

# RE-OPENING PLAYBOOK

Health, Wellness, and Fitness  
Industry Standard Operating Procedures  
for Safe, Successful, and Sustainable Re-Openings



Version 3.0 | July 28, 2020



The COVID-19 pandemic has fundamentally transformed our lives, businesses, and communities. Yet, our mission to power health and wellness throughout the world remains unchanged.

As the provider of integrated member management and payment software to more than 10,000 fitness and childcare locations in over 80 countries, many owners and operators have asked us how they can safely re-open and operate in the new COVID reality.

We recently hosted some roundtables with medical experts and industry leaders from boutiques, large clubs, and nonprofits to facilitate the sharing of best practices and safety recommendations.

The collective thinking by this distinguished panel is outlined within, and we hope that it can be another helpful resource as you build your own re-opening program.

Be well. Recover strong.

A handwritten signature in blue ink, appearing to be 'R. Lamb', with a stylized flourish.

Ron Lamb, CEO

With the infiltration of COVID-19 into our world, we are seeing the combination of chronic diseases, social determinants of health, and communicable disease become the central focus of humanity. Getting food, medication, and social interaction is a challenge for the masses. And, in the midst of this chaos is the need to return to work. That is, the need to get people moving, boost their immunity, and reunite those relationships that bring mental health and well-being. With that, it must be safe and healthy for both employees and members. It must be a place they can trust.

The Harvard Business Review defines trust as "our willingness to be vulnerable to the actions of others because we believe they have good intentions and will behave well toward us." Trust is the link that binds everything together, like our actions, relationships, and expectations of others. We expect businesses to deliver on their promises and behave responsibly. We expect that we can live in our communities safely, depend upon our relationships, and rely on certain truths.

As we plan to re-open our businesses, trust will be more critical than ever. The foundation of trust is built upon the basis that one's needs are being met. In order to reinstate this among employees and members, we must access the heart of trust as we disseminate critical information, maintain confidence, and contain illness.

Performing a risk assessment and implementing a plan that ensures the health and safety of your organization will set you apart as a trusted and resilient leader. Doing so with vision, purpose, and clarity will accelerate your organization's recovery.

Health and Blessings,

Dr. Gloria Winters  
Chief Medical Officer  
YMCA of the Pikes Peak Region

# Re-Opening Playbook, Version 3.0

The current reality of COVID-19 is going to require a concentrated, intentional, and nimble re-opening effort by health and wellness leaders across the world.

Some of the top leaders and operators from across the health, wellness, and fitness industry were recently brought together to discuss best practices for re-opening and thriving through COVID-19.

Daxko leadership captured these best practices and procedures to build a step-by-step guide with standard operating procedures designed specifically for health, wellness, and fitness organizations.

Some Contributing Health, Wellness, and Fitness Experts:

**JULIE ALEXANDER, SUCCESS COACH**  
KOVARS ACADEMY OF MARTIAL ARTS

**ROBERT GOODLOE, MANAGING PARTNER**  
GRACIE BARRA CENTENNIAL

**BRYAN NAY, GENERAL MANAGER**  
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**JEFFREY RIPS, EXECUTIVE DIRECTOR**  
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**KIM BALLARD, COO**  
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**ANDREW HAUGEN, PRESIDENT**  
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**MIKE HODGE, CIO**  
YMCA OF GREATER HOUSTON

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ASCENSION GENESYS HEALTH CLUB

**GLORIA WINTERS, CHIEF MEDICAL OFFICER**  
YMCA OF THE PIKES PEAK REGION



The Re-Opening Playbook is organized by four steps of re-opening and operations: Plan, Prepare, Practice, and Prove.

Note: If your state or local authorities publish specific guidelines, your organization should follow those.

Do you know the symptoms of COVID-19?  
Familiarize yourself and your community with [these CDC facts](#).

COVID-19 is an ongoing crises. We are learning new information and ways to respond every day.  
If you have new practices or strategies that you want to contribute to the Playbook, please send to [ron@daxko.com](mailto:ron@daxko.com).

The Re-Opening Playbook has been reviewed by the CDC's COVID-19 Community Guidance Team. This is not a stamp of approval, collaboration, partnership, or any other kind of endorsement from the CDC. CDC does not approve or disapprove industry standards for any business or corporate sector.

This playbook is intended only as a reference guide. Nothing in this document should be construed as a position of, or a representation by, Daxko, its affiliates, or any entities or persons who contributed to the formation of this document. Application of the principles and suggestions contained herein will vary based upon each entity's particular locality and circumstances.

