



# Customer Best Practices

## GYMS & FITNESS STUDIOS

City of  
Fort Collins

### RESPONSIBLE PATRON CHECKLIST

- ✓ Sign up for group fitness classes ahead of time - there should be no more than 4 participants + 1 instructor indoors
- ✓ All clients experiencing any flu-like symptoms (cough or fever) should not enter the gym/studio
- ✓ Customers must wear face coverings before entering the building and at all times except when a face covering inhibits your ability to participate in a fitness activity
- ✓ Look out for signs outside and inside the gym for any special guidance to be followed
- ✓ Practice the 6' physical distancing rule even when working out
- ✓ Limit time in waiting areas such as the entrance of the establishment, check-in counters, restrooms, etc.
  - Do not gather in groups of more than 10
  - Avoid sitting down
- ✓ If you notice a sanitation/washing station at the entrance, disinfect your hands upon entering and exiting
- ✓ Do not use shared water fountains, vending machines, ATM's
- ✓ Bring your own water bottles, yoga mats, towels, etc. if possible
- ✓ Find a personal locker/cubby space to place your personal items - be sure to clean or ask to have the area cleaned before and after use
  - Use every other locker to space yourself from others
- ✓ Avoid changing rooms
  - Change clothing ahead of time
  - Shower at home
- ✓ Avoid unnecessary touching in the restrooms - always wash hands
  - Notify a staff member if soaps, paper towels, and other cleaning supplies are low
- ✓ Pay ahead, contact-less payment models, sign up for a membership, avoid cash if possible
- ✓ Understand the gym's cleaning procedures for cleaning used equipment
  - They may ask that you clean equipment a certain way
  - Clean all used equipment & machinery (even items not typically cleaned such as dumbbells, jump ropes, kettle-bells, etc.)

### Other Considerations

- ✓ Check online or call ahead to understand business' expectations and rules that customers should follow
- ✓ When in doubt ask a staff member if you're permitted to do something
- ✓ Avoid class walk-in's - please call ahead to sign up
- ✓ Remember employee safety is just as important as your own safety
- ✓ Support your favorite fitness studio/gym - remember to follow, rate, and share them on social media
- ✓ Invite them to join the [#ForFortCollins](https://www.fortcollins.gov/forfortcollins) rally