



COVID-19 FAQ

Based on recent orders and advisories from federal, state and local governmental authorities regarding COVID-19, Pinnacle Fitness Club remains closed. The length of this temporary closure is dependent upon governmental guidance. Member accounts will be credited for the number of days the club is closed, and we will keep you updated with a reopening date.

During this time, we encourage you to continue prioritizing your own health and well-being to be as healthy as possible. If you begin to develop cold- and flu-like symptoms or become ill, take care of yourself by seeking appropriate medical services and minimize the spread to others by staying home.

Will I be charged dues while the club is closed?

- All memberships will receive a prorated dues credit for the period of time the club was closed on 3/16 thru 3/31.
- The March dues credit will be applied on the date the club reopens.
- All monthly dues payments have been suspended as of 3/31/2020 and will stay in suspension until we re-open. If you had a dues payment come out between 3/16 and 3/31; a dues credit will be applied to your next dues invoice date after we open.
- You will be able to view any credits applied to your membership account in your [Myclubonline.com](https://myclubonline.com) account history the day after the credit is applied. Again, credits will not be applied until the club reopens.
- NOTE: Cancellations: If you wish to cancel your membership, please send an email to Pinnaclemembership@scoular.com. Cancelled members who wish you rejoin the club after the health gathering restrictions have been lifted, will be subject to current, published membership rates. Any previously published membership rate options will no longer apply.

How will my payments for in-club products and services be handled while the club is closed?

All recurring service fees for towel service and/or automated monthly personal training session purchases have been temporarily suspended and will not be deducted from anyone's club account during this closure period. For all prepaid annual towel service plans, an extension of your service will be added to your agreement period.

Chiller Chisel Challenge Participants:

Once the club reopens, we will give all Chiller Challenge participants 60 additional days to complete the challenge and do their end of program InBody analysis. Anyone who wishes to withdraw from the competition will receive a 50% refund. Please send an email to Jloza@scoular.com if you wish to withdrawal from the challenge.

When will PFC reopen?

Since we do not know when the directions regarding public gathering guidelines will be lifted, we cannot say with any certainty what a planned reopening date will be. We may have limited hours of operation and/or other requirements to follow once we do reopen. Please stand by for further updates.

Thank you for your patience and support of the club. We look forward to serving all of our valued members again, soon.

Jeri Engen, General Manager
Scott Schneider, VP of Finance & Operations
Jennifer Loza, Fitness Manager
Michelle Cleasby, Membership Accounts
Kurt Kimball, Facilities