Images throughout the Re-Opening Playbook include community members without recommended face coverings and not social distancing. Your community should follow CDC guidance like wearing cloth face coverings and keeping six feet between each other.

PLAN

PREPARE

PRACTICE

PROVE

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## **Appendix + Documents**

The appendix contains resource links to the CDC, WHO, and other information critical to the re-opening process.

# PHASE ONE: RE-OPENING THROUGH COVID-19

Phase One includes the Plan and Prepare steps. These steps should guide your processes before you re-open your facility.



## STEP 1

# PLAN

To safely and successfully re-open, you need a clearly outlined, fact-based plan that addresses both member engagement and staff engagement.

This re-opening stage will require you to understand the latest data and guidelines so you can ensure both community health and organizational health.



# PROGRAM APPROACH

- Give your re-opening plan a name, like Connection Without Contact Program, so members can easily identify and trust updates from your organization.
- Record a video of a credible leader walking through the facility explaining your re-opening program.
- Consider creating a video for both member education and staff instructions.
- Consider creating video instructions at every exposure point or station in the facility.

# MEMBERSHIP OPTIONS

- Consider a membership hold or opt-out option upon facility re-opening for those who are not yet comfortable returning.
- Continue to provide virtual options to offer real, meaningful experiences and content for your members to stay engaged with your community.
- Recalibrate your membership options and tiers, enabling members to still participate in a way that fits within their current financial or health constraints.
- Create a hybrid business strategy that encompasses both in-person and virtual activities.
- Consider operational modifications for high-risk, vulnerable populations. For example, you may offer exclusive hours of operation for elderly members.



# MEMBER COMMUNICATION

- Build out a communication strategy to keep your members informed about your re-opening strategy, membership options, and new facility procedures.
- Think through multiple channels, such as social media, email, phone, and in-person signage to keep members universally informed.
- Use systems like email automation and SMS text messaging to quickly get messages and updates to your community, especially as new information and regulations surface.







# MEMBER CODE OF CONDUCT

- Like recommended for your staff, create a code of conduct for members while in the facility as well. Take additional precautions by including safety guidelines for them outside your facility.
- Post signage that explains hand washing and other important safety measures.
- Ask your members to keep their workout gear in a dedicated bag or wash items immediately upon re-entry to your home.
- Request members do not bring in their own workout equipment.



# WAIVERS

- Consider updating your waivers and policies to address the COVID-19 public health threat relative to the use of your facility.
- Such waivers should transparently state that use of the facility during the COVID-19 outbreak might carry certain risks which the customer voluntarily assumes.
- It is important to consult legal counsel before changing your waivers to ensure compliance with applicable law.

## Downloads

See our printable resources section for sample member and staff codes of conduct and waivers you can use to model your new forms.





# STAFF COMMUNICATION

- Establish internal messaging and a new code of conduct for your staff to ensure everyone's safety and consistent communication.
- Ensure your leaders understand and effectively communicate the re-opening program guidelines.
- Establish a regular cadence for communicating updates with staff.
- Consider your communication and re-opening plan for furloughed staff members.

# STAFF CODE OF CONDUCT

- If using a professional cleaning contractor, ask for documentation on their protocols that align with CDC and local guidelines.
  - Share fact sheets with members and staff on this information.
  - Establish new cleaning protocols like daily or weekly deep cleans.
- Like you have with members, emphasize your commitment to operating within reasonable standards and accommodations in order to minimize the potential transmission of the virus.
- See our appendix for a template of a staff code of conduct.



# MAINTAINING MENTAL HEALTH

**Check out these tips to help yourself, your family, and community maintain mental health.**

- Limit media exposure and access reliable authoritative resources.
- Practice proper hygiene and social distancing.
- Remain positive and focus on gratitude. Find possibilities in uncertainty.
- Maintain a routine and stay organized.
- Eat healthy, exercise, play, and laugh.
- Maintain your behavioral medicine as directed by your physician.
- Stay connected with your family, friends, and community.
- Establish times of silence, meditation, or prayer.

For more tips on maintaining mental health through COVID-19, consider [this resource](#) from the [World Health Organization](#).

# CHECKLIST: HAVE A PLAN

- PROGRAM APPROACH
- MEMBERSHIP OPTIONS
- MEMBER CODE OF CONDUCT
- WAIVERS
- STAFF COMMUNICATION
- STAFF CODE OF CONDUCT



## STEP 2

# PREPARE

Once you have a solid plan, it's time to prepare your organization for re-opening with that plan as the framework. This step will require you to think about every journey in your community while preparing.

