



## FAQS

### **Do I need to wear a face mask while working out?**

At our Kansas, Colorado, Oklahoma, Indianapolis and Salt Lake County locations we are asking our members and employees to wear a face covering at all times when in the gym, except when you are actually working out, as well as continue to maintain a safe distance of 6ft. At all other locations masks are only strongly recommended, but not required. For more information on mask mandates, please visit your state, and city websites.

### **Is it difficult to work out in a mask? What should I expect and do you have any tips?**

Regardless of your level of fitness, wearing a mask is something that can cause fatigue faster than if you weren't wearing one at all. However, contrary to popular belief, you actually are inhaling the same amount of oxygen as you would without a mask, you just work a little harder than normal. You will also feel warmer faster, so be sure to hydrate well for lost fluids due to increased perceived rate of exertion & sweat rate. Different masks will allow for more or less airflow, so we recommend you try several and see which one works best for you and your workout. Over time, your body will adapt and could actually become more efficient at metabolizing oxygen.

### **What are the hours of operation?**

Operating hours for open clubs will be Monday – Saturday 5 am to 10 pm and Sunday 7 am to 2 pm. These hours allow VASA to do thorough cleaning and disinfecting nightly. \*\*Hours vary by club. Check individual location for updated hours.

### **How many members are allowed in the gym at the same time?**

We will be limiting the number of members in the club at any given time. The best way to get a workout in at your favorite time is to go to our VASA app where we've made it easy to book a one-hour time slot at the gym. Just find your club, look for available time slots and hit the Book button. Download the [VASA APP IOS](#) | [ANDROID](#)

### **What amenities are not available yet?**

We are opening up the amenities in phases. Please check the club openings section to see which phase your club is in.

**PHASE 1:** Locker rooms are closed, and we will not allow changing or showering. However, restrooms may be used. Pool, Sauna, Steam, Basketball, Studio Red, TEAM, Cycle and Group Fitness will remain closed until further notice.

**PHASE 2:** Pool, Group Fitness, and Studio classes will resume at reduced capacity. Shower and Locker rooms will be available for pool use only.

### **Is KidCare open?**

KidCare will remain closed until further notice. Members who pay for KidCare will not be charged during this time.

### **What are your social distancing guidelines while in the club?**

We are asking all members to maintain a 6-foot distance between themselves and others in the club. VASA has implemented procedures to help ensure these distancing guidelines are respected including visual reminders, area closures and staff to monitor and enforce these rules.

### **What else is VASA doing to keep the gyms clean?**

VASA is requesting that all members disinfect equipment after use and is providing extra sanitizing wipes and hand sanitizer. We will have VASA staff cleaning all open areas of the gym throughout every day and doing a deep clean every night after closing.

### **When will you charge me for personal training?**

Personal Training memberships will remain frozen until clubs re-open. We will unfreeze all Personal Training contracts and resume billing on the day each club re-opens (same as membership dues). We will extend the expiration date for unused sessions for 3 months.

### **When will I be able to book gym time or classes on the app?**

We are opening up the amenities in phases. Please check the club openings section to see which phase your club is in.

**PHASE 1:** You will be able to book gym time, under the “gym schedule section” of the VASA app, 24 hrs prior to re-opening a club.

**PHASE 2:** Class schedules will be available on the VASA app, and the website 24 hrs prior to re-opening classes. You can book the classes that you wish to attend at that time.

### **Is it required to book gym time, and classes in order to attend?**

Booking gym time and classes on the app is not required, but, we do recommend it if possible. We will be limiting the number of people in our facility and during each class,

and reserving your spot is the best way to ensure you can get your workout in at your desired time.

**How many people will be allowed in the pool and group fitness rooms?**

We will be limiting the amount of people in the group fitness rooms based on square footage and current social distance guidelines. These numbers will vary by location. Pools will be limited to one member per lane.