

November 21, 2020 – 1:45pm

COVID – 19 UPDATE #16

Dear Members,

It is hard for us to believe that we are sending out update number sixteen since all of this began just eight months ago. As you likely know by now, Toronto and Peel regions will be going into lockdown, as of November 23. Sadly, this means we must once again temporarily close our doors. As disappointing as this news is, we will continue to push forward. We can do this because of the ongoing incredible support and encouragement from each one of our KSG members, staff, and families.

As always, the health and safety of our KSG community continues to be the priority. To ensure that we have a thriving gym to return to and understanding that everyone is affected in their own way by this pandemic, we have once again (as we did in the spring) prepared some member options. Please know that the goal is to ensure each member receives value for his or her patronage; as things change we will continue to pivot to serve you the best we can.

Special note - these Options are for all members except for Team Focus and Pre-Team A. If your child is a member of our competitive Team Focus (8 – 16hr program) or Pre-Team A (Kayla's group) you will be receiving a separate email no later than Monday November 23.

***Option A**

Become or continue as a **PLATINUM Loyalty Member**

Continue to pay your regular monthly fee for the duration that you committed to and on return to regular programs receive:

- Monthly payments applied as credit on file and applied to future programs (along with any credits from the temporary shutdown in October)
- Receive an additional 10% of your monthly fee as a credit on your account
- Receive 20% discount off any purchase of a new program (i.e. a program that you are not already pre-registered such classes and camps)
- Current Platinum members will maintain their status through the 20-21 season ending June 2021.

**All packages subject to change based on new developments.*



Option B

Become or continue as a **GOLD Loyalty Member** by putting your class on hold at \$20 per child / month and on return to regular classes receive:

- Remaining classes in current shutdown will be put as a credit on file (along with any credits from the temporary shutdown in October) and can be applied to future programs.
- Receive 15% discount off any purchase of a new program (i.e. a program that you are not already pre-registered such classes and camps)
- Current GOLD members will maintain their status through the 20-21 season ending June 2021

**All packages subject to change based on new developments.*

Option C

Withdrawal. If you do need to withdraw we truly understand. Our procedure remains unchanged: simply email us stating your desire to unenroll. Your payments will be stopped and your file will be processed / updated as soon as the gym reopens. If there is a credit you can also choose to leave it on file for future use and receive a 10% loyalty bonus. Please note that due to the extenuating circumstances refunds may extend up to 4-6 weeks from the date we reopen and are subject to change. Each member will be handled on an individual basis. Special Note: You are always welcome to return and rejoin the program. If we can reopen before the current session ends your previous per class rate will be honoured.

Christine Lynch – Owner