Specifically, bring your staff in prior to the re-open to review the program guidelines, test new layouts, teach cleaning protocols, and member interaction processes.



# FACILITY LAYOUT

- Establish new capacity guidelines limiting the number of people within your facility and within designated areas. Consider the usable square footage of your facility and workout areas and determine a maximum number that ensures members will remain at least six feet apart at all times.
- Determine new layouts for group exercise areas that align with CDC and state-by-state opening guidelines.
- For high-traffic areas, use visible tape and/or signage to establish traffic flow. This can be achieved by creating “one-way” sides of walkways to encourage social distancing.
- Provide readily-available, contactless hand-sanitizing stations with at least 60% alcohol throughout the facility.







# COVID COORDINATOR

- Appoint “COVID Coordinators” on your staff to be the leaders and inspectors of your program.
- Their responsibility is to stay abreast of the ever-changing COVID-19 data and your local community’s response.
- It is the COVID Coordinator's job to read and circulate all CDC information like we have included in the appendix.

## DOWNLOADS

[Click here](#) for of-the-moment resources on COVID-19 for your COVID Coordinator to consume.



# EQUIPMENT + MACHINES

- Consider deactivating every other machine area to ensure there is six feet between equipment users.
- Clearly marked plexiglass barriers between machines, particularly cardio machines, may add an extra layer of protection for members.
- Place signage around all equipment and machines requesting members to sanitize before and after use. See appendix for example signage.





# UNDERSTAND, ACCEPT, & MITIGATE THE RISKS

Fitness equipment can be uniquely difficult to fully sanitize due to strange shapes and many different places for gripping.

In a recent New York Times article, Dr. Deverick Anderson spoke to gyms reopening, saying “People are going to have to understand and accept that there will be some risk.”

The article and Dr. Anderson continue, “So, my approach is that I accept some risk but be aware of the steps I need to take to mitigate it. And then, yes, I will go back.”

Dr. Deverick Anderson is a professor of medicine and director of the Duke Center for Antimicrobial Stewardship and Infection Prevention at Duke University Medical Center.







# OUTLINE + ORDER SUPPLIES

- Create a list of the safety items you are committing to your staff, like gloves, hand sanitizer, and face masks.
- Consider a probable delay in delivery when creating your re-opening timeline and place your orders as soon as you can.

# CONDUCT A DEEP CLEAN

- Hire a professional cleaning crew or ask your current cleaning crew to execute a re-opening deep clean.



# PREPARE YOUR CAMP FOR A SAFE RE-OPENING







# CONSIDER WAYS TO SERVE YOUR COMMUNITY RIGHT NOW

- Partner with local school districts to be a site for grab-and-go meals.
- Support the local food bank by becoming a meal distribution center for families.
- Use digital platforms to host virtual campfires, craft sessions, cooking classes, or even an online nature hike.

## QUESTIONS TO ASK BEFORE YOU PLAN A CAMP RE-OPENING

- Do the local, state, and federal mandates allow us to reopen legally?
- Do we have the necessary resources to protect children and staff who are at higher risk for severe illnesses?
- Do we have the necessary resources and understanding to screen all attendees upon arrival for symptoms and exposure history?



# CONSIDERATIONS TO SAFELY LEAD A YOUTH PROGRAM OR CAMP

- Review and establish procedures to safely isolate a sick attendee until they can be medically transported. Consider having an isolation room for this possible scenario.
- For bus transportation, dining halls, cabins, and bath houses, consider building a check-in and sanitization program just like you have for the main facility.
- Set clear, easy-to-repeat systems for sanitizing camp equipment like archery, riflery, life jackets, ropes, carabineers, harnesses, helmets, and saddles.
- Understand the CDC guidelines for virus exposure and group size and consider a plan for minimizing group sizes in every possible scenario.
- Communication will be especially important in a camp environment where participants are separate from their parent guardians for a period of time. Consider a structured communication plan for participants, staff, and parent guardians. Should you send a daily or weekly update? How will you send the update? These are questions to ask as you kick off the communication planning process.
- Accept the current reality and the fact some people will want refunds. Know and communicate your refund policy. To protect cashflow, consider using their payment for next year's camp registration instead of offering a full refund now.

# **CHECKLIST: BE PREPARED**

- **FACILITY LAYOUT**
- **COVID COORDINATOR**
- **EQUIPMENT + MACHINES**
- **OUTLINE + ORDER SUPPLIES**
- **CONDUCT A DEEP CLEAN**
- **PREPARE CAMP FOR SAFE RE-OPENING**

# PHASE TWO: OPERATING THROUGH COVID-19

Phase Two includes the Practice and Prove steps. These steps should guide you as you begin an initial re-open and continue to monitor the impact of COVID-19.

