



WE'RE REOPENING FOR INDOOR EXERCISE!

Pismo Beach Athletic Club will reopen for all members Monday, September 28, 2020

We can't wait to welcome members back indoors, and over the last six months, we have worked diligently to prepare our facility while putting your safety first. PBAC is committed to keeping our community healthy, and we will reopen indoor facilities at the state-ordered capacity of 10%.

[Click here](#) to review the state's guidance for fitness centers.

As we begin to reopen, we are introducing new technology, stringent cleaning procedures, and social distancing protocols to support the health and wellness of our members and team. We will continue to follow all local, state, and national guidelines. See what you can expect when we reopen, and please read and follow the guidelines below to enjoy access to your newly reopened club.

INDOOR FITNESS HOURS (DURING SUBSTANTIAL / RED TIER)

Monday-Friday:	5:30 am – 7:00 pm
Saturday:	8:00 am – 1:00 pm
Sunday:	CLOSED

BILLING

When are you going reactive my membership?

All memberships will be reactivated Monday, September 28, 2020*.

*Memberships previously expired, canceled, or frozen upon request will not be reactivated.

When are you going to bill my monthly dues?

Billing will resume on October 1, 2020.

I'm not ready to return. How do I freeze/cancel my membership?

Please email the club at info@pbac.com (please do not call). You will receive an email confirmation within 48 hours. If canceling, all members will receive a one year grace period to renew without having to pay the enrollment fee.

Can I extend my membership freeze if I have a Month-to-Month membership?

No. Month-to-Month members may request to cancel their membership by emailing info@pbac.com. Members will have a one year grace period to renew without having to pay the enrollment fee. Email cancellations must be received before October 1, 2020, to avoid the October payment.

Can I extend my membership freeze if I have an Annual/Paid in Full membership?

Yes. You may extend your freeze until your membership expiration date.

Will I get a credit for the time the club was closed?

We have paused membership billing for all members. As a result, we will credit for any prepaid dues during our closure. (e.g., Month-to-Month members who paid March dues will receive partial credit for the club closure on March 18).

WORKOUT RESERVATIONS

Will I need a reservation to visit the club?

Yes. PBAC now offers a workout reservation system, which allows you to book 1-hour time slots up to three days in advance. Reservations ensure we can hold a spot for you within our strict club capacity limits (10%).

How do I make a reservation?

- Download the free [Mindbody app](#) from the App Store or Google Play
- Create an account
- Search for Pismo Beach Athletic Club – expand your search (in miles) if needed
- Tap the "BOOK" button within three calendar days of your desired workout time
- If you see the "CALL" button, no need to call, you're outside the 3-day booking window
- If you can't make it, please cancel at least one hour in advance
- **Need help downloading the Mindbody App:** [HOW TO DOWNLOAD APP ON SMARTPHONE](#)
- **Need help booking a class:** [HOW TO BOOK A CLASS](#)
- Still need help? Please give us a call at (805)773-3011

I don't have a Smartphone/Tablet, can I still make a reservation?

Yes, you can create a [Mindbody account](#) using a desktop/laptop.

Need help? Please call us at (805)773-3011.

What happens if I'm late for my reservation?

Unless you cancel, we will hold your reservation for the entire reserved time slot. You can show up at any point, but it will end at the original end time (e.g., if the reservation is from 10:00 am to 11:00 am and you show up at 10:15 am, you will still have to leave the club at 11:00 am).

Should I come early for my first reservation?

Yes, but only if you need to reinstate your membership. Please come 10-15 minutes early upon your first visit. If you're currently participating in outdoor fitness, your membership is already active.

How often can reservations be made?

You can reserve one "Open Gym" time slot per calendar day, but may book multiple time slots for group fitness classes. The booking window opens up at 12:00 am local time. (e.g., on Monday at 12:00 am, slots for Thursday will be available for reserving).

Can I walk into the club without a reservation?

A limited number of spots may be available for walk-ins, but there are no guarantees. We highly recommend reserving your workout in advance for safe and efficient entry.

