



## FAQs

### **Will I need to wear a mask?**

Yes. Following the advice of the NSW Government, masks will need to be worn while inside all areas of ONE55. You may remove your mask while doing strenuous exercise but must carry it with you. Once you have finished working out, please pop your mask back on.

### **What is the check in process as I arrive at ONE55?**

Check in at ONE55 every time you visit us by scanning our QR code – this can be found next to the front door, in the front foyer, and at Reception.

Show your QR check in to our Reception staff, as well as your vaccination certificate.

Sanitise your hands and make sure you have your own towel.

Please follow physical distancing guidelines at all times by maintaining a 1.5m distance to keep yourself, staff and other members safe.

We know you have a lot to catch up on – but for now, it's best to wave hello and head to your workout.

If you're feeling unwell, please stay home until you are well again. Always speak to your GP, medical specialist or mental health specialist for health-related advice

### **Will I need to be fully vaccinated to come to ONE55? I've had my first vaccination – is it okay for me to still come and work out?**

We know how important it is for our members to have a safe space to focus on their health and fitness. When you return to the club, it will still be the ONE55 you know and love.

Vaccine mandates have been set by the NSW Government for gyms and health/fitness clubs. This means the government requires all ONE55 staff, members and visitors to be fully vaccinated (two doses of an approved Australian vaccine) against COVID-19 in order to enter ONE55.

To make this process as easy as possible for our staff and other members, please have your vaccination certificate ready to show staff as you enter, along with your QR check in.

You will need to have had both vaccinations. While you wait for your second vaccination, you are welcome to place your membership on a temporary hold until your second vaccination is complete, or 1 December 2021, whichever occurs first.

Please keep in mind, these mandates have been set by the government. Our staff have worked tirelessly to prepare the club for reopening, and they are following the government mandates. We ask that you be kind to our staff.

### **When will my direct debit membership payments start again?**

Your membership payments will recommence on **Friday 15 October 2021**. This will include a pro-rata amount to catch you up to the membership payments you made before we closed.

### **Can I put my membership on hold if I'm not vaccinated yet?**

Of course. Please email us at [reception@one55.com.au](mailto:reception@one55.com.au) to arrange this temporary hold until **1 December 2021**.

**Do I need to make a booking to attend classes?**

Yes. Following the advice of the NSW Government, our class numbers will be capped. It's really important that you book your classes ahead of time via the ONE55 website Member Login. Your login is the same as before. Bookings will open two days ahead of time from **midday**. If you can't make it to your class, please cancel your booking – people are waiting for your spot!

**Is the sauna and steam room open?**

Yes. You don't need to make a booking to use these – but we do ask that you adhere to social safety guidelines when using them (one person at a time).

**What if I'm not ready to come back yet?**

We respect how all of our members might be feeling at this time and understand you might want to wait a little longer to return. We also respect your decisions around vaccination. We want to ensure that all of our members feel as safe as possible when you come to workout at ONE55 and are doing all that we can to keep you feeling safe. We do have options for you if you're not quite ready yet. Speak to one of our Member Services team to arrange a temporary hold until **1 December 2021**.

**My child is under 16, a member of ONE55, and not yet vaccinated. Are they allowed to still enter to workout?**

Yes – children under 16 who are not vaccinated can attend ONE55, as long as they are accompanied by a fully vaccinated adult from their own household.