## STEP 3

# PRACTICE

In order to safely and successfully re-open, the planning and preparing must turn into action.

Start thinking about the specific actions your organization must take, from staff training and entry to space planning and hyperlocal collaboration.

Like Prepare, the Practice step will require a deep understanding of every journey in your community.



# STAFF RECOMMENDATIONS

- Provide structured, thorough training to staff on new cleaning and safety protocols.
- Consider daily temperature testing for staff to verify they don't have COVID-19 symptoms.
- Consult CDC guidelines and consider measures for creating a safe work environment, including for example, cloth face coverings for staff.
- Consider the implications of the American Disabilities Act relative to any requests for reasonable accommodations by employees who might possess certain COVID-19 risk factors.
- To the extent that you mandate employee health checks or questionnaires, ensure that resulting documentation is retained in a separate file from the employee's larger personnel file.
- Ensure that any employee medical screening adheres to CDC guidance, recognizing that such guidance may evolve over time.
- If an employee falls ill, consider notifying your workers compensation insurance carrier as such illness may fall under the relevant state's workers compensation regime.







# FRONT DESK + CHECK-IN

- Provide clear separation between entryway, sanitary hygiene station, and temperature check-in station, adhering to social distancing guidelines.
- Take the temperature of all staff and members who enter your facility.
  - If someone has a high fever, ask them to leave, consult with their medical care provider, and not return until fever-free without medical intervention for three days.
  - You should log your screening data for reference in a HIPAA-compliant tool like Welld.
- Provide a sanitary towel and personalized spray bottle of sanitizing solution that members can use to clean equipment. The towel should be returned for cleaning when the member leaves.

## DOWNLOADS

See our appendix for front desk and facility signage examples to ensure member safety.



# FRONT DESK + CHECK-IN

- Enforce maximum capacity standards for your facility that allow safe social distancing. This could be handled in ways such as scheduling appointments in your member management solution, “clicker” counting, and alphabetical access based on surname.
- Where lines are likely to form, visibly outline spaces to stand with tape that conform with social distancing guidelines.
- Install a plexiglass shield to protect staff stationed at front desk.
- Provide keycards or contactless scanners to facilitate check-in.
- If you have a touchpad entry system, consider putting disposable cotton swabs so people can minimize risk using the touchpad.





# EXERCISE AREAS

- Apply visible tape to outline social distance in group exercise areas.
- If an exercise session requires dynamic movements, add significant space so members are always at least six feet apart. Consider converting large spaces, like basketball and tennis courts, into group exercise areas for safe social distancing.
- Allow advanced registration and closely monitor attendance for group exercise classes to stay within participant counts outlined by local authorities.
- Stagger entry and exit of participants before and after classes.
- Allow a larger time buffer to properly clean floor and equipment between classes. This may require that classes be slightly shorter than normal.
- Continue workout kits or equipment rentals for members who are still participating in virtual classes.







# FOOD + BEVERAGE

- For vending machines and water fountains, deactivate those that require contact.
- Request members bring their own filled water bottles.

# LOCKERS + SHOWERS

- With the exception of bathroom essentials, consider closing off your lockers and showers.
- Include signage of recommended 20-second handwashing time in the bathrooms.





# CHILD CARE + CHILD WATCH

- In addition to the procedures you may already have in place for emergency child care or child watch, implement these foundational program guidelines for your facilities and staff of child care, child watch, and camp programs.
- Establish an isolation area to place children who may exhibit symptoms until a guardian can retrieve them.
- We'll publish more child care and camp resources, including a program and camp guide from PlayerSpace later this month.



# TENNIS + BASKETBALL

- Consider converting tennis, basketball, and other courts into group exercise areas with sufficient distances for social distancing
- Rules and procedures for outdoor courts should be clearly posted for reference.

# AQUATICS

- Use pools for specific programming only, like swim lessons.
- Re-opening pools may require locker room and shower access, so plan for that reality too.





# CHECKLIST: PRACTICE CAUTION

- **STAFF RECOMMENDATIONS**
- **FRONT DESK + CHECK IN POLICY**
- **EXERCISE AREAS**
- **CHILD CARE + CHILD WATCH**
- **FOOD + BEVERAGE**
- **LOCKERS + SHOWERS**
- **COURTS + AQUATICS**



## STEP 4

# PROVE

Once you have designed a re-opening program, trained your team, and communicated with key stakeholders, it's time to set up contingency plans, situational messaging, and brace for execution.

