

Health Place is reopening June 1st!

To Our Valued Members,

We are pleased to announce that Health Place will reopen Monday, June 1, 2020. We are happy to have our members back at Health Place. We have implemented modifications in order to keep members and our staff safe. Partnering with our medical experts, we have created new protocols and guidelines to ensure a safe return to the facility. We look forward to seeing everyone next week!

Here are answers to the most frequently asked questions:

Have I been billed while Health Place has been closed?

We have suspended all billing until Health Place reopens, at which time it will be reactivated. This includes all billings for fitness, personal training, swim lessons, massage therapy, and nutrition appointments.

Will you have modified hours when you reopen?

Our opening time will remain the same; however our facility will be closing an hour early everyday:

Monday – Friday (4:45 am – 9:00 pm)

Saturday and Sunday (8:00 am – 5:00 pm)

What are you doing to prevent the spread of COVID-19?

We are currently partnering with our medical experts to ensure appropriate guidelines are set in place to keep our staff and members safe for the reopen. We have enhanced our already robust cleaning protocols. Our staff are going through trainings this week to ensure the safety of both our team and our patrons. We have limited the number of group exercise classes each day and have limited capacity in each class. We will post the updated group exercise schedule later this week.

Will you have cart service when you reopen?

No. We will be following Kennestone Hospital's "No visitor" policy. Health Place will bring back the cart service when the hospital opens this service to the public.

How does the Health Place closure affect my Paid in Full membership?

We will extend your memberships to make up for lost time of the closure.

How do I freeze my membership?

We have already taken care of this for you and have waived all fees surrounding the freeze. Your membership will be reactivated once Health Place reopens June 1.

How do I cancel my membership?

During this time, we have already processed a complimentary freeze which has paused your membership and stopped all related billing.

If you decide you would like to cancel your membership once we reopen, you will need to email or mail a handwritten notice including your name, key tag number, and email address for confirmation to:

Wellstar Health Place
330 Kennestone Hospital Blvd
Marietta, GA 30060
healthplace@wellstar.org

Thank you for your patience. Stay safe and healthy. We look forward to seeing our Health Place family back together again soon! In the meantime, please continue to follow us on social media, as we will continue with our online classes and cooking demos up until May 31, 2020.



[@wellstarhealthplace](https://www.instagram.com/wellstarhealthplace)



HealthPlace@wellstar.org



[@wellstarhealthplace](https://www.facebook.com/wellstarhealthplace)



www.wellstarhealthplace.org

5/26/2020

