



LONDON TERRACE TOWERS OWNERS, INC.

468 West Twenty Fourth Street. New York, NY 10011 | (212) 675-2000 | Fax: (646) 843-2468

10.19.23

LTTO Fitness Center and Pool – FAQ Sheets

Fitness Center

- **How do I join the fitness center?**
 - You can follow the instructions at <https://www.urbnplayground.com/london#download>.
- **What is the monthly fitness center membership fee?**
 - The monthly fees for Tower residents are \$0 for a pool membership, \$25 for a senior gym membership, and \$35 for a regular gym membership. The monthly fees for Gardens residents are \$100 for a pool membership, \$115 for a combined pool and gym membership, \$40 for a senior gym membership, and \$50 for a regular gym membership.
- **What is included in the fitness center monthly fee?**
 - Access to the fitness club in its entirety, free weight dumbbells, Rogue power rack, hex bar, large selection of Cybex equipment, kettlebells, cardio equipment (treadmills, Pelatons, stairmasters, recumbent bikes, concept 2 SkiErg, concept 2 rower, ellipticals, arc trainers), fitness studio, boxing punching bag, battle rope and massage table.
- **Are there any optional services or other amenities? What are the fees?**
 - At the moment, no group fitness classes, water aerobics, personal training, swim lessons are available. This is being coordinated and to be announced in the near future.
- **Are there discounts or promotions for joining the fitness center?**
 - Discounts are currently offered for our Senior residents: for Tower = \$25/month, for Gardens: \$40/month.
 - For Gardens residents, when both Fitness and pool memberships are purchased = \$115. Regularly Fitness = \$50 and Pool = \$100
- **If I join the fitness center mid-month, is my fee prorated?**
 - Yes. We charge a prorated amount for the remaining days of the month, then charge the full amount at the start of subsequent months.
- **What forms of payment can I use to pay my monthly fitness center fee?**
 - We accept credit cards, Apple Pay, and Google Pay.
- **How and when will my fee appear on my bank or credit card statement?**
 - The fee will appear at the start of the month with “URBNPLAYGROUND.COM” as the statement descriptor.
- **How do I cancel my fitness center membership?**



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- You can open the URBN mobile app, tap the menu icon from the top left of the home screen, tap "Memberships", then tap "Request to cancel" on your current membership. You also can email us directly through concierge@urbnplayground.com with your cancellation request.
- **Who is eligible to join the fitness center (e.g., shareholders, residents, Gardens residents, people not affiliated with the building)?**
 - Shareholders, as well as residents at Towers and Gardens are eligible and may follow the instructions at <https://www.urbnplayground.com/london#download> to join the fitness center.
- **Can I bring a guest to the fitness center?**
 - Yes. You can open the URBN mobile app, tap "Health & Fitness" at the top left of the home screen, then scroll down to the guest pass to book your desired time and complete your payment. We'll contact you for additional details about your guest, including desired pool lanes and gym equipment.
- **How many guests can I bring to the fitness center?**
- **What is the guest fee for the fitness center?**
 - Guest passes are \$15 per pass or \$100 for a 10-pack of passes.
- **How do I pay for my fitness center guest(s)?**
 - You'll pay through the URBN mobile app by credit card, Apple Pay, or Google Pay.
- **How do I access the fitness center? (e.g., what addresses/ entries and Keyscan)**
 - 468 West 24th street. A keyscan mobile app is required.
 - Keyscan mobile can be downloaded here:
 - [Apple \(IOS\) CLICK HERE](#)
 - [Android CLICK HERE](#)
 - Basic prompts to enter basic information. You will then receive a registration code.
 - You'll then be prompted to request a "Registration Key". Open your email and send request with the subject line "Registration Key" to keyscandooraccess@londonterracetowers.com
 - In the body of the email you will include your name, building number, apartment number along with your email address registered in BuildingLink.
 - Keep in mind, all keys are unique and will be assigned via email provided in BuildingLink.
 - Gardens residents should note that in the subject line. You'll also need to provide a headshot photo.



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- **What do I do when I arrive at the fitness center? (e.g., sign in, etc.)**
 - You'll be greeted by the fitness attendant on shift.
 - You'll then sign in at the desk with basic information, name, select Towers or Gardens along with the unit number.
- **What are the fitness center hours?**
 - Monday - Friday 6am - 8pm
 - Saturday and Sunday 7am - 8pm
- **When is there an attendant working at the fitness center?**
 - Monday 7am - 6pm
 - Tuesday - Thursday 6am - 8pm
 - Friday 6am - 2pm
 - Saturday 10am - 6pm
 - Sunday 7am - 6pm
- **What are the responsibilities of the fitness center attendant?**
 - Deliver amazing customer service by having a hospitality-focused, customer-first mindset
 - Check members in as they arrive to use the amenities or for classes / lessons
 - Assist residents with the URBN Playground app to make their reservations and purchases
 - Utilize URBN software to manage reservations and bookings, handle messaging through the app.
 - Process guest passes or current promo codes from periodic marketing campaigns
 - Answer phone calls and e-mails and escalate queries as needed
 - Supervise other staff on shift as needed (e.g. porters) to ensure amenities run smoothly
 - Know what events or lessons are going on and be able to answer questions about them
 - Periodically reset the fitness center by retracking and placing all equipment to their respective locations
 - Contact maintenance/porters in the event spot cleaning, mopping or other janitorial services are needed
- **Who should I contact if there is no attendant during hours when there should be an attendant?**
 - Amenities Manager: Juan Diaz email Juan@urbanplayground.com
 - Concierge team: email concierge@urbanplayground.com or call 212-803-3337
- **What equipment is available in the fitness center?**