At this phase of COVID-19, Prove wraps up the previous steps and precedes your initial re-opening.





# TESTING + MESSAGING

- Look into the requirements for testing staff to certify they are “COVID-free.”
- If you are notified that you have a member or staff who has tested positive, follow your local health department and CDC guidelines for notification protocols.
- At a deeper level, consider how you will message the testing requirement to staff members.
- Furthermore, consider how you would message a positive test to your community.
- Establish a secure, compliant system for documenting any medical and testing information.



# CHECKLIST: RECOVERY PLAN

**Every health, wellness, and fitness organization should establish a pandemic recovery plan.**

- Create an operational emergency team consisting of staff in essential functions.
- Establish information flows such as situation reports and backups of essential information.
- Plan for communications and dissemination of information for all stakeholders.
- Create contingency plans to address the impact of a virus resurgence after re-opening.
- Assess the economic impact of different scenarios and funding needed to address each.
- Assess supply needs and explore options for purchasing additional supplies required.



# PRINTABLE RESOURCES

Resources in the following pages:

Member + Staff Codes of Conduct

Equipment Cleaning Sign

Social Distancing Sign

Hand-Sanitizing Station Sign

Temperature Check Station Sign

Links to Other Resources:

[Facility Check In Process Poster](#)

[CDC Handwashing Sign](#)

[Stop the Spread Sign](#)



# MEMBER + STAFF CODES OF CONDUCT

## Member Code of Conduct - Example

### Entry

All members and visitors must go through each station before fully entering the facility :

- Hand Sanitizing

- Temperature Check

- Reception and Entry

No equipment may be taken in by members unless otherwise permitted.  
No food or drink can be taken in by members unless otherwise permitted.  
(Water bottles that are already filled are permitted.)

### Beyond Check-In

All members and visitors must wear a cloth facemask

All members must clean equipment before and after each use

All members must wash hands per posted CDC guidelines

No showers are permitted at this time

No “spotting” in the weight room is permitted

No contact of any kind is permitted

All members and visitors must maintain six feet of distance at all times

### Exit

Members are highly encouraged to follow CDC guidelines outside of the facility to mitigate risk of transmission

Members must take home workout clothes and supplies in a closed bag

## Staff Code of Conduct - Example

### Entry

All staff must go through each station before fully entering the facility :

- Hand Sanitizing

- Temperature Check

No equipment of any kind may be brought in by staff from their home.  
No food or drink can be taken in by staff unless otherwise permitted.  
(Water bottles that are already filled are permitted.)

### Beyond Entry

All staff must wear a cloth facemask

All staff must clean equipment before and after each use

All staff must wash hands per posted CDC guidelines

No showers are permitted at this time

No client “spotting” in the weight room is permitted

No contact of any kind is permitted

All staff must maintain six feet of distance at all times

### Exit

Staff are highly encouraged to follow CDC guidelines outside of the facility to mitigate risk of transmission

Staff must immediately report potential known contact with the virus.



# SAMPLE WAIVER EXAMPLE

## SAMPLE ADULT PARTICIPANT WAIVER, RELEASE, INDEMNIFICATION, ASSUMPTION OF RISK, AND LIMITATION OF ALL CLAIMS

NOTICE: THIS IS A LEGALLY BINDING AGREEMENT. Read this document solicit and in entirety. By signing this agreement, you give up your right to bring a court action to recover compensation or obtain any other remedy for any personal injury or property damage however caused arising out of your participation in [insert organization name] ("Company") Company's Programs now or at any time in the future.

### ASSUMPTION OF RISK

I hereby acknowledge and agree that participation in Company fitness activities comes with inherent risks. I have full knowledge and understanding of the inherent risks associated with participation in Company fitness programs and facilities, including but in no way limited to: (1) slips, trips, and falls, (2) aquatic injuries, (3) athletic injuries, and (4) illness, including exposure to and infection with viruses or bacteria. I further acknowledge that the preceding list is not inclusive of all possible risks associated with fitness program participation and facility use and that said list in no way limits the operation of this Agreement.

### CORONAVIRUS / COVID-19 WARNING, DISCLAIMER, AND CUSTOMER WARRANT

Coronavirus, COVID-19 is an extremely contagious virus that spreads easily through person-to-person contact. Federal and state authorities recommend social distancing as a mean to prevent the spread of the virus. COVID-19 can lead to severe illness, personal injury, permanent disability, and death. Participating in Company programs or accessing Company facilities could increase the risk of contracting COVID-19.

Company in no way warrants that COVID-19 infection will not occur through participation in Company programs of accessing Company facilities.

