

Hours of Operation: Monday-Friday: 5:30 am – 8:00 pm
Saturday: 7:00 am – 3:00 pm; Sunday: 10:00 am – 2:00 pm

Closed Holidays: New Year's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Smoking Policy: For your health and well-being, the building and grounds are tobacco-free environments.

Solicitation Policy: No solicitation or promotion of products, services, or events is permitted on the premises without prior written approval from Lee Memorial Health Systems.

Attire: For your comfort and safety, all members are expected to wear proper workout attire for their particular activities. Suitable exercise clothes and footwear are required in all areas of the facility. No sandals, open-toe or heel footwear is allowed during exercise. No black-soled shoes (other than those with non-marking soles) are allowed in the group exercise studio. Shirts are required for all activities. Please refrain from wearing clothing bearing profanity or suggestive comments. Shirts and shoes are required before entering the lobby or fitness areas.

Special Events: Occasionally, we will host special events in areas of the facility. Announced special events will have precedence over facility usage. Please refer to our information wall, newsletter and program schedules for a listing of special events and the areas they will occupy.

Member Suggestions: Your opinion matters to us. When you have a suggestion, compliment, comment or complaint about the facility or programs, tell us by completing a comment card and dropping it in one of the suggestion boxes located throughout the center. Management wants to understand your needs and with your suggestions, we will continue to improve the facility.

Locker Rooms: Spacious temperature controlled locker rooms are available to all members. There are separate locker room areas for men and women with courtesy phones. Both locker rooms also include shower stalls with private changing areas and daily lockers. Monthly rental lockers are also available. Amenities include necessary toiletries and hair dryers. To keep the locker room areas comfortable, we ask that you adhere to the following policies:

- **PLEASE LEAVE VALUABLES AT HOME. THE WELLNESS CENTER IS NOT RESPONSIBLE FOR LOST OR STOLEN ITEMS.**
- Members and guests are to supply their own lock when using the daily locker.
- The reception staff and the fitness staff will not hold keys, purses, phones or other personal items. Daily and monthly rental lockers are available to members for this purpose.
- Complimentary towel service is provided. Towels and washcloths are conveniently located in the locker rooms and at the entry to the fitness floor. Please limit towel use appropriately. Towel drops are also located in the locker rooms and at the entry to the fitness floor for towel disposal. For health reasons, members must drop dirty towels in the receptacles provided.
- Courtesy telephones are provided for you in the locker rooms. Please limit your calls to three minutes.
- Never leave a child unattended in the locker room area or elsewhere in the center.
- Children 4 years and older should use gender appropriate locker rooms.
- We appreciate your help in keeping the locker rooms clean and comfortable for all members.

Towel Service: We provide both bath towels and washcloths to our members at no charge. Towels are available in both locker rooms and the fitness floor, and we ask that you place all used towels in the receptacles provided.

Lost and Found: All lost items are tagged, recorded in the Lost and Found Log at the Front Desk and stored for 30 days. Any item not claimed within this period of time will be turned over to the Lee Memorial Security Department. Items having more than \$250 value will be sent to LMHS Security Department immediately. To claim a lost item, contact the Front Desk to make arrangements. You will be required to show identification and give a complete description of the item. Once the item is returned to you, we require that you sign the Lost and Found Log as proof of receipt.

Guest Registration: In order to use the Center, the following guest fees and policies apply:

- All guests must check in at the front desk, present a photo I.D., and sign a waiver prior to exercising.
- Guests must be 18 years old or accompanied by a legal guardian. Guests cannot bring guests.
- A guest who is accompanied by a member (18 years or older) may use the facilities for \$7 per visit or \$28 per week.
- A guest without a member may have unlimited visits for \$9.50 per visit or \$38 per week.

- Guest fees do not cover charges associated with the Pro Shop, Spa or other fee-based programs.

Cell Phone Policy: Please use cell phones for emergency calls only. Try not to use cell phones in enclosed areas; i.e., locker rooms, group exercise room, and/or general exercise area.

Conference Center: Health seminars, lectures, fitness programs, classes and health screenings are among the services made available to members each month in the conference room. We strive to provide you with a variety of health information that will help you lead a healthier lifestyle. Flyers for the events are posted on the information wall in the front entry. Lee Memorial Health Systems reserves the right to approve the use of this room.

Newsletter: As a benefit of membership, the Newsletter will be mailed to each of our primary members. The newsletter will be published monthly and will serve as a communication piece.

Wellness Health Education Network: The W.H.E.N is a 42-inch plasma screen that is divided into 4 sections that continuously broadcasts: current health-related articles and intriguing health facts, facility specific information, including special events and promotions, has a continuous updated news feed and advertisements from national sponsors. The W.H.E.N is conveniently located in the fitness area for your viewing.

