

QNTM



COVID-19 Update:
Making Quarantine Count

QNTM Family,

We Miss You Too!

It's been nearly two weeks since we've seen your smiling faces in the club, and we're certainly counting the days until we can again. Although halting operations inside the Club has caused disruption and inconvenience to our daily routines, we understand how necessary it is in helping to flatten the curve of the COVID-19 virus. We know how much the Club has become a part of your lives and assure you that we will be open and back at it as soon as we responsibly can.

On behalf of our Team, we'd like to extend a heartfelt thank you for the overwhelming support we continue to receive. It's because so many of our members have chosen to pay their membership dues during this time that has allowed us to continue to compensate and support our many employees. Hopefully you've had a chance to experience and interact with these talented individuals online, as they continue to deliver on what makes the QNTM community so special.

Understand that despite being closed, our standard operating expenses including rent, taxes, licenses, insurance, basic utilities and facility upkeep all continue. Meanwhile, revenues from training, pro shop, etc. are now zero. It's only because of your commitment that we're able to take care of our team members independently, without having to ask for additional support through the various outside funding campaigns that you have seen arise throughout our business community.

If you're not already following us, I encourage everyone to see what your favorite coaches, instructors, and staff members are doing online. The response has been amazing, as the team comes together in order to keep on track toward your fitness goals. Follow [QNTM Fit Life](#) through your preferred social media account, and even tag your own efforts with [#MakeQuarantineCount](#).

We'd also like to highlight the other items we are actively working on to make not only this time constructive, but how we might deliver an even better QNTM experience when you return:

- Testing is underway for a NEW, widely expanded QNTM App
 - A sample of this functionality will be ready as early as next week with the Smart Health Club App
- Our Maintenance Service is engaged in a Facility Deep Clean
- New accessories and supplies are being delivered
 - Check out [Stick Mobility's](#) library for improved flexibility when you return
- 95 virtual Group Exercise classes offered via Les Mills available [here](#)
- Arranged for a 20% Discount on a variety of Home Equipment from [Power Systems](#) with code MARCHPS20
- We've Begun our relationship with MyZone for enhanced HR Tracking and Content
- Equipment Planning discussion with vendors for future enhancements

- Design work for New Apparel and Merchandise items

When we closed on March 16th, it was with genuine intent to reopen April 1. Based on the national COVID-19 state and Mayor Cooper's "Safer at Home" order, we now know that it is uncertain when we'll be able to welcome you back into the club. All we can do at this time is to simply ask that you "stay tuned," and know that our Team is anxious to welcome you back to the Club as soon as we are permitted to do so.

In the meantime, we're here for you. All needs, questions, and concerns regarding membership and billing during this situation should be directed to Membership@QNTMFitLife.com. Please note, if no alternative action is requested, your account will be billed for monthly dues in April (*according to the terms of your member agreement*). When we are able to resume operations, active accounts that are in good standing will have 100% of dues paid during our closure allocated as a credit over the next 12 months.

Here's to all of us supporting our community. If anyone knows of other opportunities where you think that we can help, please don't hesitate to let us know. We look forward to serving you and seeing your smiling faces back at the Club very soon.

Stay Safe and Healthy,
QNTM Fit Life

Reminder: CDC "Common Sense" Measures for Prevention

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash
- Clean and disinfect frequently touched objects and surfaces.

Important Links Regarding COVID-19

[Center for Disease Control](#)

[Tennessee Department of Health](#)

[Harvard Medical School - Questions and Answers](#)

