

Cardinal Health *Fitness Center*

Operated by  **HealthFitness**
A Trustmark Company

Re-opening FAQ

What are the hours of operation?

- Monday to Thursday – 10:30 AM to 6 PM
- Friday – 10:30 AM to 3:15 PM

Are membership fees being turned back on?

- Membership fees will remain off until further notice.

How many people can be in the fitness center at once?

- Each of our appointment blocks will allow for a maximum of 15 people.

How do I make an appointment to use the facility?

- Your appointment will be made on our [membership portal](#). You can then select from 3 different workout blocks of time that range from 1.5 to 2.5 hours. Each block includes exercise and locker room time. Access your account by viewing the Portal Enrollment Guide.

If my appointment starts at 10:30 AM, do I need to be there when it starts?

- No, you may arrive at anytime within your appointment block and must leave by the end of the block. We made them long enough to allow for exercise and locker room time.

My schedule changes frequently. Can I cancel and re-schedule my appointment?

- Yes, this can be done in the [membership portal](#) as long as appointments are still available. You may also contact the fitness staff for assistance.

Will showers, towels and other amenities be available?

- Due Massachusetts state guidelines, showers will be **closed** until further notice. At this time towels, shampoo, bodywash and other amenities will not be available.

How do I check-in to the fitness center?

- We have upgraded to a barcode scanning system to check-in. Upon your first visit, please see staff to receive your check-in card. Once your barcode is set-up you simply scan in at entry and scan out when you exit.

Why do I have to check-out?

- Checking out by scanning your badge when you leave will help us manage capacity and share a live capacity count on our portal. You can view our [capacity counter here](#) at any time.

What are your social distancing guidelines while in the Fitness Center?

- We are asking all members to maintain a 6-foot distance between themselves and others in the facility. We have 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 the Fitness Center doing to keep the facility clean?

- The fitness center is requesting that all members disinfect equipment before and after use and is providing extra sanitizing wipes stations and hand sanitizer stations. Staff will have a schedule to clean all areas of the facility throughout the day. Some areas will be sectioned off for cleaning.

Can I schedule on-site sessions with a personal trainer?

- Yes. The number of sessions going on at once will be limited and you must schedule your workout block in the membership portal. All trainers will be conducting sessions using minimal equipment and space.

When will group fitness classes resume?

- We do not have a timeline for on-site classes to resume, but all virtual classes will continue until further notice.