Pro Shop: Conveniently located at the front desk, the Pro Shop carries a variety of accessories. Also if you forget a toiletry item or even your socks, we stock a variety of frequently forgotten items. We accept cash, check or credit card.

Website: For the latest in news and schedule changes or for fitness tips, check our website at www.leememorial.org/wellness.

Constantly striving to meet the changing needs of today's health and fitness conscious members, The Wellness Center boasts some of the nations most contemporary and diverse selections of cardiovascular and weight training equipment in the industry. We offer LifeFitness, Cybex, Icarian, and Hammer Strength equipment along with more than 45 cardiovascular machines to ensure workout variety and equipment availability. Our free weight and strength training areas embodies over 12,000 pounds of weights designed to meet our members' strength training needs. The equipment at the Center was selected to bring you the best in each category. You will find pieces manufactured by LifeFitness, Hammer Strength, Cybex, Nu-Step, Precor, StarTrac, Concept II, Schwinn and Stairmaster.

Wellsource Personal Wellness Profile: The Personal Wellness Profile (PWP) is a comprehensive health risk assessment. Emphasis is on the risk factors we can actually control. Positive reinforcement of good health practices, along with recommendations for change when needed, is made for each health area. Wellsorce greatly improves our ability to monitor your progress and help you reach your goals. PWP motivates individuals to make improvements in their health & lifestyle.

Fitness Assessments and Evaluations: The first step to exercise success is establishing your individual fitness goals measuring your current fitness level. Fitness assessments are offered to all new fitness center members and are highly encouraged by the fitness staff. Fitness assessments may include:

- Target heart rate measurement
- Blood pressure measurement
- Flexibility assessment
- Cardio respiratory measurement
- Body composition testing (% body fat, BMI)
- Muscular strength and endurance assessment
- Personal consultation

Personal Training: Personal training is a highly effective avenue for one seeking weight loss or for the fitness enthusiast. One-on-one training sessions provide the motivation and education you need to achieve all your fitness goals. All trainers have many years of experience in their respective fields. The Center is truly dedicated to meeting the needs of our clientele. Training is available by the hour or half-hour with male or female trainers. Group training is also available at a reduced rate and is a great way to experience Personal Training with a friend or spouse. Ask any of the trainers for more information or to schedule a session. All Personal Training sessions must be provided by one of the fitness staff that is employed by The Wellness Center.

Attire: For your comfort and safety, all members are expected to wear proper workout attire for their particular activities. Suitable exercise clothes and footwear are required in all areas of the facility, as follows:

- Clothing: shirts are required for all activities. Please refrain from wearing clothing bearing profanity or suggestive comments.
- Footwear: proper athletic footwear must be worn during all exercise activities in any area of the facility. Athletic footwear is described as a closed toe, closed heel, properly laced sneaker with a non-marking rubber sole.

Fitness Area Policies:

- All members and guests must check-in at the Front Reception desk.
- Children under 13 are not permitted within the fitness areas. Teens ages 13-15 are allowed a dependent membership and must be accompanied, within the same area, by a parent/guardian.
- Proper attire must be worn (see above specifics)
- Food, chewing gum, tobacco, glass bottles, cans and other open containers are not allowed in the workout areas. Plastic water bottles and bottled water are acceptable.
- Please observe the 20-minute time limit on all cardiovascular equipment when other members are waiting.
- You must allow other members to "work in" when performing multiple sets on strength training equipment.
- Use standard gym etiquette by not sitting on machines and talking while others are waiting to use machine. Also there is no "holding of machines" for buddies. Equipment is used on a first-come, first serve basis.
- Free weights and dumbbells must be returned to their racks after use.
- As a courtesy to other members, please wipe off cardiovascular and strength training equipment after each use with the cleaner provided. Please note that some clients, with pulmonary issues or our clients with asthma, have a problem when inhaling the mist from our sanitizing bottles. Please hold the towel toward the floor, apply the spray to the towel, and wipe down the machine. Do not spray electronic touch pad.
- Perfumes and colognes often times may trigger asthma/respiratory attacks creating an event for members nearby. Please refrain from using fragrances prior to working out.

- Due to the high risk of injury, we recommend you use a spotter when training with free weights.
- Weights are not to be dropped or thrown for any reason. Raise and lower weights in a controlled manner.
- Report any injuries or equipment problems to the fitness staff immediately.

Exercising with a group can be fun and beneficial. Sometimes exercising with other people is such fun that you're more likely to continue your fitness program. For safety reasons, some aerobic activities are best done with a group – *From the ACSM Fitness Book, Second Edition published by Human Kinetics.*

You should always be able to catch your breath and speak comfortably while exercising. It is also normal to sense effort, and maybe even some discomfort, but you should never sense pain. Always remember to warm up slowly and to cool down gradually.

