

FREQUENTLY ASKED QUESTIONS

Q: Why was the Wellness Center closed for three weeks?

A: Following the July 10 car incident, we temporarily closed the Wellness Center to ensure the safety of our members, guests, and staff. During that time, we completed cleanup efforts, made necessary repairs to reopen the Wellness Center, installed temporary walls, updated portions of the Wellness Center, and relocated equipment so we could safely reopen approximately 80% of the Wellness Center while repairs continue.

Q: Did the YMCA lose any equipment?

A: We were fortunate to save nearly all of our strength and cardio equipment by relocating it into the available space. Unfortunately, three treadmills were damaged beyond repair during the incident. We plan to replace all three treadmills, but at this time we do not have an estimated delivery date.

Q: Did we have to move equipment?

A: Yes. To maximize the available 80% of the Wellness Center, we relocated several pieces of cardio and strength equipment. This allowed us to reopen as much of the space as possible while maintaining a safe and functional workout environment. Yes, some cardio and strength equipment may get moved again once we're ready to fully reopen the Wellness Center at 100%.

Q: What happened to the stretching mats?

A: Due to the limited space in the Wellness Center, all stretching mats and foam rollers have been relocated to the Training Center.

Q: What happened to the TVs and ceiling fans?

A: We took this opportunity to make several long-planned improvements to the Wellness Center. During the temporary closure, we updated the ceiling grid, installed new ceiling tiles and lighting, and removed the existing TVs and ceiling fans throughout the reopened area.

Yes, the TVs and ceiling fans will be reinstalled. However, that work will take place once we're able to fully reopen the Wellness Center.

Q: When will the Wellness Center reopen 100%?

A: At this time, we do not have a confirmed reopening date for the remaining portion of the Wellness Center. Current estimates are approximately 3–6 months, although that timeline may change as work progresses. We're working closely with our contractors, vendors, insurance partners, and the Town of Kernersville to complete the remaining repairs and fully reopen the space as quickly and safely as possible.

Q: If my uFit appointment was canceled because the Wellness Center was closed, how can I reschedule it?

A: If your uFit appointment was canceled due to the temporary closure of the Wellness Center, please stop by the Welcome Desk or speak with a Wellness Coach. They will be happy to help you reschedule your appointment.

HAVE ADDITIONAL QUESTIONS?

Please contact a member of our Branch Leadership Team:

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