



Frequently Asked Questions (FAQs)

Why are you requiring members to be vaccinated?

At Wellstar Health Place/Wellstar Highland Athletic Club, we provide a broad range of services — from group fitness classes and workout spaces where people gather, to one-on-one personal training sessions, specialized programs for senior members, nutrition classes, and much more. We also serve a broad range of people embarking on various goals, including many high-risk patients and others with chronic conditions who are referred to our center by their doctors for programs to improve their health. Our commitment to all our members is that you have a safe space to achieve your health, wellness and fitness goals. Vaccination is not only an important step in promoting a safe place for our members— many of whom are Wellstar team members who are already required to be fully vaccinated by October 1, 2021 — but it's a critical step in helping to stop the spread and impact of COVID-19 throughout our communities.

Who does this apply to?

All our members, staff and visitors must show proof of full vaccination beginning October 1, 2021, except for those under 12 years of age because they are not currently eligible for vaccination. Following October 1, staff and new members must show proof of full COVID-19 vaccination before joining our team or becoming a member, and visitors must show proof of full vaccination.

How do I show proof of vaccination?

You may bring in your original vaccination card or a show a digital photo of your card which clearly states your name and proof that you are fully vaccinated. Once you show your card to our staff, a note will be included in our secure member registration system. You will be recognized as fully vaccinated on subsequent visits and you will not need to bring in your current vaccination card again.

What if I don't show proof of vaccination?

For members who alert us that they choose not to be vaccinated, we will cancel membership and issue a pro-rated refund to all members who have paid their membership in full, with cancellation fees waived. Members who choose to delay their vaccines can continue paying membership fees until they show proof of vaccination. Members will continue to be billed until they request cancellation by contacting us at HealthPlace@wellstar.org or HighlandAthleticClub@wellstar.org.

Are there any exemptions?

There are no exemptions, but we will allow members to cancel their membership at no charge. If you have a contract with us, we will cancel your contract and waive cancellation fees. If you paid for your membership in advance, we will cancel your membership and issue you a pro-



rated refund. Contact us at HealthPlace@wellstar.org or HighlandAthleticClub@wellstar.org if you would like to cancel your membership.

In addition, if a member is unable to complete their full COVID-19 vaccination by the deadline, membership may be frozen free of charge for 30 days until the member can show proof of vaccination.

Will I still have to wear a mask?

Yes, for everyone’s safety, masks are always required everywhere in the facility with the exception of the shower stalls. This policy will remain in place until further notice. By combining layers of protection that include vaccinations, masking, and good hygiene, we are promoting the safest possible environment for our members, especially against the highly transmissible COVID-19 delta variant.

What if I have more questions?

If you have additional questions, please send them to HealthPlace@wellstar.org or HighlandAthleticClub@wellstar.org. We ask all members to not reply to this email directly. Our goal is to respond to all inquiries within 72 business hours. We ask for your continued patience and support as we navigate this ongoing pandemic together.