

Hello Sender One Members,

My name is Alice Kao, and I am a co-founder and the CEO of Sender One Climbing.

I am a climber, a yogi, a daughter, wife and a mom. My daughter was born when the first gym was opened and I want to protect it for her so it's here for her when she grows up.

I discovered myself and connected with others through climbing during a very difficult time in my life -- and, I don't know about you, but I'm going to need climbing more than ever when this is all over.

Climbing was here before me, and it's going to be here after me, but I have to do everything I can right now to protect our version of it, which is Sender One. We are a small business, and as you can imagine, we are hurting right now. We are struggling to figure out what to do and the situation is changing daily.

For Sender One, we've decided to pay 24 of our employees 100% of their pay and health insurance for as long as we can. These 24 people have turned into a crisis management team -- most of this team's work is now focused on employee assistance for those that are not working, and customer support. Soon their work will turn to focus on at-home activities for members, how we are going to reopen, and the future celebration of being back together.

Unfortunately the forced closure comes at a cost for us too. We had to furlough 135 people - each of these people are a member of the Sender One community, the Sender One team and is a spouse, son, daughter, mom or dad. They are being forced into a rough time. Our hearts are with them.

Many of you have reached out wanting to support Sender One by continuing to pay your membership as usual - I can't begin to tell you how much that means to me and the team.

For those that are able to do that, we have decided that **100% of April's membership dues received will go to the staff that we had to furlough.**

In this time of crisis, I can't tell you all the amazing things I have experienced through beautiful words and selfless acts. I have had a lot of tears - those of sadness for affecting real lives of people - and of joy - in how our team continues to exude compassion, empathy and greatness. Sender One will reopen when this is finished and we will continue to be a part of your lives as long as you will have us.

**With love and gratitude,
Alice Kao**

