



Date: 5-26-2020

Dear HTSW Club Member,

The past couple of months have certainly been a roller coaster of emotions and change for us all. We hope that all of you have weathered this storm and look forward to the staged re-opening of HealthTrack. We have spent considerable time preparing for your return!

HTSW is committed to providing a healthy environment for staff and members alike and has been diligently working on effective protocols to be used upon our reopening to ensure the best possible environment for all. We have developed comprehensive cleaning/sanitizing plans, Staff Protocols specific to each job function, and Member Protocols that you will be expected to follow so that we may achieve our common goal, REOPEN!

### **Club Maintenance Fee Program**

I would like to thank all the scores of members that have inquired about how to assist the Club and our Staff through this challenging time. Your generosity has been overwhelming! We have always prided ourselves on running a financially responsible business and thought we could weather the financial crunch while continuing to provide paychecks and benefits to our Staff as well as meeting our ongoing expenses. As this crisis enters into the third month, we find the need to generate financial resources and reluctantly turn to our members for assistance. To assist us in the necessary funding of our staff members and ongoing expenses, we are presenting a Club Maintenance Fee Program with an Opt-Out Option available.

Beginning **June 1, 2020**, all active and suspended memberships on record will be billed **\$25** per month until such time that the Club can reopen to the general membership and regular dues can be collected. We understand that this may be a financially trying time for you as well, so we are offering an **OPT-OUT** option to our Maintenance Fee Program. If you wish to Opt-Out, please click [HERE](#) or email us at [optout@htsw.net](mailto:optout@htsw.net) with the OPT-OUT as the subject line.

### **March Dues Credit**

For all accounts that were charged for the month of March prior to our closure, your accounts will be credited with the prorated dues of closure. This will occur upon the first full month after our reopening.

If you ever have any questions regarding your account, please contact our Accounting Office @ **630-348-5368** before disputing the charge with your credit card company. We can assure you that we are dedicated to resolving billing issues with our HTSW Family as fairly as possible.

## **Phased Reopening & Personalized One-On-One Services**

Currently, the projected Phase Three reopening is slated for **May 29th**. We will provide one-on-one Personal Services. Members will have access to the Club by appointment only with a Club Professional. We will be offering paid Personalized One-On-One Services to include; Tennis, Yoga, Pilates Mat, Pilates Reformer, Personal Training, and Spa services. (see attached flyer for more details!)

## **Tennis & Pickle Ball Court Rental**

With the upgraded Phase Three Reopening, we are pleased to announce that our indoor Tennis and Pickleball Courts will be available beginning June 1st for HTSW Members. Please reserve court time online beginning May 29th at \$20 for 60 minutes, \$30 for 90 minutes. Please provide your own tennis balls or purchase some at the Club.

## **Prepaid Services**

For those of you who have purchased prepaid services prior to our closure, we will be offering Club Service Cards specific to that department for you to redeem at your convenience. All Series Sales Packages were automatically extended for 6 months. You may use the Club Service Card and/or Series Sales for similar Personalized Services in the department in which they were issued.

Thank you for your continued support and commitment to your Club. As our “normal” lives evolve, we hope to see all of you back on a regular basis to continue your journey to better health.

Sincerely,

Cris Castillo

General Manager

HealthTrack Sports Wellness