

Dear [Client/Member Name],

By now, you're well aware of the Coronavirus (COVID-19) and its potential spread. I can assure you it's on my mind, too. In fact, perhaps more than most - considering the nature of my business.

As such, I'm reaching out in order to let you know how we handle cleaning and hygiene in our facility. It is a continual process.

First off, you should know my staff and I are constantly on the lookout for your safety. To ensure cleanliness and hygiene, we:

- Regularly wipe down all equipment with disposable, sanitized wipes;
- Provide hand sanitizers at multiple stations for your use;
- Have placed additional trash receptacles around the facility for your convenience;
- Constantly monitor and clean high-traffic areas (restrooms, workout areas, locker room, etc) with disinfectants and other non-toxic cleansers;

I'm also requesting your help. Starting soon, you'll see:

- Posted reminders that encourage cleanliness - this is OUR house;

- Signage requesting you (and all members) to wipe down equipment even after light use;
- Our personal request that you become an advocate for a clean facility and report anything that needs improvement toward this cause;

And, finally, here is my commitment to you:

- I will personally respond to all complaints and/or problems immediately. A clean, safe and friendly facility is my highest priority and will be addressed.

YOU are my **highest priority**.

Sincerely,

[YOUR NAME]

[TITLE]