full pay for the month of March.

This will be a period of tremendous challenge, where information will change rapidly, and over the next two months the news will likely report increases in the spread of the virus. Together, we can overcome this challenge.

The entire staff wishes you and your family health and safety while we are apart. You are sorely missed and we cherish the day when we can welcome you back.

We will be working on ways to keep the HTSW family connected.

Please don't hesitate to email me if you have any questions or concerns.

Sincerely,

Cris Castillo
General Manager
ccastillo@htsw.net