



To our Peak Community:

Based upon the ongoing spread of COVID-19 in Montana and as per the Mayor's executive decision, the Peak Health & Wellness Center and Peak West Bank Landing will be closing temporarily effective March 20 through March 27. Our plan is to reopen Saturday, March 28. We will be assessing the situation weekly and will keep you informed of any changes to this timeline.

Below we have included some frequently asked questions to help provide you with some general information.

What about our Staff?

Owners are working hard to take care of our staff in the best way that they can and provide everyone with the resources they need to get through this time.

What about my Membership?

Our management team is working around the clock to provide value so that you can 1) stay active and 2) avoid cancelling your membership. We will freeze your membership, at no charge, until we re-open, so you do not need to do a thing. We will also freeze any other monthly deductions, (towels, etc.) that may come out. If you have a past due balance, that will remain.

We will be posting 30-minute express workout videos to our Facebook page, taught by your favorite instructors. You will also have access to virtual offerings from [Les Mills](#) free to our members because of our relationship with this vendor.

We understand that online workouts are not what you signed up for – you are a Peak member because of the community! If you want to support the continued health of our business and service providers, one way to do that is to maintain your membership.

That's great and all, but I still want to cancel my membership

We totally understand if this doesn't work for you and you need to cancel your membership. If you choose to cancel, you will have to pay the enrollment fee again when you re-enroll. Contact us through our website (www.peakgreatfalls.com) and we will do our best to answer in a timely manner and get your membership cancelled.

As regular exercisers, you understand the value of staying active. We are excited about the opportunity to roll out virtual classes so that you can continue your quest for enhanced health. Look for more details soon!

We are making every effort to respond to many questions and requests as soon as we can. [Email](#) is the best way to contact us for questions. We will post a FAQ section and updates this weekend on [our website](#). We will also continue to post on social media and email updates.

The Peak will continue to monitor the situation and follow the recommendations of city, state and federal health authorities, with the hope of reopening as soon as possible.

We just want to take a final moment to extend our sincerest feelings of gratitude for our clients and staff during these uncertain times. Thank you for your support and understanding.

Yours in Fitness,

John Boll
General Manager
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