PBAC FACILITIES & AMENITIES

PISMO BEACH ATHLETIC CLUB FACILITIES & AMENITIES	SLO COUNTY IS HERE ↓			
	WIDESPREAD (PURPLE TIER) OUTDOOR ONLY	SUBSTANTIAL (RED TIER) 10% INDOOR CAPACITY	MODERATE (ORANGE TIER) 25% INDOOR CAPACITY	MINIMAL (YELLOW TIER) 50% INDOOR CAPACITY
CARDIO ROOMS	NO	YES	YES	YES
WEIGHT FLOOR	NO	YES	YES	YES
GROUP FITNESS CLASSES	OUTDOOR ONLY	OUTDOOR ONLY	OUTDOOR / INDOOR AT 25%	INDOOR AT 50%
CYCLE CLASSES	OUTDOOR ONLY	OUTDOOR ONLY	TBA	TBA
TRX CLASSES	NO	NO	TBA	TBA
LOCKER ROOMS	YES	YES	YES	YES
SHOWERS	NO	YES	YES	YES
POOL	NO	NO	YES	YES
SPA	NO	NO	NO	YES
SAUNA	NO	NO	NO	YES
STEAM ROOM	NO	NO	NO	YES
PERSONAL TRAINING	NO	YES	YES	YES
SILVERSNEAKERS MEMBERSHIP	YES	YES	YES	YES
PICKLEBALL	YES	YES	YES	YES
RACQUETBALL	NO	NO	TBA	TBA
TABLE TENNIS	NO	YES	TBA	TBA
CHILD CARE	NO	NO	TBA	TBA
TOWEL SERVICE	YES	YES	YES	YES
PRO SHOP	YES	YES	YES	YES
JUICE BAR (SMOOTHIES)	NO	NO	YES	YES
COMPLIMENTARY COFFEE BAR	NO	NO	NO	TBA

GROUP FITNESS

Due to the limited 10% indoor capacity, we will continue to hold group fitness classes outside.

Class Schedule: We started with a limited 30-day pop-up schedule ([click here](#)), and we will adjust the schedule as needed.

Sign up for class: all classes will require reservations using the [Mindbody App](#). No drop-ins for class.

Reservations window: classes can be booked 3 days in advance.

Need help downloading Mindbody App: [HOW TO DOWNLOAD APP ON SMARTPHONE](#)

Need help booking a class: [HOW TO BOOK A CLASS](#)

Class cancellations: please cancel your reservation in the app at least one hour before the start of the class.

SAFETY MEASURES

Do I need to wear a face mask while working out?

To keep our community safe and our club open, **masks are required at all times while indoors unless you are actively working out on a cardio machine (e.g., treadmill, bike, elliptical, stepmill)**. This is non-negotiable. If you can't (or won't) wear a face covering, now is not a good time to hit the gym. Now more than ever, we need to earn the right to stay open. Your PBAC Team will be enforcing this to the best of our ability, but we really need YOUR help ensuring that you and those around you have a face covering.

Can I remove my face mask while working out outside?

Masks may be removed during outdoor classes and pickleball when maintaining an appropriate distance of at least 6' apart from other members during these outdoor sessions.

What is PBAC doing to keep the club clean?

PBAC has established a very thorough cleaning protocol for Team Members to follow throughout the day to ensure equipment and all areas of the club are sanitized. These protocols have been developed taking into consideration CDC, EPA, and public health official guidelines.

We will have PBAC team members cleaning all open areas of the gym throughout every day and doing a deep clean every night after closing. All cleaning products and tools are EPA and CDC approved.

What is the member community responsible for cleaning?

We require all members to disinfect equipment before after use. PBAC is providing cleaning rags, spray bottles, and hand sanitizer stations throughout the club.

STAFF TEAM SAFETY

- All team members are thoroughly trained on COVID-19 transmission prevention
- Staff will be required to wear masks and wash hands frequently
- All team members will be asked to wash and/or sanitize hands upon entry and exit
- All team members will be questioned about COVID-19 symptoms and exposure before entry and temperature checked

TIPS TO LIMIT EXPOSURE

Help keep your body and our community healthy by following all posted guidelines and these tips:

- Wear a mask in the club at all times
- Wash your hands frequently with soap or sanitizer for at least 20 seconds
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Respect a safe social distance from other members and team members
- Avoid close contact with people who are sick
- Stay home if you're unwell or if you've been exposed

We want to thank everyone for the love & support! We have the most loyal members on the central coast.

Please email all questions, comments, and suggestions to info@pbac.com. Times are still extremely fluid, so please be patient; we will learn and adjust as we go.

All the best,
The PBAC Team

