



Together Again PHASE 4

4500 FITNESS FAQ

Safety Procedures

What measures are in place to insure my safety?

All District staff will wear face coverings. All visitors should wear face coverings when not actively exercising.

All visitors (including staff) will receive a touchless temperature scan upon arrival. If visitors have a temperature of 100.4 degrees or above, they will not be permitted to enter the facility. Temperature scans will not be recorded, however, if a member does have symptoms, they should wait to enter premises until they have had no fever for at least 72 hours and their symptoms have improved, and at least 10 days have passed since their symptoms first appeared.

The District will enforce all capacity and social distancing guidelines. At the conclusion of each time block in the fitness center and after each group exercise class, time has been dedicated to allow for the facility and equipment to be cleaned and sanitized. High-use areas such as washrooms will be cleaned frequently throughout the day. Hand sanitizer is available as well.

What are the cleaning protocols for members?

Members are asked to clean equipment before and after use of each piece of equipment with provided disinfecting wipes.

Are members required to wear face coverings?

The District continues to follow CDC recommendations and state guidelines in regards to face coverings. For our indoor programs and services, participants and staff are required to wear face coverings when not actively exercising (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering).

How long will the fitness center operate under the Phase 4 guidelines?

The District will continue to operate under the guidelines for Phase 4 until they are updated by the Governor's office. According to the [Restore Illinois Plan](#), the state can't move into Phase 5 until there is a vaccination or highly effective treatment in place or the elimination of new cases over a sustained period of time.

Membership Information

When will monthly billing resume?

Members were not billed for March, April, May, and June. For members utilizing the monthly EFT process, billing resumed on July 15, 2020. In essence, members received two weeks free from July 1 to 14, 2020.

What about paid in full members?

Members who paid in full will have their passes extended for the same amount of time as the closure. If a membership expired during the closure, the amount of days that will be added to the membership will be the days from March 14 until their expiration date. Example: Membership expires April 1. The membership will be extended 18 days from July 1.

What if I'm not ready to return to 4500 Fitness yet?

You may suspend your membership for an additional 4 months. If you use all 4 months, the next billing will be Nov. 15. You may also cancel.

[RESERVE A WORKOUT TIME](#)[REGISTER FOR GROUP EX](#)[VIEW PT PACKAGES](#)[DCEO GUIDELINES](#)

Information is subject to change as additional guidelines become available from state-wide agencies providing safety guidance regarding Phase 4 of the Restore Illinois Plan.



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How can I suspend or cancel?

You may only suspend or cancel your membership in writing by emailing regi_staff@dgparks.org. Membership suspensions or cancellations are not permitted over the phone.

If I cancel my membership and want to rejoin at a later date, will I have to pay an enrollment fee when I rejoin?

No, former members who rejoin within 6 months of their cancellation date will not be charged an enrollment fee.

Need assistance?

Following state recommendations, we are maintaining touchless transactions by continuing to offer online registration only at dgparks.org. Our registration team is available to assist customers with questions or concerns Monday to Friday from 8 am to 5 pm by email at regi_staff@dgparks.org. You can reach us by phone Monday to Friday from 9 am to 4 pm at 630.960.7500.

How to Visit

In order to ensure that the Park District meets the capacity limits and fitness center guidelines as outlined in the Restore Illinois Plan provided by the Illinois Department of Commerce and Economic Opportunity, we are implementing a reservation system to best manage visitation to 4500 Fitness.

Can I work out in the fitness center or attend a group exercise class without a reservation?

Patrons that do not have a reservation will not be allowed to enter the facility.

How do I reserve a workout time?

- Visit <https://www.picktime.com/4500fitness>
- Select time of day
- Select preferred date
- Insert your information

What happens if I can't make my reservation time?

Please email lwyss@dgparks.org to cancel 24 hours in advance.

How do I reserve a time for a group exercise class?

The group exercise schedule will be posted weekly starting July 6 at dgparks.org/fitness-classes.

To reserve a class, visit our registration site at dgparks.org.