The undersigned hereby agrees, represents, and warrants that neither the undersigned nor such participating children shall visit or utilize the facilities, services, and programs of Company (other than any exclusively online services and programs) within 14 days after (i) returning from highly impacted areas subject to a CDC Level 3 Travel Health Notice, (ii) exposure to any person returning from areas subject to a CDC Level 3 Travel Health Notice, or (iii) exposure to any person who has a suspected or confirmed case of COVID-19. The CDC Travel Health Network is continuously updating this list and the undersigned agrees that they are aware of this list and the countries listed.

The undersigned agrees to check the CDC Travel Health Notices list prior to utilizing the facilities, services, and programs of Company, on a daily basis if necessary. The undersigned hereby agrees, represents, and warrants that neither the undersigned nor such participating children shall visit or utilize the facilities, services, and programs of Company if he or she (i) experiences symptoms of COVID-19, including, without limitation, fever, cough or shortness of breath, or (ii) has a suspected or diagnosed/confirmed case of COVID-19. The undersigned agrees to notify Company immediately if he or she believes that any of the foregoing access/use restrictions may apply. The undersigned acknowledges and assumes both the known and potential dangers of utilizing the facilities, services, and programs of Company and acknowledges that use thereof by the undersigned and/or such participating children may, despite the Company's reasonable efforts to mitigate such dangers, result in exposure to COVID-19, which could result in quarantine requirements, serious illness, disability, and/or death.

**THIS IS NOT A LEGALLY BINDING DOCUMENT. IT IS PROVIDED FOR SAMPLE PURPOSES ONLY. CONSULT YOUR LEGAL COUNSEL FOR PROPER DOCUMENTATION.**

# Continued, SAMPLE WAIVER EXAMPLE

## WAIVER, RELEASE, INDEMNIFICATION & COVENANT NOT TO SUE

In consideration of my participation in [insert \ programing description], I, the undersigned participant, knowingly and voluntarily agrees to release and on behalf of myself, any participating children, my heirs, representatives, executors, administrators, and assigns, HEREBY DO RELEASE Company, its officers, directors, employees, volunteers, agents, representatives and insurers (“Releasees”) from any causes of action, claims, or demands of any nature whatsoever including, but in no way limited to, claims of negligence, which I, my heirs, representatives, executors, administrators and assigns may have, now or in the future, against Company on account of personal injury, property damage, death or accident of any kind, arising out of or in any way related to the use of Company facilities/equipment or participation in Company programs whether that participation is supervised or unsupervised, however the injury or damage occurs, including, but not limited to the negligence of Releasees. THE UNDERSIGNED HEREBY ASSUMES FULL RESPONSIBILITY FOR, AND RISK OF ILLNESS, BODILY INJURY, DEATH OR PROPERTY DAMAGE to the undersigned or such participating children due to negligence, active or passive, or otherwise while in, about or upon the premises of Company and/or while using the premises or any facilities or equipment thereon or participating in any program affiliated with Company The undersigned acknowledges that any illness or injuries that the undersigned or such participating children contract or sustain may be compounded by negligent first aid or emergency response of the Releasees and waive any claim in respect thereof.

In consideration of my participation in Company programing or access to facilities, I, the undersigned participant, agree to INDEMNIFY AND HOLD HARMLESS Releasees from any and all causes of action, claims, demands, losses, or costs of any nature whatsoever arising out of or in any way related to my program participation or access to facilities. I hereby certify that I have full knowledge of the nature and extent of the risks inherent in fitness program participation and facility use and that I am voluntarily assuming said risks. I understand that I will be solely responsible for any loss or damage, including personal injury, property damage, or death, I sustain while participating in Company programing or facility use and that by signing this agreement I HEREBY RELEASE Releasees from all liability for such loss, damage, or death. I further certify that I am in good health and that I have no conditions or impairments which would preclude my safe participation in Company programming or facility use.

