



Romulus Athletic Center Reopening (Phase 1)

Frequently Asked Questions

First Phase is Members Only!

Membership:

Q: I'm not comfortable in restarting my membership at this point, or I'm also not a fan of the new rules / restrictions / hours. What can I do?

A: All changes have been made with our staff's and your safety in mind. If you do not wish to restart your membership at this point, you don't have to. You may start at any point within the next 6 months and have all your remaining time added on at that point. If you do not wish to restart your membership immediately, please call (734) 942-2223, and let us know by September 20th so we can suspend it.

Entry:

Q: Why do I have to wear a mask at your gym? Do you know how hard it is to wear a mask when you exercise?

A: We do realize it is difficult to wear a mask while you work out, but it is possible. This is part of Governor Whitmer's Executive Order, and we are required to enforce it. Masks / face coverings will be required at all times while in the club, with the exception of when you are in the water. You will have to wear your mask to and from the pools, or when you are changing pool locations.



Q: I'm not a member, but I'm a guest of a member / have a free day pass / want to come into the gym for the day, can I?

A: Not at this time. Since we've been closed for almost 6 months, we want to reward those members that have been extremely patient, and let them see firsthand the changes and protocols we've made to keep everyone safe while they get back on their road to fitness. Day passes and guest will be allowed when we move to the second phase. If you have a free day pass that expired during the pandemic, let us know and we will trade them out for you.

Q: Why do I have to stop and talk to the desk attendant and answer the questions about my health?

A: We are trying to keep all our staff and members safe, and to do this will need to ask you a few questions about your current health status. Since the pandemic seems to be changing daily, you will have to answer this each time you come into the club. In the event of an outbreak, this will also assist us with contact tracing.

Gymnasiums:

Q: I want to play basketball / pickleball / volleyball but I can't? Why is that?

A: As mandated by the Governor, only "organized indoor sports" are allowed to resume. While we would love to let you shoot around, at this point we cannot, and all hoops and rims are raised to the ceilings. We hope to have these things available to our guests as soon as possible.



Fitness Floor:

Q: Why is everything set up differently than it was before? I don't like the new setup?

A: The new floor layout is set to achieve social distancing between each machine. Some of the equipment (ellipticals, exercise bikes), have been moved to other locations (teen center, upstairs) to achieve this goal. If you have a favorite machine, and are unhappy about the new location, ask to speak with a manager. We will take your recommendation and see what we can do.

Q: Why is the attendant after me about cleaning the equipment when I get done with it?

A: While you were always supposed to be cleaning equipment after each use, this will be strictly enforced now. Please clean each machine, dumbbell, or free weight, or signal the employee walking around with the mist sprayer to clean it for you.

Locker Rooms:

Q: Why are the Men's and Women's Locker Rooms closed?

A: While we hope these will open quickly and while we can control capacity and flow, we cannot control social distancing within these spaces. For this reason, only the family locker room will be open at first. There will be a maintenance worker that will clean and sanitize each family locker room after each use so that they are ready to go again for the new user.



Q: I'm not so confident in using the family locker room. Is there something else that I can do?

A: You can have direct access to the aquatic area by walking down our main hallway and directly accessing the pool. There is no need to go into the locker rooms if you do not want to.

Aquatic Area:

Q: How am I supposed to wear a mask while I'm swimming or in the pools?

A: The Governor's order states that you do not need to wear a mask while swimming, although you will have to have one while walking in / out of the aquatic area.

Q: The lifeguards told me to shower before I got in the pool, and I'm a little upset about it.

A: The Michigan Health Code for Public Swimming Pools clearly states that each bather must shower before entering the pools. This will be strictly enforced.

Q: I want to walk the lazy river, but am a little concerned about other guests and their proximity to me. How will you keep us distant?

A: While our lifeguards' primary responsibility is to keep you safe, they can also be called upon if you feel people are encroaching on your space. If you are concerned about keeping socially distant while in the river, please grab a tube or a pool noodle before going in. Either of these items can be used to create a barrier in front of you that will help to achieve social distancing. We realize that this may affect your workout somewhat, but ultimately will help you keep your distance from others.



Fitness Classes:

Q: My favorite fitness class / fitness instructor isn't on the new or temporary schedule. What do I do?

A: Every one of our employees have had the last 5.5 months off, so calling them back (especially over the Holiday weekend) has been challenging. We hope to have a temporary fitness and aquatic fitness schedule available for you this weekend that will take us to the end of September. As instructors come back and new instructors get hired, this schedule will improve, please bear with us.

Day Care:

Q: I bought my membership so I could work out while my child was in day care. Now, under your Phase 1 Reopening Plan, day care is closed. What do I do?

A: We hope to have the day care open before the end of our first phase, as we continue to get employees back to work. Look to our website and Facebook Page for reopening information, capacity restrictions, and other new day care policies.

Groups, Birthday Parties, Banquet Rentals:

Q: Why can't I book a group visit, Birthday Party, or Banquet Rental???

A: During the first phase of reopening, we have to protect our members, so no groups, birthday parties, or banquet rentals will be held during the opening phase. Keep an eye on our Governor's restrictions, we hope to be taking these bookings during our second and third phase opening plan.