



Frequently Asked Questions: CORE Reopening

What weights should I use after being out for so long? Do I need to change anything?

It is very important to adjust your weights after not using the machines for months. Start slow and build up your tolerance again. Start with 50-60% of your weights for the first workout or two, then gradually build up as long as you do not have excessive soreness.

Do I have to always use my credit card for payment, or can I use withdrawal from my bank account?

You can change to a bank account withdrawal for payment after the first month. Ask the CORE coordinator at one of your workouts to modify your payment method for the following months

When will the CORE be open on Saturdays?

We do not have a date for Saturday hours at this time.

Why are there no annual/couples membership options?

To account for changes as we follow state and local mandates, we only have a monthly membership option.

Why did the monthly price go up?

We know nobody wants to pay more, but in order for us to open while following strict requirements it was a necessary change.

What if a member of my household is sick, but I feel fine?

We still ask that you err on the side of caution and stay home until your family member is feeling better and you remain symptom free. This is for the safety of our other members and employees.

Will I be credited for the half month of March that the CORE was closed?

Yes. If you restart in 2021, we can credit your account for the unused portion of March 2020. Your CORE Coordinator can assist you with this.

Do I need to wear a mask even though I am working out?

We know that it is difficult to ask you to wear a mask the whole time, but it is still a requirement for the safety of all of our members, patients, and staff due to the fact that we are a health care facility. We ask that you make sure your mask covers your nose and mouth at all times while indoors.

Will lockers be available?

We ask that you leave as many of your personal items in your car, but there will be hooks or cubbies for your coat. We do recommend you bring your filled water bottle to decrease the need to use the community water fountain. Watch for specific availability at your CORE site.

How will the equipment get cleaned?

PNBC will provide an approved disinfectant and members will be asked to clean the equipment after use. Staff will also be disinfecting throughout the day.

If I start in the middle of the month, when will my account be charged for the next month?

Previously, membership fees were charged to your account on the first of every month. Going forward, the monthly fee will be auto deducted based on the day you restarted.

Example: if you restart on the 15th, your membership will be deducted on the 15th of every month.