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- free weight dumbbells, Rogue power rack, hex bar, large selection of Cybex equipment, kettlebells, cardio equipment (treadmills, Petatons, StairMasters, recumbent bikes, concept 2 Skier, concept 2 rower, ellipticals, arc trainers), fitness studio, boxing punching bag, battle rope and massage table.
- **What equipment can I reserve in the fitness center?**
 - You can reserve lanes 1 through 5 at the pool, Peloton bikes 1 and 2, and the Stairmaster.
- **Is there a time limit for using any of the equipment?**
 - The time limit for pool lanes is 60 minutes, while the time limit for the Peloton bikes and StairMaster is 120 minutes.
- **Are trainers available? How do I find/ contact a trainer? What are the trainer fees?**
 - This is currently being arranged and details to be announced in the near future.
- **Can I bring my own trainer? What is the fee for bringing my own trainer?**
 - Yes, you members have the option to bring their own trainer. A copy of the trainers Certificate Of Insurance must be submitted to the Amenities Manager and kept on file. A fee of \$25
- **Is the fitness center handicapped (proper term?) accessible?**
 - Yes, a wheelchair lift is available when using the 468 west 24th street entrance.
- **What is available in the locker room? (Sauna, steam room, bathing suit dryer, showers, soap/ shampoo, etc.)**
 - Dry sauna, steam room, swimsuit dryer, body wash in showers
- **Are lockers available?**
 - Daily use of lockers are available.
- **How does daily use vs. long-term locker rental work?**
 - Long-term locker rentals are available for purchase on the URBN mobile app. You can tap the menu icon from the top left of the home screen, then tap "Memberships" and proceed from there to purchase your desired locker membership.
- **What is the fee for renting a locker?**
 - We charge \$35 per year for a small locker and \$75 per year for a large locker. We prorate this amount for the remaining days of the calendar year, then charge the full amount at the start of January in subsequent years.
- **Is the locker room accessible to people with health conditions or impairments?**



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- The locker room is not accessible for people with health conditions or impairments.
- **Who should I contact with questions, complaints, or suggestions about the fitness center or locker room? (e.g., phone, email, etc.)**
 - For comments, questions, or concerns about the fitness center or locker rooms, you can contact the amenities manager Juan at Juan@urbnplayground.com.

Pool

- **Do I have to pay to use the pool?**
 - A membership is required to use the pool, though this membership is \$0 for Towers residents. Gardens residents will pay \$100 per month for access to the pool. You can following the instructions at <https://www.urbnplayground.com/london#download> to obtain your gym membership on the URBN mobile app.
- **Can people outside London Terrace join the pool?**
 - The pool is exclusively for residents of London Terrace Towers and Gardens. Guest passes can be purchased for non residents. Be mindful that all guests must be accompanied by the Towers or Gardens resident.
- **What are the pool hours?**
 - Monday - Friday: 6am - 8pm
 - Saturday and Sunday: 7am -7pm
- **Is there a lifeguard on duty at all times?**
 - Yes, There is a lifeguard on duty present during swimming hours.
- **How do I access the pool?**
 - The Pool is accessible by using the 468 west 24th street entrance. You'll need a keyscan mobile app to enter the gym. Once in the gym you will need to walk straight across to the glass door. Outside the door, is a staircase that leads to the lower level and entrance to both locker rooms. Once inside the locker room, you will walk toward the signage that reads, "Pool".
 - The pool is also accessible by using the 465 west 23rd street entrance. The front desk attendant will buzz you in. Once you've inside, you'll turn left and then access the first glass door on your right. You'll enter a small staging room and walk right across. The room will lead you directly onto the 2nd floor viewing deck. While on the deck you'll make a left and follow the pathway. You'll come across an opening on your left hand side. Walk through



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the doorway and be in front of the gym. There will be stairs to your right that lead you to the lower level, in between the locker rooms. Enter the appropriate locker room and follow the signs labeled, "Pool".

- **What do I need to do when I arrive at the pool? (e.g., show card, sign in, etc.)**
 - Located behind the shallow end of the pool, are private showers which are used to rinse off prior to getting into the pool.
 - The lifeguard on duty will have a reservation list and will meet the incoming swimmer at their reserved lane to confirm the reservation.
- **Do I need to / how do I reserve a lane to swim?**
 - Yes. You can open the URBN mobile app, tap "Health & Fitness" at the top left of the home screen, then tap your desired pool lane and proceed with your reservation. Reservations are free for residents with a membership to the pool, which is \$0 per month for Towers residents and \$100 per month for Gardens residents.
- **Is there a place to exercise in the pool (e.g., vs. swimming laps)?**
 - Once a lane is reserved, the swimmer has the ability to utilize the lane as they wish as long as they do not cause a disturbance to neighboring swimmers.
- **What equipment is available at the pool?**
 - Bar floats, dumbbell water weights, hydro tone hydro weights, kickboards, training pull buoy, swim fins, pool noodles.
- **Is there a fee for using the pool equipment?**
 - There is no fee for using pool equipment.
- **Can I reserve the pool equipment?**
 - No, you cannot reserve pool equipment. The equipment is available on a first come first serve basis.
- **Is the pool deck accessible to people with health conditions or impairments?**
 - No, the pool deck isn't equipped with said equipment.
- **Is the pool handicapped accessible?**
 - Yes, the pool is equipped with a lift.
- **Who should I contact if there is no lifeguard during a time when the pool should be open?**
 - In the event a lifeguard is not present or available, the amenities manager Juan should be contacted; email: juan@urbanplayground.com , concierge@urbanplayground.com or 212-803-3337
- **Who should I contact with complaints or questions about the pool?**
 - **For questions, comments or concerns the amenities manager can be contacted at juan@urbanplayground.com**