Group Fitness classes are offered six days a week. Current schedules are posted on the information wall in the front lobby, inside the group exercise room and on the website. Class schedules are subject to change. All changes will be updated and available at each location.

Policies:

- A minimum of 3 participants must be present in order for the class to be held.
- Children under 16 years of age are not permitted in Group Exercise classes.
- For safety, no student will be allowed to enter a class more than ten minutes late.
- Please bring a towel and water bottle to cycling classes.
- If you must leave class early, please be sure to stretch and cool down properly.
- Please inform your instructor of any injuries or limitations of which he or she should be aware.
- Proper footwear is essential. Please ask an instructor for help in determining the correct shoe for your activity.
- Members are not permitted to utilize any equipment in the Group Fitness Studios without an instructor present.
- Cycling participants must follow the "Rules of the Road". (See below)
- Each workout is your workout. Classes are not competitions. Remember, success is measured from within. Most importantly, have fun.

Cycling: We are pleased to offer Cycling as part of our Group Fitness program. Certified instructors lead these group cycling classes. A Cycling class is a challenging workout, but because the riders control the intensity of their bikes, the classes are suitable for students of all abilities. Beginning cycling classes are offered on a weekly basis. It is recommended that you attend one of these classes prior to attending regular cycling classes unless you are an experienced cyclist.

"Rules of the Road":

- **Arrive 10 minutes early** for proper set-up and adjustments to the bike. Hasty bike adjustments can lead to injury, and arriving late to class is very disruptive to other participants. If a prior session is ending, wait for all participants to leave the area before selecting a bike.
- **Get help for initial fitting.** Be sure to inform the instructor prior to your ride that this is your first training session. Effective training and safety are dependent upon proper fitting of the bike to your body. The instructor can assist in bike adjustments to fit your leg and torso length and demonstrate proper foot position and pedaling techniques.
- **Inform the instructor of your goals and limitations.** The instructor needs to know what to watch for during the workout. Never train if you have an injury that could be irritated by cycling. For your own safety, we do not allow members to ride unless an instructor is present.
- **Bring water and a towel.** Adequate hydration throughout the ride is imperative. Indoor cycling raises your body temperature and causes significant perspiration. With good ventilation and cooling, you may be unaware of the amount of water lost through perspiration. Drink plenty of water before, during and after training. Bring a towel with you to each class. Please be considerate of other riders by wiping down the bike and the surrounding area after each class.
- **Check security of all adjustments.** Attempt to move the saddle up and down, forward and backward to make sure adjustments are properly secure. Repeat the same procedure with the handlebars. Toe clips and straps should be snug and comfortable, not tight. "Light" resistance should be on the flywheel.
- **Don't attempt to stand on the pedals without resistance.** Resistance promotes balance and control while learning the standing techniques and maintains smooth pedaling.

- **Take frequent postural breaks.** The forward fixed position of the spine during cycling can become uncomfortable. Your instructor will lead periodic breaks to stretch and release the stresses on the back; however, whenever your back feels uncomfortable, sit upright and arch back slightly for a moment, bringing your arms up and back. Postural breaks are recommended every 3 to 5 minutes to relieve back and neck stresses as well as undue pressure on the pelvic floor.
- **Learn to handle loss of control.** If you are pedaling too fast, depress the resistance level to decrease the pedal speed. If your foot slips out of the toe clip and strap, immediately press the resistance level all the way down to stop the pedals, then replace your foot in the toe clip and strap.
- **Enjoy, learn, train – don't compete.** Enjoy this exciting program and use it to meet your own personal goals. Keep in mind that a Studio Cycling training session is not a competition. Classes are suited for all levels. You, as the rider, are in control of your bike and workout intensity throughout each session.

Membership Cards: As a member, you will receive a membership card. This card is required to enter the Center. Members must have their photo taken to be entered into our computerized photo ID system. Every family member must have his/her photo taken and his/her own card.

Sharing membership cards is not permitted and allowing a non-member to use your card may result in termination of your membership. If you lose your card, your present membership number will be deleted for your protection, and a new number will be assigned to you and your family. Do not use your old card or membership number after the new number has been issued. A \$5 replacement fee will be assessed for lost cards.

