



# Member Handbook

Hours of Operation: Monday-Friday: 5:30 am – 9:00 pm  
Saturday & Sunday: 7:00 am – 5:00 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 smoke-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 are allowed during exercise. No black-soled shoes (other than those with non-marking soles) are allowed on the basketball court or in the group exercise studios. Shirts are required for all non-swim activities. Please refrain from wearing clothing bearing profanity or suggestive comments. Swimmers must dry off and have shirt and shoes on before entering the lobby or fitness areas. Swimsuits or towel wraps are required while using the steam rooms.

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 immediately 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, steam rooms, and lockers equipped with computerized locks or hasps where you provide your own lock. 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.**
- The reception desk will not hold keys, purses, phones or other personal items. Lockers are available to members for this purpose.
- Complimentary towel service is provided and towels are conveniently located in the locker rooms. Please limit towel use appropriately. Towel drops are also located in the locker rooms for towel disposal. For health reasons, members must drop dirty towels in the receptacles provided.
- Please follow posted rules for using the steam rooms. The guidelines are for your safety and consideration of other members.
- 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 or use the family changing room located in the SW corner of the aquatics area near the therapy pool.
- We appreciate your help in keeping the locker rooms clean and comfortable for all members.

Towel Service: We provide both bath towels and smaller workout towels to our members at no charge. Towels are available in both locker rooms, and we ask that you place all used towels in the receptacles provided. Towels are equipped with anti-theft sensors. We appreciate limiting yourself to **2 towels per visit**.

Steam Rooms: Please follow posted guidelines when using steam rooms located in each locker room. For your safety, limit yourself to a maximum of 10 minutes. You must wear a swimsuit or towel wrap.

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**Lost and Found:** All lost items are tagged with an identification number, packaged, 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 donated to the Lee Memorial Thrift Shop. Items of more than \$250 value are sent to LMHS Legal Department. 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.

**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.
- A guest who is accompanied by a member (18 years or older), may use the facilities for \$10 per visit or \$35 per week. Local guests have a maximum of 7 visits per calendar year.
- Out-of-town guests may have unlimited visits for \$15 per visit.
- Guests are always welcome in the Spa. 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., steam rooms, general exercise area.

**Basketball Court:** We offer a ¾ size basketball court with maple hardwood floor. Court time is on a first-come, first-served basis. The court may be reserved for leagues, tournaments or classes as necessary.

- Basketballs are available in the gym area. Please return them to the appropriate bins when finished.
- Proper attire, including shirts must be worn.
- No disruptive behavior or profane language will be tolerated.

**Conference Center:** Health seminars, lectures, fitness programs, classes and health screenings are among the offerings made available to members each month in the upstairs conference room. We strive to provide you with a variety of health information that will help you lead a healthier life. 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. Reservations are made through the administrative office at 573-4508.

**Pro Shop:** Conveniently located near the front desk, the Pro Shop carries a variety of clothing and accessories for many activities and programs at the Center. Also if you forget a toiletry item or even your socks, we stock many of the most often forgotten items. We accept cash, check or credit card.

**Kids Zone:** Child care is offered to members while they exercise. Use of Kid's Zone is subject to the following policies:

- Hours of Operation: Monday-Friday, 8:00 am – 1:00 pm and 4:00 pm – 8:00 pm  
Saturday: 8:00 am – 1:00 pm (Closed Sunday)
- For use by members' children ages 3 month to 10 years.
- Fees are required for all Kid's Zone use.
- All immunization records must be up to date before using Kids Zone.
- Maximum length of stay is 2 hours per visit.
- Parents sign in and indicate their whereabouts in the facility.
- Please label all items that accompany your child to Kid's Zone.
- Participants are allowed to bring a snack and a beverage into Kid's Zone for their child.
- Staff will not change diapers or administer any medications.
- Capacity limited to 30 in the room at a time.
- Children who are ill will not be permitted. If a child appears to be ill in any way after being left in Kid's Zone, the attendant will ask that the parent take the child home.
- Children with any of the following symptoms may not be brought into Kid's Zone: fever within the last 24 hours, diarrhea within the last 24 hours, open sores, runny nose (except for allergies), abnormal fatigue or irritability, new medication started in the last 24 hours.
- Parents must remain on premises.