- Choose a class
- Add to cart
- Complete the waiver and proceed to checkout
- Members will be charged \$0 for the class

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Fitness Amenities

Are the water fountains available?

Traditional water fountain spouts are not available, but the bottle fillers are available for use.

Which amenities are currently open?

The fitness center (machines, weights and equipment), bathrooms, scheduled group fitness classes and scheduled personal training sessions are currently available.

What amenities are currently NOT available?

Lockers, showers, steam room, track, towel service and KidZone are not available at this time.

When will amenities such as the steam room, KidZone and the walking track reopen?

Staff will continue to monitor the guidelines for Phase 4 for any changes or updates and will make these amenities available once the District can meet the necessary guidelines in place and can insure that the safety of our patrons and staff is not at risk.

Why are these amenities closed?

The District is operating with limited staff due to the financial impact caused by the COVID-19 pandemic. 40% of the District's annual revenues come from program and membership fees. To remain fiscally responsible and maintain a balanced budget, we are carefully and thoughtfully prioritizing the use of all resources including staffing. In addition, we are unable to operate at full capacity in accordance with Phase 4 guidelines.

Can I use the steam room?

No, according to the guidelines provided by the DCEO, all ancillary accommodations (e.g., saunas, hot tubs, steam rooms) should be closed.

Can I use the locker rooms?

While the washroom portion of the locker room is open, the actual locker space is closed in order to comply with the social distancing guidelines. Please come dressed to work out. Complimentary tote bags are available to members to store personal belongings (while supplies last).

Is the KidZone Childcare Center available for use?

The KidZone Childcare Center will remain closed for the safety of the patrons and staff as the District is currently unable to meet the stringent guidelines that have been developed for childcare facilities.

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BY VISITING, PATRONS AGREE TO FOLLOW THE MINIMUM GUIDELINES FOR PHASE 4 OF THE RESTORE ILLINOIS PLAN



FACE COVERING IS REQUIRED WHEN NOT EXERCISING

Exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering



STAY HOME IF YOU ARE SICK OR EXPERIENCING COVID-19 SYMPTOMS

Symptoms such as cough, sore throat, shortness of breath, fever, fatigue, headache

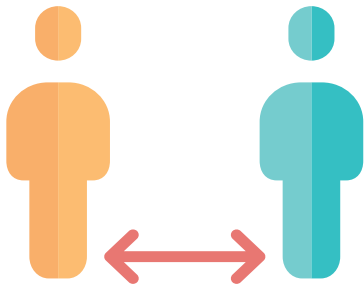
If a member does have symptoms, they should wait to enter premises until they have had no fever for at least 72 hours and their symptoms have improved and at least 10 days have passed since their symptoms first appeared



COME DRESSED AND READY TO EXERCISE

Showers and lockers are not available

Participation is open to current members only; no walk-ins permitted



MAINTAIN SOCIAL DISTANCE WITH OTHERS

6 feet of distance between non-household individuals

Spaces are marked for group exercise classes. Contact exercises are prohibited.



ASSIST WITH CLEANING EQUIPMENT BEFORE & AFTER USE

Equipment, weights and machines

Equipment should not be shared between members at the same time unless from the same household



PRACTICE GOOD HYGIENE

Hand sanitizer is available

Please continue to practice CDC guidelines to prevent the spread of COVID-19

FOR YOUR HEALTH AND SAFETY, OUR STAFF WILL:

FOLLOW CDC RECOMMENDATIONS AND PHASE 4 GUIDELINES

WEAR FACE COVERINGS DURING PERSONAL TRAINING SESSIONS AND WHILE NOT ACTIVELY INSTRUCTING EXERCISE CLASSES

MAINTAIN 6 FEET OF DISTANCE WHEN INSTRUCTING GROUP EXERCISE CLASSES

THOROUGHLY CLEAN AND DISINFECT ALL EQUIPMENT AND FREQUENTLY TOUCHED SURFACES BETWEEN CLASSES AND WORKOUT TIME BLOCKS