Membership Types:

- **Long Term No Restriction** – Members sign 12 month agreements and are billed monthly. Members are eligible to put their account on hold (medical or seasonal) and are eligible to bring in guests. After completion of 12-month agreement, membership automatically becomes month-to-month until a **30-day written** notice of cancellation is received.
- **Long Term with Restriction (Off-Peak)** – Members sign 12 month agreement and are billed monthly. This membership has time restrictions as to when the member can use the facility. All other terms of the long Term No Restriction apply.
- **Short Term** – Limited to 1-6 months membership. Paid in full at higher cost at beginning of term. Members are not eligible for medical/seasonal holds. Membership cards are issued at sign-up.
- **Pre-Paid** – 12 month memberships paid in full are eligible for medical and seasonal holds. Members are eligible to bring in guests.
- **Dependent Memberships** – Dependent memberships are for spouses and children only. Children may be registered under a parent's membership until they are 18 years old or until 26 years old if they are full-time students. Proof of enrollment as a full-time student will be required.

Membership Transfer: Memberships are not transferable under any circumstances.

Medical Hold: If a member is unable to exercise due to a short-term medical condition, the member may choose to place a medical hold on his/her membership. A physician must provide written documentation of the medical condition in advance. There is a minimum one-month time period for a medical hold. Each medical hold has a limit of 90 days. During this time there is no charge. There is no limit on the number of medical holds a member can request. When the member returns to full use of the Center, or the three-month limit has been reached, full dues will be reinstated. No retro credits will be issued. Written documentation by a physician clearing the member to return to exercise is required before returning.

Seasonal Hold: If a member relocates or cannot use the facility for 30 days or more, a member may choose to place a seasonal hold on his/her membership. Written documentation must be provided in advance. The cost to put the membership on seasonal hold is \$15 per member per month on the account.

Membership holds begin on the first of the month and end on the last day of the month. Should the member return after the first thirty days, before the end of the next month, a prorated amount will be applied to the account for the remainder of the month.

Membership Changes: Please see a Member Service Associate if you need to make any status changes to your membership; i.e., change of address, credit card updates, name change, etc. Contact 418-2000 and ask to speak to a Member Service Associate.

Cancellation of Membership: Members have the right to cancel their membership once their contract has been obligated. A member may cancel his/her membership during the contract term only under one of the two following conditions:

- The member moves outside of a 25 mile radius of The Wellness Center.
- The member has written documentation from a physician stating that he/she should not continue to exercise due to a medical condition.

A **30-day written** notification must be delivered to The Wellness Center in order to cancel a membership. We do not accept verbal termination over the phone. All cancellations must be in writing, email, in person, or delivered by certified mail. Faxes will be accepted, but members must follow-up with phone call to make sure the fax was received. Cancellations become effective on the last day, the month following receipt of documentation.

Billing Procedures: For your convenience, we offer 4 different types of payment plans for your membership dues:

- Bank Draft (EFT): Approximately between the 1st and the 10th of each month, we will process an electronic draft from your personal checking or savings account.
- Credit Cards: Approximately between the 1st and the 10th of each month, we will process an electronic draft from your Visa, MasterCard, American Express or Discover account.
- Statement: If the above 2 options are not available, we offer printed statements sent to your home. An additional \$3 handling fee is associated with this method for all new members as of February 1, 2007.
- Paid In Full (PIF): Any member can pay 12 months of dues in advance along with any prorated dues and enrollment fees. The member will be notified 60 days before the dues expire. Should the member decide to pay another 12 months of dues the dues have to be paid before all remaining dues are depleted.

Member Rewards: Members who are on a 12 month obligation and are set up on monthly drafts by either credit card or bank draft are eligible for the Member Rewards program. For every membership you refer who joins on a 12 month, full dues agreement, you will receive a \$25 voucher that is redeemable for \$25 worth of Personal Training, Massage services, Program services, or Proshop items. (Vouchers have no cash value) Vouchers expire one year from date issued.

Lee Center for
Rehabilitation & Wellness

LEE MEMORIAL HEALTH SYSTEM

Member Handbook

Each member who has received a copy of this handbook should have signed the form entitled "Acknowledgment of Receipt of Handbook" which is reprinted below:

I hereby acknowledge receipt of the Member Handbook.

I understand that the Handbook is for informational purposes only and communicates The Wellness Center's policies as of the date of the Handbook. I understand that The Wellness Center's policies will change from time to time, at The Wellness Center's discretion, to reflect The Wellness Center's changing needs and that these changes may not always be reflected in the Handbook. Therefore, nothing in the Handbook is a contract or a promise that The Wellness Center will act in any given manner.

I further understand that all members are expected to follow the policies contained in the Handbook, so that everyone will have a good experience in the facility, every time.

The Wellness Center reserves the right to restrict or terminate memberships for any behavior deemed to be detrimental to the safety and well-being of other members.

Date _____

Signature _____

Printed Name _____

Witness _____