



## School Temporary Reclosure

# EMAIL TEMPLATE

*Use this email template to inform members of your temporary reclosure. Simply copy and paste the messaging below into your member management and/or email software and update the information in brackets.*

### In This Together

Need 1:1 guidance? Reach out to your Client Success Manager at any time. [Book a 30-minute session here.](#)

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From: [Business Name]  
Subject: Important Update: Please Read

Hi [Student First Name],

Since we reopened our doors on [Date], we've been committed to providing the best possible training in a way where we'd be confident our members and staff are safe.

However, despite even the best efforts, and full adherence to facility safety protocol, there is still the possibility of exposure. That is why we are writing to you today.

Recently, it has come to our attention that [include details of your situation: e.g. an employee/member has tested positive for COVID-19. An employee/member has come in contact with a COVID-19 positive individual outside of the facility.]

Because our number one concern is the safety of our members, staff, and the community we serve, we've made the difficult, but necessary, decision to temporarily suspend in-person classes starting [Date] through to [Date]. We will resume in-person classes on [Date].



During this time,

[Describe what actions you will take. The more specific, the better to assure members that extensive sanitization steps are being taken. Examples include:

The facility will undergo a professionally-administered deep cleaning and sanitization process that uses hospital-grade cleaning solutions, cleaning methods, and equipment.

We will be working closely with the [Your County] Health Department regarding what we need to do to protect our members and staff and how to reopen safely.

We will extensively review our safety protocol and sanitization procedures to ensure that we are doing everything we can on our part to prevent exposure to the virus.]

As a reminder, this is a team effort. Please make sure to review and follow the facility protocol outlined here [Add link to protocol] to ensure a safe environment for all.

We thank you for your understanding, and look forward to coming back better and stronger on [Date of reopening].

If you have any questions, please feel free to call or text us at [Business Phone Number].

Stay healthy & safe,

The [Business Name] Team