I HAVE CAREFULLY READ AND VOLUNTARILY SIGN THIS ASSUMPTION OF RISK, RELEASE AND WAIVER OF LIABILITY, AND INDEMNITY AGREEMENT AND FURTHER AGREE THAT NO ORAL REPRESENTATIONS, STATEMENTS OR INDUCEMENT APART FROM THE FOREGOING WRITTEN AGREEMENT HAVE BEEN MADE. I AM AWARE THAT BY AGREEING TO THIS AGREEMENT I AM GIVING UP VALUABLE LEGAL RIGHTS, INCLUDING THE RIGHT TO RECOVER DAMAGES FROM COMPANY IN CASE OF ILLNESS, INJURY, DEATH OR PROPERTY LOSS OR DAMAGE, INCLUDING, FOR THE AVOIDANCE OF DOUBT AND WITHOUT LIMITATION, EXPOSURE TO COVID-19 AT ANY COMPANY FACILITY OR PROGRAM AND ANY ILLNESS, INJURY OR DEATH RESULTING THEREFROM. I UNDERSTAND THAT THIS DOCUMENT IS A PROMISE NOT TO SUE AND A RELEASE OF AND INDEMNIFICATION FOR ALL CLAIMS. IF SIGNING ON BEHALF OF MINOR: I ALSO UNDERSTAND THAT THIS AGREEMENT IS MADE ON BEHALF OF MY MINOR CHILD(REN) AND/OR LEGAL WARDS AND I REPRESENT AND WARRANT TO COMPANY THAT I HAVE FULL AUTHORITY TO SIGN THIS AGREEMENT ON BEHALF OF SUCH MINOR(S).

IN WITNESS WHEREOF, this instrument is duly executed this \_\_\_\_ day of \_\_\_\_\_, in the year \_\_\_\_\_.

\_\_\_\_\_  
Participant Signature

\_\_\_\_\_  
Participant Name (Print Clearly)

**THIS IS NOT A LEGALLY BINDING DOCUMENT. IT IS PROVIDED FOR SAMPLE PURPOSES ONLY. CONSULT YOUR LEGAL COUNSEL FOR PROPER DOCUMENTATION.**



**PLEASE!**

**WIPE DOWN  
YOUR EQUIPMENT**

**BEFORE & AFTER EACH USE  
WITH PROVIDED SUPPLIES**

**HELP OUR COMMUNITY  
STAY HEALTHY.**

**PRACTICE SOCIAL  
DISTANCING**

**MAINTAIN SIX FEET  
BETWEEN EACH OTHER.**



# HAND SANITIZING STATION

**TEMPERATURE**

**CHECK**

**STATION**



# APPENDIX

Guidance for Child Care Programs That Remain Open

CDC: <https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/guidance-for-childcare.html>

Updated: 21 APR 2020

Cleaning & Disinfection for Community Facilities

CDC: <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>

Updated: 01 APR 2020

Cleaning & Disinfecting Your Facility

CDC: <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

Updated: 14 APR 2020

Interim Guidance for Administrators & Leaders of Community and Faith Based Organizations to Respond to COVID-19:

CDC: <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/guidance-community-faith-organizations.html>

Updated: 23 MAR 2020

Guidance for Preparing Workplaces for COVID-19

OSHA: <https://www.osha.gov/Publications/OSHA3990.pdf>

Updated: 2020

Social Distancing, Quarantine & Isolation

CDC: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/social-distancing.html>

Updated: 06 MAY 2020

# APPENDIX

Use of Cloth Face Coverings to Help Slow the Spread of COVID-19

CDC: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover.html>

Updated: 03 APR 2020

Handwashing Guidelines

CDC: <https://www.cdc.gov/healthywater/hygiene/hand/handwashing.html>

Updated: 04 DEC 2019

How to Protect Yourself & Others

CDC: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>

Updated: 24 APR 2020

Symptoms of Coronavirus:

CDC: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

Updated: 13 MAY 2020

Guidance for Child Care Programs That Remain Open

CDC: <https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/guidance-for-childcare.html>

Updated: 21 APR 2020

**Version 3.0 | July 28, 2020**

[The New York Times, Is It Safe to Go Back to the Gym? 13 MAY 2020](#)



# daxko resources

Daxko delivers comprehensive technology solutions, payment processing, experienced services and deep insights to all kinds of member-based health and wellness centers—enterprise health clubs, boutique fitness studios, affiliate gyms, campus recreation facilities, integrated wellness centers, YMCAs and JCCs.

Since 1998, the company has grown to serve customers spanning 68 countries, 10,000 facilities and over 20 million members.

Click the links below for more information on how we're providing resources to the health, wellness, and fitness industry.

## **RAPID RECOVERY TOOLKITS**

**Nonprofit**

**BOUTIQUE Fitness**

**CLUB Market**



# DAXKO RESOURCES - WEBINARS

Virtual Gym Experience with SugarWOD

Recover Strong: Investing in your Group Fitness Team and Community

Gather with GroupEx PRO: Leveraging Your White Canvas for Group Fitness Management

Focus on How Your Members Feel: Member Surveys During COVID-19

Gather with GroupEx PRO: What have at home workouts taught us?

