

Franco's Mandeville Re-Opening FAQ's

Q: What can I expect when visiting the club on my first day back?

A: Welcome back!

- Sanitize Your Hands Upon Entry
- Scan your Membership Key Tag on our Touchless Scanner
- Verify and Update Account Information (required for communication and emergency notifications)
- Please keep your workout to no more than 90 minutes.
- Scan your Key Tag on the way out as well, to help regulate capacity.

Q: Can I bring my kids to Franco's & is Childcare OPEN?

A: NO, not during Phase 1. Please leave kids 14 & under at home. Our kids programming has not started yet. According to health club regulations during Phase 1 recreational swimming is not allowed, water parks (waterslide) & children's play areas closed. No contact sports either so basketball is out for now. Childcare will not open until Phase 2.

Q: I'm not ready to come back just yet...am I getting billed for the last 2 weeks of May, especially since there are limited services available?

A: **No, there is no charge for the month of May.** Since May 4 members have had free access to swim laps and play tennis. On Monday, May 18 Franco's will reopen in Phase 1. Members may utilize the fitness facilities such as the weight rooms, cardio rooms, Sports Training Facility and group exercise classes. Limited services are only temporary for 2 weeks then additional services including childcare, summer camp and other youth activities are scheduled to open in Phase 2, the first week of June.

Membership Dues will not be drafted until June.

To add family members to your account for the summer [email](#) us, or to make changes to your account [email us](#) or call 985-792-0220.

Q: What areas and services do I need a reservation for?

A: Group Exercise Classes

[online at francosmandeville.com](#) under the Group Exercise tab or on the app under classes

Tennis Courts

[gametime](#) on our website

Pool Lanes for Lap Swimming

[online](#) on your online account under Scheduler or on the Franco's app under Bookings.
Book up to 24 hours in advance.

[Download instructions for online access](#)

Q: When will more group exercise classes be offered?

A: The schedule will be modified weekly during Phase 1. Check the website, your weekly email from us or the [Group Exercise Facebook page](#) where all updates, pics and LIVE classes are posted. The class schedule will be determined by member feedback, member participation and instructor availability. Schedule subject to change daily so stay posted!

Q: Is Franco's offering Summer Camp and Swim Lessons this summer?

A: Yes! We are following all guidelines for a safe but fun experience in Summer Camp this summer! We are taking registrations right now and plan to open the first week of June! [Email us!](#)

Q: Are face masks required?

A: No. The staff **will** be wearing masks however it is optional, but strongly recommended, for members to wear a mask (at least when walking in and out of the club). If you are NOT wearing a mask please stay 6' or more from other members.

Q: Are the locker rooms open?

A: Not yet, according to regulations set forth by the government all wet areas are closed during Phase 1 including the hot tub, cold plunge, steam room and sauna. We are taking this opportunity to renovate the locker rooms and will open soon!

Q: What precautions has Franco's taken to ensure the health and safety of members and staff?

A: Franco's is committed and embracing the NEW guidelines set forth by local, state and national government agencies concerning physical distancing, sanitization and healthy hygiene practices during Stage 1 of re-opening. We have implemented **Member Shield**[®] - Franco's health, safety and sanitization guidelines & protocols program that promotes the highest standard of cleaning.

- Daily club inspection
- Current postings of all CDC and local health department guidelines and occupancy requirements
- Appointed a Franco's Covid Coordinator that will be on staff to lead, direct, inform and inspect all areas and that the guidelines and protocols of our Franco's Member Shield program are met.
- Added Franco's Members Shield Locker Room Attendants to assist in cleaning and sanitizing locker rooms on a consistent basis
- Added NEW Franco's Member Shield Studio Attendants to monitor physical spacing and help clean studios before and after each class
- Added NEW Fitness Floor Attendant to monitor capacity, physical distancing, sanitation and cleaning of all equipment before and after each use.
- Added touchless hand washing, touchless flush valves & touchless hand dryers
- Daily electrostatic disinfectant cleaning for superior surface cleaning
- Tripled the amount of hand sanitizer stations
- Added sanitizing wipe stations along with trash receptacles at the end of every row of equipment and cardio machines in every area in Fitness
- Better equipment storage in studios which aids in cleaning and storage
- All employees to wear face masks
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Q: What are the member requirements and etiquette upon returning to the club?

A: During Stage 1 of reopening and until further notice we ask that members follow the [CDC prevention & hygiene](#) recommendations known as the **Member Code of Conduct**:

Before Leaving Your Home:

- Stay home if feeling sick
- Pre-Register for Group Exercise classes and Lap Swimming on Franco's website or app & Tennis Courts ([GameTime](#))
- Bring your own towels as towels will not be distributed during this phase (and mat if your class requires one)

Upon Club Entry:

- Sanitize hands with disinfectant foam dispensers or gel
- Maintain physical distance of at least 6' from other members and staff
- Have your membership scan tag ready to scan through our touchless entry
- It is strongly suggested but not required for members to wear masks
- Update your membership contact information for club notifications

During Your Visit (1 ½ hour maximum):

- Use sanitizing wipes to clean equipment before and after use & dispose of all wipes in the trash receptacles.
- Wash hands frequently per posted CDC Guidelines
- Use the hand disinfectant foam provided at stations throughout the club
- Maintain [physical distance](#)
- Adhere to all policies stated within each area per distancing and equipment usage
- Please scan your card upon leaving the club to so we can meet occupancy requirements.

If attending group exercise classes pre-register online via our website at francosmandeville.com or through our FAC App and bring a mat if the class requires one.

Q: Will you continue to offer Franco's online classes for those members not ready to return?

A: Yes! Franco's will expand our online Group Exercise Class offerings and include but not limited to [Facebook Live](#) classes, on demand classes available on Franco's [YouTube](#) channel and on [Vimeo](#)! The online classes will be offered at no extra charge to members for a limited time.

Q: How do I reserve a spot in a group exercise class or a lane in the pool to swim laps?

A: Download the FREE Franco's App from the App Store (It's called Francos AC). You must have a valid email address on your membership account in order to create your account. Online Account Access Instructions attached. Go to Classes and scroll to the day for the class schedule. Select the class you want to attend and hit BOOK.

To reserve a lane for lap swimming use the Franco's App and go to BOOKING. A member service representative will be available to help members with this app as needed.

Q: How do I reach the Business Office for billing / membership questions?

A: The Business Office is open Mon – Fri, 9am – 5pm. Business Office visits must be made by appointment. When visiting the office please adhere to physical distancing as indicated by the floor decals when waiting to see the Business Office staff. For contact-less service: businessoffice@myfrancos.com or call 985-792-0220.

Q: Will you offer Summer Camp, childcare, swim lessons & other youth programs?

A: We are planning to start all youth programs with guidelines during Phase 2 the beginning of June. We are currently taking registrations for Summer Camp, Swim Lessons & Schooners Swim Team. Call the Program Registration Desk at **985-792-0205** or email programregistration@myfrancos.com.

Childcare will be available to members starting Monday, June 1st with reservation. For more information call 985-792-0210. Members will be sent another update on Childcare Guidelines and Protocols prior to Childcare opening.

We look forward to seeing back in the club!

Please **bring your own towel** and your **own water bottle** as water fountains are closed (bottled drinks available for purchase at the front desk) and your own mats if taking a yoga class.

We understand there are a lot of other questions and concerns you may have and things may change daily during these uncertain times so please know we will update our member's weekly via our emails, website and on social media. For additional questions email info@myfrancos.com.