



# FAQ'S

## YOUR NEW COVID SAFE ENERGIZE EXPERIENCE

Because your wellbeing is our priority



### Clean

Deep cleaning every night  
Daily cleaning  
Mandatory member  
wiping of equipment  
Regular fogging sanitisation  
(a safe & highly effective  
method to clean those  
hard to reach places)



### Hygienic

Contactless entry/exit  
Sanitising stations  
BYO towel, water, mat  
Wipe equipment before /  
after use.



### Safe

We're exceeding the NSW  
health requirements to  
ensure your safety. Still,  
one of the most effective  
methods is to wash your  
hands and avoid touching  
your face.

## Member Portal

We're making it easier for you to manage your membership, update your contact details, request membership holds and check your billing details through your own member portal. Head to [www.energizehealthclub.gymmasteronline.com/portal](http://www.energizehealthclub.gymmasteronline.com/portal) and login with your email and password. Better yet, after you have logged into the portal for the first time, download the free app and your portal is now as mobile as you are!

Visit our website to read our COVIDSafe Plan  
[www.energizehealthclub.com.au](http://www.energizehealthclub.com.au)



## PHASE 1 REOPEN FAQ'S

Answering your Return to Club questions

**How do I login to my Member portal?** Go to

<https://energizehealthclub.gymmasteronline.com/portal> and login with your email & password (the one you set up when you joined or your mobile number if you haven't set one yet).

**How do I get into Energize?** Entry is easy - use our sanitising station and swipe in. There's a separate entry and exit, with Full of Beans having moved inside! We *may* ask to see your BYO towel, and you'll need to BYO mat and water (or purchase these from reception).

**Where do I find the Club's Staffed Opening Hours?** On our website or our Facebook page @energizehealthclubs.

**Can I use the club outside staffed hours?** Yes! As long as you have extended hours or 24hr access included in your membership AND you have completed our COVIDSafe Induction. This will take about 10 minutes and must be completed during staffed hours. If you don't already have extended or 24hr access (or you aren't sure), just ask or email reception. (Conditions apply).

**Can I use the showers?** Yes.

**Are there Personal Trainers to support me?** Yes, to book in a program review or start personal training, please email or phone us.

**What if I want to timehold my membership?** You can do this through the member portal. Login and place your membership on hold. Holds need to be a minimum of 14 days.

**Do I need to book for classes?** Not in the short term. With the continual relaxation of rules around maximum capacity in each class, a booking system will be unnecessary for most of our classes. We will initially manage each class with a token system. If a booking system is required for some/ all classes we will happily introduce this. As of writing, the class capacity is 20 people.

**When is Kids Club reopening?** We don't have a date yet. We know this is an important service and we are closely monitoring the advice from the NSW Government, The Australian Department of Health and Fitness Australia.

**Can I play Squash?** Not yet. Again, we are waiting on more information from relevant authorities before we can safely reopen the squash courts.

**Are the lockers available for use?** Not yet, however the open pigeon holes are still available. Please leave your valuables at home. We will no longer be able to mind keys/wallets/sunglasses behind reception, so please consider this before entering the club.

**Where can I read the Energize COVIDSafe Plan?**

[www.energizehealthclub.com.au/covid-19/](http://www.energizehealthclub.com.au/covid-19/)

**Can I attend if I have a cold?** No. Please stay home if you have **any** cold or flu symptoms... and we'll do the same. Let's keep each other safe.

Contact us: [reception@energizehealthclub.com.au](mailto:reception@energizehealthclub.com.au) or 9452 2288

This document is dated 12 June 2020.