



Club Temporary Closure FAQ

Updated: May 6, 2020

Why did the Club close if it wasn't mandatory?

In response to the ongoing coronavirus crisis in Tokyo and the surrounding prefectures, the Japanese government has extended the state of emergency through May 31, with the Tokyo government continuing to request residents to remain at home for all but essential activities. Tokyo Governor Yuriko Koike announced measures for Tokyo continuing throughout May, which requested the closure of businesses in six categories:

- Entertainment facilities
- Universities and cram schools
- Athletic facilities
- Theaters
- Exhibition halls
- Commercial establishments

In consideration of the safety of Members, Club staff and the wider Tokyo community, the Board of Governors took the extraordinary decision to temporarily close Club facilities for the duration of the state of emergency. The Board will continue to monitor the situation and will inform the membership of any changes to the planned reopening on June 1. While we recognize that the Club's temporary closure is an unfortunate inconvenience, the safety of all Members and staff is paramount.

Are any facilities open for Member use during the Club's closure?

The Club has established a selection of [My Club at Home](#) services, including [food and drink delivery and drive-thru services](#), [online Wine Shop](#), online [Library access](#) and an ever-expanding lineup of [My Club at Home TV](#) wellness videos on the Club's [YouTube channel](#). Aside from these services, all other facilities and services are closed.

If the Club is providing staff for food takeout and delivery services, why can't it provide staff to keep the recreational facilities open?

Recreational and athletic facilities, such as sports clubs, pools and gyms, are on the Tokyo government's list of facilities requested to be closed for the duration of the state of emergency, which is set to run through May 6. These kinds of facilities are reported to have a high risk of COVID-19 cluster incidence, and it is important to ensure that our Members and staff are not exposed to this risk.

Are administrative and Member Services' staff still answering telephone and e-mail inquiries?

As much as possible, our management team and Member Services' staff are working from home. Not all tasks can be done this way, so periodically staff must visit the Club. Aside from opening for our delivery and drive-thru services (11am–7pm), the Club is closed until further notice. You can mail any inquiries to the following departments:

- Management Office: tac.gmo.admin@tac-club.org
- Member Services: tac@tac-club.org
- Membership Office: membership@tac-club.org
- Recreation: rec@tac-club.org
- Connections: connections@tac-club.org

How are the staff affected by the current situation?

The Club will continue to pay salaries for the duration of the state of emergency. We have applied for a government subsidy, which, if approved, will subsidize up to 75 percent of salaries. However, a prolonged closure may require additional cost-saving measures, which could negatively affect staff compensation. Our staff are a critical part of our Club and culture, and we will do our best to provide support and retain them at this challenging time.

**Will dues be eliminated or reduced during this period of closure?**

The Club is a Member-owned institution and dues will remain in place to cover the costs to operate and maintain the Club's facilities and staff. The Board of Governors, working with the Finance Committee and Club management, will continue to evaluate dues as we gain a better understanding of the impact on our operations and services.

Will my monthly parking fees be reimbursed?

Parking fees are charged on a monthly basis and may be canceled at any time. While some Members have communicated their preference to retain their parking privileges during the Club's temporary closure, Members who wish to cancel their parking privileges should e-mail tac@tac-club.org by May 15 to avoid incurring charges for May and future months. The Board of Governors will continue to assess all Club fees and charges as it gains a better understanding of the impact of the crisis on the Club's operations.

Will I be charged overdue fees if I still have items checked out from the Library?

[Library](#) overdue fees will not be applied during the Club's temporary closure. You can still return your items by dropping them off at the B1 Parking Lot. In addition, you can access various drive-thru and online Library services, as detailed on the [My Club at Home](#) page.

Can I suspend my membership and reactivate it later in the year?

In accordance with our General Rules, Regular Members may suspend their membership by applying for Life Member status. Life Members are former Regular Members (excluding Term Regular Members), Senior Members or Junior Members who no longer reside in Japan. Eligible Members may apply for Life membership, which requires a conversion fee. Members living in Japan are not eligible for Life membership.

Will I be reimbursed for events, programs or classes for which I am registered?

Members will be reimbursed, or prorated as appropriate, for any cancelled events, programs or classes for which they have paid.

What happens if I have an event booked at the Club within the next 30 days or I want to book one for later in the year?

Our events team will be in contact with you to discuss possible alternative dates for your event. For future bookings or other event-related inquiries, please contact e-mail banquet@tac-club.org.

Can I collect items from my fourth-floor locker during the Club's closure?

If you require emergency access to your locker during the Club's closure, please e-mail the Club's security team at security@tac-club.org at least one day prior to coordinate your visit.

Is the Club parking lot open?

No. During the closure, Members have only drive-thru access (between 11am and 7pm) to pick up takeout food and beverage orders.

How is the Club being maintained and secured during its closure?

We continue to maintain Club facilities as much as possible while complying with the Tokyo government's requests for residents to remain at home for all but essential activities and safeguarding the health of our employees. Recurring facility and equipment maintenance required in accordance with local laws and safety codes is being performed as normal by contracted services. Since Japanese safety and fire codes require us to maintain a minimum of three security staff on duty 24/7, our security team continues to perform daily safety and fire inspections during the closure.

Is the Club taking this opportunity to sanitize all facilities?

The housekeeping team is deep cleaning all Club areas while complying, as much as possible, with the Tokyo government's requests for residents to remain at home for all but essential activities.

Will renovations continue during the Club's closure?

There are no renovations scheduled for the near future.



Has a Club reopening date been decided?

With the Japanese government having extended the state of emergency through May 31, the Board of Governors and Club management currently plan to reopen the Club on June 1, following the expected lifting of the state of emergency. Because the situation is fluid, the Club will continue to closely monitor the situation and update Members accordingly.

Is the Club accepting new Member applications during its closure?

While online applications are still being processed, interview sessions have been suspended until further notice.

Are the Board of Governors and Club committees meeting during the Club's closure?

The Board and committees are not meeting in person during this closure, but they may meet virtually if requested by the committee chair or the representative governor.

How will this closure affect the Club's financial position?

The Club's crisis response team, the Board of Governors, the Finance Committee and Club management are continuously monitoring the situation and analyzing contingency scenarios. We are also in contact with our bank, government agencies and legal counsel to determine possible actions to be taken. We will keep Members updated on this situation and any courses of action we may take.