

## COVID-19 response

Dear J Star members,

Firstly, thank you so much for all your kind words this week both in the club and support via social media and email. I'm truly grateful to be surrounded by such a wonderful community.

We know this week has been full of uncertainty and confusion. Sudden school closures and news reports that seem to change by the minute, have us all try to figure out which way is up and how to keep our families healthy and safe. We thank you for your patience and support as we have tried to navigate our way through the myriad of COVID-19 information, working in earnest to help keep the gym clean, disinfected and open for classes. Teaching your children each and every week is truly a privilege.

Unfortunately, after many sleepless nights and lengthy, painful conversations with staff, I have decided that because the safety and well-being of J Star students, families and staff is of the utmost importance, closing the gym for the foreseeable future is the best decision at this time. We always said we close when schools did, and that decision came Friday. Further announcements from the government, instructing all leisure / sport facilities to close immediately, again confirms our decision.

At the moment, our plan is to re-open as soon as we deem safe to do so. Most likely in line with the schools and of course, government guidelines. We will continue to look for guidance from the relevant authorities, and will keep you abreast of any changes in our scheduled re-opening.

I would like to give you some information and reassurance regarding your club. We are very mindful of the impact on children's mental health and the pressure and stresses that you as parent's are facing during this time. I want you to know that you remain the centre of our world and I want to offer the follow reassurances regarding your child's place at the club now that we are temporarily closed.

It is unfortunate that all clubs are now temporarily closed.

We are rock solid and well established gymnastics club of almost 5 years now. We are only where we are because of the immense support and encouragement that YOU and all of our families continue to give us. It is because of YOU that we exist. I want to say a big thank you for your continued support and trust in us as an organisation.

As you know our coaches work extremely hard to help your children to become the very best versions of themselves so I also want you to extend my thanks to our amazing coaches and the team behind the scenes.

What will happen now?

We know that this will be effecting everyone in many different ways and that there will be some families who are financially affected by this situation. We want to support all of our families during this time so we have taken measures to support you:

We will reduce all monthly fee's by to £5 per month effective immediately. We ask that you continue to pay at a reduced monthly rate.

This will guarantee your child's place when we return to normality.

**ONLINE GYMNASTICS:** While we are closed and because we know all these changes will likely cause confusion for your children, throwing them off schedule and perhaps creating feelings of isolation, our AMAZING coaches and myself will be working towards creating some fun fitness videos and social media activities to keep connected with our students. We feel this will help everyone with keeping active whilst the children's schools and J Star is closed and the children get to see some familiar faces of the coaches which we feel will help support both the physical and mental health during this period.

We'll update you shortly with details of how you can access these videos! (Most likely on You Tube). We will miss them, just as they will miss us! So keep an eye out for emails, and watch for posts on Facebook and Instagram and let's stick together through this time of uncertainty.

**BIG CAMP DISCOUNTS:** We will be doing summer special 'MEMBER ONLY' discounts for summer camp this summer.

By keeping your monthly payment going at the reduced rate, you will allow the club to come out the other side of this, helping us ALL to get back to normality as quickly as possible.

I want to be honest with you, that without your support we will not have a club for the children to come back to, so we truly do appreciate your support during this period. We also understand and support those families who cannot continue to pay at reduced rate, due to job loss etc... We are still her for you and we will put you at the TOP of the list as a priority to rejoin the club when you are back in the financial position to join us. You will need to email me if you want to opt out.

We will be in touch very soon to get you set up with the NEW online streaming gymnastics classes.

#### **QUESTIONS?**

Please email me directly if you have any questions.

Thank you so much for your continued support and for being part of the J Star family.

Yours faithfully,  
Justine Lawrence  
Club owner / Manager  
info@jstargymnastics.co.uk