

April 13, 2020

Dear UCF Recreation & Wellness Members,

Happy Monday! First and foremost, we hope that you and your loved ones are safe and healthy during this time. We thank you for your continuous support and we appreciate your patience and understanding as we adapt our policies and procedures during this extended closure.

With the reality of our temporary closure, you may have questions about your membership. **We're pleased to announce that your membership was placed on hold beginning March 14<sup>th</sup>.** This will continue until our facility re-opens.

This freeze applies to all ongoing members and memberships that will or have expired during the time that we are closed. You will have the option to request a membership extension which will be prorated from March 14<sup>th</sup>, 2020 (the day when our closure began) or you can request a membership refund which will also be prorated from this date. This freeze also applies to faculty/staff members paying their memberships via payroll deductions. We are pleased to inform you that payroll deductions have also been frozen until we re-open.

Please feel free to reach out to the RWC during our regular office hours and someone will be available to assist with any questions or concerns that you may have. You can reach us by phone at (407)-823-2408 or email [ucfrec@ucf.edu](mailto:ucfrec@ucf.edu). Also, please follow us on our social media sites where you can get the most up to date information on our facility as well as take advantage of our free online programming ([https://rwc.sdes.ucf.edu/programs/keeping\\_active/](https://rwc.sdes.ucf.edu/programs/keeping_active/)). We thank you again for your continued support!

In good health,

*Michelle Fitzgerald*

Michelle Fitzgerald  
Assistant Director Facilities  
UCF Recreation and Wellness Center