

## Dear Thoreau Club Community,

We hope that you and your loved ones are healthy and taking the steps necessary to remain so. These are challenging times and our daily lives seem to be changing moment to moment.

We want to update you regarding how charges will be managed while The Thoreau Club has temporarily suspended operations:

- Your membership has been placed on freeze at no cost and no further action is required to freeze your account.
- Any existing freezes will be honored as had been requested.
- We will extend the expiration date of any unused membership time, personal training, swim lesson and tennis packages or any other prepaid services.
- Your April membership dues have not been billed.
- Pre-paid programs will resume once we're able to resume operation and sessions will be fulfilled on a new schedule.

We want to be clear about the situation and how it has impacted The Thoreau Club and our valued employees. As a local, small business, this worldwide pandemic has caused a significant loss of revenue without an equivalent reduction in our operating expenses. While we have furloughed over 150 employees, only keeping a small crew on board to manage limited business operation and facility care behind the scenes, we will not see a complete reduction in our expenses due to such expenses as our mortgage, utilities, insurances, and obligations to vendors.

While memberships and dues are frozen, make no mistake, we are hard at work with limited core staff preparing to welcome our community back to The Thoreau Club. Free virtual workout content is available through Les Mills. [Click here](#) for that link or send us an e-mail and we will get you started. We are cleaning, painting and maintaining our facilities. We are working with outside vendors to prepare a deep cleaning of the facility prior to any start of programming and operations.

We have provided uninterrupted programs and services for our local communities since 1951. And this unprecedented temporary closure will not stop us. We look forward to welcoming you back to the Club. We don't know how long this will last and we are committed to delivering value when a clear date to resume operations is available.

Please hold your family and your friends close at heart.

Thank you for your continued support.

Keith Callahan  
General Manager  
The Thoreau Club