**Website:** For the latest in news and schedule changes or for fitness tips, check the website at [www.leememorial.org/wellness](http://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 nation's most contemporary and diverse selections of cardiovascular and weight training equipment in the industry. We offer LifeFitness, Keiser and Hammer Strength equipment along with more than 60 cardiovascular machines to ensure workout variety and equipment availability. Our free weight area embodies over 40,000 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, Free Motion, Precor, StarTrac, NordicTrack, Concept II, Schwinn and Stairmaster.

Experience FitLinxx . . . the difference between just going through the motions and making every motion count. We are proud to offer the FitLinxx Interactive Fitness Network, as part of our commitment to making sure you get the most from your workout each and every time you exercise. FitLinxx is a system designed to help you get results by giving you instant feedback while you exercise on this facility's strength training and cardiovascular equipment. It's like having someone guide you through your own personalized exercise program, tracking your performance and updating your program as you progress. Equally important, FitLinxx greatly improves our ability to monitor your progress and help you reach your goals. Members are set up on FitLinxx at the time of their orientation.

Polar Body Age Assessments: 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. Using the Polar TriFit computer system, the Body Age Assessment may include:

- Target heart rate measurement
- Blood pressure measurement
- Flexibility assessment
- Aerobic capacity measurement
- Body composition testing (% body fat, BMI)
- Muscular strength and endurance assessment
- Personal consultation
- Continuous heart rate monitoring with Polar technology

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 a minimum of a national certification in addition to 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 who is employed by The Wellness Center.

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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 non-swimming activities. Please refrain from wearing clothing bearing profanity or suggestive comments. Swimmers must dry off and have shorts and shoes on before entering the lobby or fitness area.
- 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 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 12-15 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 are acceptable.
- Please observe the 30-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 become stronger as the wearer's body temperature increases, sometimes creating an annoyance for other members nearby. Please avoid the use of perfumes or colognes due to allergic reactions some members may experience.
- 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 facility staff immediately.
- Bringing in your own equipment is prohibited.

Basketball Court Policies:

- Proper attire required (see above for specifics)
- Shirts must be worn at all times
- Free court time is on a first-come, first served basis
- At any time The Wellness Center may restrict basketball court usage for leagues, tournaments, fitness classes, seminars, or any other programs or maintenance requirements. Notice of such limitations will be posted prior to date and time needed.
- No disruptive behavior or profane language will be tolerated.
- Basketball court is to be used for basketball play only unless otherwise noted by facility staff.
- Return basketballs to their proper storage area when finished.

### The Basics:

While it is perfectly acceptable to sweat, grunt and make mean faces while working out, there are a few basic behaviors that are not acceptable. Here are just a few rules for getting along with your fellow exercisers:

- **Share** – If you are doing multiple sets on a machine, it's common courtesy to let others work in during your rest periods . . . this may not always be practical, but offer to share whenever you can.
- **Clean Up After Yourself** -- The biggest pet peeve is someone who walks away from a machine, leaving a slimy pool of sweat behind . . . Thanks! Always use a towel to wipe the machines down when you are finished.
- **Please refrain from unsanitary practices** – such as spitting in water fountains and blowing your nose in the towels. Trash cans and tissues are provided for such actions.
- **Leave No Trace** – The next biggest pet peeve is the person who leaves six million pounds on the leg press machine and walks away. When you are using a plate-loaded machine, be sure to put your plates away when you are finished.
- **Don't Hog the Treadmill** – There is a reason for having a 30 minute limit on cardio machines. And no, throwing your towel over the display doesn't fool anyone!
- **Keep It Down** – Most exercisers have seen "That Guy". The one pumping away on the treadmill while screaming into a cell phone. Unless it's an emergency, save your chat time for after your workouts or go to a private area for your conversation.
- **Do not disrupt any class that is already in session.**

### Tips for An Effective Workout:

To make sure your workouts are safe and effective, use the following tips for navigating the world of gym workouts:

- **Use Good Form** – Good form is different depending on what exercise you are doing but, in general, good form includes the following:
  - **Don't swing your weights.** Unless you are doing a sports specific workout, use slow and controlled movements . . . if you have to heave the weight up, it's too heavy.
  - **Don't drop or throw the weights down.** That is a great way to break a toe – yours or someone else's. If you are using a heavy weight, have a spotter nearby to help you.
  - **Don't lock your joints.** When you get to the end of a motion – like a squat – keep your joints soft to avoid hurting yourself.
  - **Don't slump.** Keep your abs engaged during all of your exercises and stand up straight to avoid injury and to get the most out of your exercises.