Creating the New Normal: Re-Shaping Your Brand for the Post-COVID Landscape

Varying Your Programming w/ SugarWOD

The Uplaunch Remote Coaching Webinar

How to be Secure in a time of Financial Insecurity

Addressing COVID-19 At Your Gym, Studio or School

Safely Re-Opening & Operating in the “New Normal” at your Studio

Safely Re-Opening & Operating in the "New Normal" at your Club

Best Practices to Manage Chargebacks at Your Facility

Recover Strong: With Effective Engagement Strategies

Performance Analytics Solution Overview

SMS Texting and Data Cleansing

Daxko Engage Solution Overview

PlayerSpace InCare Solution Overview

Fundraising in the Midst of COVID-19

Road to Recovery: Engagement Strategies to Re-Open Strong

Navigating COVID-19

Managing Chargebacks Due to COVID-19

Safely Re-Opening Your Nonprofit

Donor Toolkit: Data + Tools to Power Your Team

Best Practices for Limiting Capacity at your Facility



# DAXKO RESOURCES - PODCASTS AND VIDEO

## Podcast Episodes

[Episode 1 - The Introduction to The Accelerant](#)

[Episode 2 - Achieve, Relate, Belong: Navigating a Path During COVID-19](#)

[Episode 3 - Real Life, Remotely with Amber Richard of Open Y](#)

[Episode 4 - More than a Fitness Floor: Finding Meaning with Samantha Dubrinsky of the Levite JCC](#)

[Episode 5 - Comfort Zone to Creativity: Supporting Community Through Crisis](#)

[Episode 6 - Continuum of Care during COVID-19](#)

## VIDEO MESSAGES FROM DAXKO'S LEADERS

All Market Update | [April 24, 2020](#) | [Paycheck Protection Program Loan Resource](#)

Boutique Market Trends | [April 9, 2020](#)

Boutique Market Trends | [April 24, 2020](#)

Boutique Relief Update + Market Trends | [April 30, 2020](#)

Club Market Trends | [April 10th, 2020](#)

Club Market Trends | [April 17th, 2020](#)

Club Market Trends | [April 23rd, 2020](#)

Club Relief Update + Market Trends | [April 30, 2020](#)

Nonprofit Relief Update | [April 1, 2020](#)

Nonprofit Market Trends | [April 2, 2020](#)

Nonprofit Market Trends | [April 9, 2020](#)

Nonprofit Market Trends | [April 17, 2020](#)

Nonprofit Market Trends | [April 22, 2020](#)

Nonprofit Relief Update + Trends | [April 30, 2020](#)

# DAXKO RESOURCES - BLOGS

## **BLOGS FOR THE BOUTIQUE MARKET**

[Understanding the Paycheck Protection Program \(PPP\) for Your Fitness Business](#)

[How to Support Your Yoga Studio's Teachers and Community](#)

[Take Your Martial Arts School Online with this Virtual Framework](#)

[Understanding Fitness Business Chargebacks to Help Protect Your Cash Flow](#)

[Financial Resources for Your Fitness Business](#)

[Member Retention and Win-Backs at Your Fitness Business](#)

[Zen Planner Announces Virtual Fitness Class Support](#)

[Long-Term Planning Tips for Fitness Business Owners](#)

[Managing Fitness Equipment Borrowers with Zen Planner](#)

[How to Adjust Your Gym's Facebook Ads Budget and Strategy](#)

[How 4 Fitness Businesses are Approaching Member Engagement Right Now](#)

[COVID-19 Planning for Fitness Businesses: How to Close Your Gym without Losing Members](#)

[5 Programs You Can Implement at Your Gym to Keep Your Community Health and Fitness Focused](#)

[How To Run an At Home Program on SugarWOD During COVID-19](#)

[Using SugarWOD to Build a Virtual Fitness Community](#)

[Quarantine Communication](#)

[How to run a virtual no-sweat intro \(and build your remote coaching business\)](#)

[How UpLaunch helps gyms communicate during a crisis](#)

[How we can help: More SMS credits for all UpLaunch users](#)

[COVID-19 Information and Resources for Gym Owners](#)

[Host a virtual gymnastics course!](#)

[How to run a successful Zoom workout](#)

[Gym closing temporarily? Let your members check out equipment.](#)

## **BLOGS FOR THE CLUB MARKET**

[Conversica: Your Club's Empowering Engagement Assistant](#)

[Leading Your Club Through COVID-19](#)

[How to Run an At-Home Program on SugarWOD for Your Club Members](#)

[Understanding the Paycheck Protection Program \(PPP\) for Your Club](#)

[What Clubs Need to Know About Chargebacks](#)