

Tice Creek Fitness Center

Reopening Rules



UPDATED: April 7th, 2021 (Page 1)

*** For full information about our reopening plans and rules and how to make reservations online, using our App, or by phone, go to www.ticefitnesscenter.com and click on the links on the homepage.*

VACCINATED INDIVIDUALS

- All residents, regardless of vaccination status are required to follow all mask, social distancing, and other fitness center safety guidelines.
** Rossmoor will follow all current federal, state, and local guidelines for business operations for vaccinated vs. unvaccinated individuals. There currently are no separate guidelines for these two groups as it relates to fitness center operations.*

DO NOT ENTER THE FACILITY IF

- You have had a temperature of 100.4 or greater within the last 48 hours.
- You have returned from out of the country travel within the last 14 days.
- You have a cough, shortness of breath, or any other symptoms typical of COVID-19.
- You have had contact with a person known to be infected with COVID-19 in the past 14 days or any other possible exposure to Covid-19.

RECOMMENDATION

- Any person with a compromised immune system or chronic disease should take extra caution regarding the decision to use the fitness center. Consult with your physician for appropriate guidance.

SAFETY

- Face masks are required at all times, including while working out
- Residents must bring their own face covering. These will not be provided if you forget yours.
- Maintain a minimum of 6' physical distancing at all time.
- Use hand sanitizer stations, equipment wipes, and wash hands often.
- Must bring your own water or water bottle. Drinking fountains closed. Water fillers open.

HOURS OF OPERATION and CAPACITY

- Start of day opening times and end of day closing times will be normal, however.
- Each 90 minute time block throughout the day will consist of a 75 minute general use session, followed by a 15 minute block where the facility will close for cleaning.

Example:

6:00 AM - 7:15 AM:	Open, reservation only
7:15 AM - 7:30 AM:	Closed for cleaning
7:30 AM - 8:45 AM:	Open, reservation only

- Contra Costa County's **ORANGE TIER** allows fitness centers to operate at a capacity up to 25% per area of the fitness center. The fitness center will provide **20 maximum** general use reservation slots during each open time block, effective Monday, April 12th.
- Residents can now reserve up to three (3) general use time slots per week, and no more than one (1) slot per day.

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RESERVATIONS

- Residents must wait outside the main doors until the fitness center staff permits entry.
- We encourage residents to be on time for their reservation for efficient check-in processes. However, general use reservations can show up at any time during their reserved time.
- Everyone must exit by the end of their reserved time slot.
- All general use of the fitness center is by reservation only. No walk-ins allowed.
- Reservations restricted to no more than 3x/week, 1x/day, up to 14 days in advance.
- A “week” begins on Monday and ends on Sunday, therefore, residents are allowed 3 maximum reservations from Mon. – Sun. each week.
- Reservations open up daily on a rolling schedule. Each day at 7am another day opens up for reservations that is 14 days from the current date. For example, on Monday, March 22nd @ 7AM, you can make reservations for Monday, April 5th (and any day in between)
- Reservations can be made for any day within the 14 day range if there are openings.
- **If all time slots are full, we encourage residents to check availability regularly as we receive cancellations regularly throughout the week, often same day cancellations.**
- Online/App reservation system is open between 7:00AM – 11:50PM daily.
- Fitness center reservations over the phone: 925-988-7850
- Phone reservations:
 - Phones reservations open starting at 7:00AM and ends when the club closes each day.
 - Phone reservations not available during any days the fitness center is closed, such as holidays.
 - We expect heavy call volume. You may need to call multiple times.
 - We highly encourage going online or using the App to make reservations.
 - *Staff may not be available to answer phones during the 15-min. time slots when the club is closed for cleaning and when checking each new group in throughout the day.*
- Reservation can also be made online by following the “Reservations” link at www.ticefitnesscenter.com, or using the Tice Creek Fitness Center APP.
- Click on “Reservations” at the top of the Tice Fitness Center home page for information about how to set up your account, make reservations online, and download and use the App.

RESERVATION CANCELLATIONS

- Due to restricted capacity and high demand it is vital that all residents cancel reservations a **minimum of 2 hours in advance** if you are not able to attend a reserved time. This opens the time slot for other residents. Failure to cancel in advance on multiple occasions may result in a loss of reservations privileges for a period of time. Our goal is for staff to call all no-shows to remind residents they had a reservations and the cancellation policy.
Cancellation Options
- Online or App - log into your account at any time and cancel your reservations.
- Fitness Desk (925-988-7850) during all operating hours.
- Cancellations by voicemail or email are not allowed.

GUESTS & CARE PROVIDERS

- Residents only, no guests permitted at this time.
- Care providers are allowed (must wear mask with 6’ physical distancing)
 - Care providers do not need to make a reservation.

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PERSONAL TRAINING & FITNESS ORIENTATIONS

- We are providing virtual and in-person personal training and orientation appointments.
 - Contact fitnessdesk@rossmoor.com, fitnessmanager@rossmoor.com, or one of the personal trainers directly for more information.
 - All sessions by appointment only.
 - There may be restrictions on available slots for training clients. Your trainer will work with you to find the best days/times for your appointments.
 - Personal training sessions do not count towards the 3x/wk, 1x/day general use reservations.
 - Residents can not schedule personal training/orientation sessions and general use reservations at the same time.
 - Residents who are scheduled for a personal training/orientation sessions can not use the facility immediately before or after their session. This is because other personal training/orientation sessions may be occurring in those time slots.
 - We encourage clients with appointments to warm-up at home or outside prior to appointments.
 - Consult with your trainer prior to any orientation appointment for guidance on pre-appointment activity. Your resting heart rate and blood pressure may be measured.

GROUP FITNESS CLASSES

- Orange Tier 25% capacity restrictions do not allow us to effectively run in-person, large group classes in our studios.
- Since the pool Tice Warm pool capacity restrictions allow for up to 10 participants, we will be re-launching some Aqua classes. See schedule for details. By reservation only.
- We will continue to offer many of our current live stream classes via Zoom. Live stream classes offered will be based on staff availability and participation #'s.

PILATES REFORMER CLASSES

- In-person Pilates Reformer classes will begin shortly after the facility reopens.
- Class schedule and reservations will be posted once schedule is set.
- Reformer classes will be limited to 4 participants max and take place in the Serenity studio, allowing for proper social distancing.
- Reformer classes do not count towards the 3x/wk, 1x/day general use reservations.
- Reformer participants can not reserve general use spots at the same time as a Reformer class.
- Reformer participants can only use the facility during the specific class time and must exit the facility when class ends.