

Subject: UBC BodyWorks Update

Dear Members and Participants,

Thank you for your continued patience as we monitor the situation with respect to COVID-19.

As you know, we cancelled all of our Winter term programs and classes as a preventative measure to help ensure the safety of our clients and public. All passes have been extended or put on pause until further notice.

BodyWorks still remains closed and will continue to be closed throughout April.

We are currently assessing our facility operations with respect to a re-opening date. To ensure we are considering all measures, the decision for closure for May/June will be decided **mid-April**.

Registration for Spring (May/June) is currently under evaluation for postponing. These details will be provided **mid-April**.

As a reminder to all members, we are currently offering the following two options for passes:

- 1- You may leave the credit on your account and apply the value on any BodyWorks service or program in future terms
- 2- You may request a refund by credit card. If you would like to do so, you must:
 - a. Send an email to kin.outreach@ubc.ca
 - b. Please include your full name, the pass/passes you'd like a refund for and your phone number.
 - c. We will call back all clients to process the refund over the phone
 - d. Due to the volume of clients and extenuating circumstances resulting in reduced office hours, please expect a minimum of several business days for a phone call; we will not reply directly to each email

The safety of our community including members, students, and staff continues to be our utmost priority. As the situation is quite fluid, we will keep everyone updated as things progress and if there is a need for further changes.

Please visit our website for regular updates on program schedules moving forward: kin.ubc.ca/bodyworks And please feel free to contact us directly at 604-822-0207 or kin.outreach@ubc.ca.

On behalf of our trainers and management team, we sincerely hope that you are all staying healthy and safe.

Best regards,

UBC BodyWorks

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