

Fulcrum Fitness strives to create a safe space for all clients. Please review the guidelines below to ensure the health and wellness of our community.

## Masks

Facial coverings are required to enter any Fulcrum PDX Gym location. This includes...

- Working out indoors.
- Getting and returning equipment in the gym.
- Working out on our Hawthorne outdoor platform.
- In all restrooms, changing rooms, and entrances.

Fulcrum will no longer be accepting gaiters or bandanas as masks inside the gym. Please bring your N95, cloth mask, or paper mask to work out in. Paper masks are available, but supplies occasionally run out so it is best you bring your own.

## Hawthorne Outdoor Platform

Our outdoor workout platform provides a safe open air environment to workout in. Please review the following points on it's use.

- Masks must be worn at all times on the platform, in compliance with COVID safety guidelines.
- A maximum of eight clients may workout on the platform at a time. These spots are on a first come first serve basis.
- Clients must be respectful of space and socially distance using marked spots on the platform and listening to trainer instruction.
- Clients may not workout on the sidewalk.

## Late Cancellations/no-show fee

Due to our class sizes being capped at 10 for our indoor workouts, we will be implementing a no-show or late cancellation fee of \$10 for those that sign up for small group or team sessions.

**If you need to cancel your class you must do so at least 2 hours in advance.** There are a few reasons for this.

1. We want to be sure that those who want to take classes are able to attend with the smaller class sizes. If the class is labeled as full, those who want to sign up are not able to.

2. It is important that we know who is signed up and in class for contact tracing purposes. We want to be as on top of this as possible, and it is necessary for us to know who is coming into classes.

To cancel or change your reservation log into your Zenplanner account. If you have any issues accessing Zenplanner email [customerservice@fulcrumfitness.com](mailto:customerservice@fulcrumfitness.com). Any email cancel will still need to be sent at least 2 hours prior to class.

These changes will be implemented on November 16th. We absolutely understand that emergencies happen, and if that is the case, email [customerservice@fulcrumfitness.com](mailto:customerservice@fulcrumfitness.com) within 24 hours from the no-show or cancelation.

## Checking-in for class

With the change in our no show and cancelation policy it's important that everyone checks into class to avoid any incorrect charges. **It is each client's responsibility to check themselves in for every class using the Zenplanner App.** If you have any trouble accessing the app please ask your Fitpro to check you in prior to the start of class. Fitpros will not automatically check-in every guest.

To ensure that you are checked in to class, you will need to reserve a spot on zen planner.

## In the Event of Exposure

We are taking every precaution possible to maintain the health and safety of our community. In an effort to uphold the community's health and client privacy the following steps will be taken in the event of exposure.

1. Any client who attended class with an exposure member will be called by a member of our management team.
2. All other clients that have attended class at that location will receive an email and text notifying them of the potential exposure.
3. *If needed*, the location will be closed for a brief time for sanitization.
4. All staff thought to be exposed will be tested before returning to the location.

We respect everyone's personal privacy and will not release information regarding the identity of the exposed or positive client. We ask for the same respect from our community.

These protocols are above and beyond what is standard by [CDC Guidelines](#). We have chosen to take these extra steps because it aligns with our mission. We consider Fulcrum to be much

more than a gym, rather a family. We will always strive to act in your best interest and share in as much transparency as possible.

Thank you so much for your cooperation. If you have any questions regarding our policies please feel free to reach out. We look forward to seeing you in class soon!