

29th June 2020



Dear valued KSTP family

I hope this letter finds you and your family well.

We have received a lot of feedback regarding how we went about our Return to Gym process, some understanding, others perhaps not so much. I wanted to personally write and explain our reasonings behind what we did and what we are offering.

As you know, we, like everyone else were shut down for the last three weeks of Term 1 due to Covid-19. KSTP is a family owned and operated business, it is our livelihood and our financial support for our family of six. I am sure we are not alone when we say it was a frightening time.

During the end of Term 1, as a business we still had invoices for different payments that were due. For those in our same position where income came to a halt, you will know how difficult it was to navigate, we were definitely not alone in this situation.

We were fortunate to have the support from the Windsor District Baptist Church who have helped us considerably with freezing the rent. During the time off, they were also gracious to fund the timber for the gym wall, the paint, and the new shoe rack, this kept our JobKeeper staff busy and we are ever so grateful.

During Covid, Dima and I made the decision that we would provide all our members with Free Google Classroom activities, unlike a lot of clubs we chose not to charge a fee for this, instead hoped our families saw it as a way to continue the connection. The feedback we received was overwhelming and we realised how much this meant to our families.

When we received the news that we could reopen, we sent out a survey to all members asking who was returning on reopening, who wanted to wait until term 3 and who was taking a break. This assisted us in our decision about how we would come back.

We had the same amount of families who were eager to get back to those that wanted to wait. Putting in the make-up classes for the first few weeks was therefore not viable due to the amount that would not be joining us straight away.

That is how we came up with the TryBooking, pay as you go option. This was then not forcing the return upon any family; it was allowing families to choose if they wanted to book in for a class or not. It gave families an opportunity to book into their full weekly program or not.

While we would love to credit all families, to be brutally honest, we just cannot afford to do so as there are no available funds at this time, therefore we had to come up with an alternative that we hoped our members would feel comfortable with. With so many classes and different situations we have had to implement a few different scenarios which can be found within this email, however we urge you to reach out and speak with me should you have a concern with what we have place for your family.

Dima and I appreciate all the phone calls and messages over this time, your feedback and kindness are immeasurable.

Yours sincerely

Rebecca and Dima Kachan