

Jacklyn Kohls
ALL DAY FITNESS
717 Town Center Ln.
Cupertino, CA 95014

September 10, 2019

Jasmine Carter
2574 Rodrigues Ave.
Cupertino, CA 95014

Dear Jasmine,

Thank you for bringing this issue to our attention. We sincerely apologize for the way that you were treated; we can assure you that it was never our intention to make you feel uncomfortable at our gym.

All Day Fitness strives to create a welcoming environment for all of our members and it seems that we've experienced an error in judgment on our behalf. We are currently updating our dress code to welcome "a shirt or tank top, athletic pants or shorts, and athletic shoes" to make sure that nothing like this happens again. Our staff is currently being informed of the company policy changes and each staff member will be trained personally to implement these changes right away.

In light of this unfortunate situation, we would like to offer you **1 month free** starting next month if you choose to continue your membership with us. We highly value your opinion and we hope that you will forgive our lack of clarity in communication among our staff.

Best regards,

Jacklyn

Jacklyn Kohls
General Manager at All Day Fitness
(408) 869-1254
jacklyn@alldayfitness.com

To: Staff Members at All Day Fitness

Subject: Policy Change

Hello Everyone,

A loyal member is very frustrated with All Day Fitness regarding a lack of clarity in our dress code policy as they feel they have been mistreated by one of our staff. Since we value all of our staff and our members, we decided to make some policy changes that create a more welcoming environment.

The new dress code policy reads as follows:

“Members must wear a shirt or tank top, athletic pants or shorts, and athletic shoes. If you’re comfortable in it, so are we!”

This new policy provides clarity so we can all accurately assess whether or not someone is in violation without having to make a difficult judgment call. In addition, we will be holding one-on-one training sessions with everyone so we can make sure that both you and our members are happy in the long run.

We appreciate all of your hard work and we hope that this policy change will make things easier for you. Feel free to contact me with any questions you have.

Best regards,

Jacklyn Kohls

General Manager at All Day Fitness

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