

## Reopening: Updated FAQ

Welcome back! As we prepare to reopen, your health and safety are our top priority. Please see below for some important updates to our plans for reopening fitness center operations.

If you have questions about anything in this document, please contact [Jahtiba Collins](#) at [UniversalStudiosFitness@plusone.com](mailto:UniversalStudiosFitness@plusone.com) or by phone at [\(818\) 777-4496](tel:(818)777-4496).

We look forward to seeing you soon!

### **Q. Have the hours of operation changed?**

A. Yes. We will be open with new hours of **Mon-Thurs from 5:30am to 6:00pm, and will be closed Fridays and weekends.**

### **Q. Who is eligible for a membership at the fitness center?**

A. At this time, we will be able to open enrollment only to lower lot, full time NBCUniversal employees. We will provide an update to contractors, production, and USH at a later date once we are able to also accommodate those members.

### **Q. How many people will be allowed to use the facility at any given time?**

A. We will follow local and federal guidelines as they are updated, currently, there are no restrictions on capacity.

### **Q. Are any areas of the facility closed?**

A. No. All areas of the fitness center, including the locker room, are currently open and may be fully utilized. Temporarily, toiletries in the locker room sink areas will not be offered, but shampoo, conditioner, and body wash in the showers will be.

### **Q. Will all fitness center services be available?**

A. No. At this time, only personal training will be available. Our group fitness schedule will resume at a later date.

### **Q. Will I have access to towel service?**

A. Yes, towels will be available. However, you will need to pick up a clean towel at the front desk.

**Q. What is your policy regarding cleaning and sanitizing the equipment and facility?**

A. The CDC recommends cleaning and disinfecting all machines, equipment and high-traffic areas after each use or as frequently as possible. Fitness center staff will be increasing the frequency of cleaning, and disinfecting and sanitizing supplies (hand sanitizer, sprays, wipes) will be available for member use throughout the facility.

**Q. How will you be adhering to physical distancing (the six-foot rule)?**

A. Currently, per state and county guidelines, there are no physical distancing restrictions required in fitness centers.

**Q. Will there be any changes to my membership fee?**

A. No, our membership rates remain the same: \$45 per month for Contractors and \$35 per month for NBCU Employees (purple and green colored badges).