**Group Fitness classes** are offered on land and in the water, seven days a week. Current schedules are posted on the information wall, outside the group exercise room and on the website. Class schedules are subject to change. All changes will be updated on the Group Fitness whiteboard.

### **Policies:**

- A minimum of 5 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. For yoga classes, a maximum of 5 minutes for late entry is accepted.
- 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, including all stereo, audio and video equipment.
- Cycling studio 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.

**Studio Cycling:** We are pleased to offer Studio Cycling as part of our Group Fitness program. These group cycling classes are led by certified instructors. A Studio 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. Introduction to cycling classes are also 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.

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- **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 ever 3 to 5 minutes to relieve back and neck stresses as well as undue pressure on the pelvic floor.
- **Lean 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.

**The Aquatics facility** contains both a twenty-five yard multi-purpose pool and a warm water exercise/therapy pool. The multi-purpose pool is maintained at an average temperature between 80 to 84 degrees for your workout comfort. The warm water exercise/therapy pool is maintained at an average temperature between 86 to 92 degrees for your pleasure.

Proper swimming attire is required when using the pools. Swimmers must dry off and have shirt and shoes on before entering the lobby or fitness areas.

**Lightning/Storms:** We close the pools when the lightning meter at the front desk measures lightning strikes every 20 minutes. During the summer rainy season if there is a question about whether or not the pool is open, please ask at the front desk or call 573-4800.

**Aquatics Fitness classes** are offered in the water, seven days a week. Current schedules are posted on the information wall, outside the group exercise room and on the website. Class schedules are subject to change. All aquatic staff are professionally trained and certified. The latest Aquatics program guide is available on the information wall. Classes featured include:

- Learn-to-swim classes from infant up to level 4 (fee based) – normally held Monday-Thursday from 5-7 pm and Saturday mornings.
- Private lessons/swim coaching
- Aqua Fitness (water aerobics)
- Water walking/jogging
- Arthritis aquatics (T.A.P.) warm water therapeutic classes
- Aqua toning

**Aquatics Equipment** is available in storage area behind aquatics office. Please return equipment to storage room when finished.

**Aquatics Policies:**

- Lap swimmers must share lanes during class time.
- No disruptive behavior will be tolerated in the locker rooms at any time.
- Children under the age of 13 years must be accompanied by a parent and kept under control at all times, while in the pool area and locker rooms.

**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. Your present membership number will be deleted for your protection, and a new number will be assigned to you and your family. A \$5 processing fee will be assessed. 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** – 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 written notice of cancellation is received.
- **Month-to-Month** – Unlimited membership. Paid in full at higher rate at beginning of each month. Members are not eligible for medical/seasonal holds, nor are they eligible to bring in guests. No retro credits are issued.
- **Pre-Paid** – 12 month memberships paid in full. Members are eligible for seasonal hold if paid in advance. Medical holds will be refunded at the end of term. 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.

**Member Guest Pass Policy:**

- Guest with a member: Member must be 18 years old to bring in a guest. Guest must be at least 12 years old. Guest fee is \$10 per visit.
- Guest without a member: Guest must be 18 years old and must provide I.D. Guest fee is \$15 per visit.
- Guests that are not local residents can have unlimited visits.
- Guests that are local residents can use the facility 7 times as a guest per calendar year.
- 7 day pass (all must apply): Only for guests that come in with a member, that does not live in the area. Fee is \$35 for 7 consecutive days. No refunds will be given on unused visits on this pass.

**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. Written documentation of the medical condition must be provided in advance by a physician. There is a minimum one-month time period for a medical hold. 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.

**Seasonal Hold:** If a member relocates for 1 month 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.

Membership holds begin on the first of the month and end on the last day of the month.

**Membership Changes:** Please see a Member Services representative if you need to make any status changes to your membership; i.e., change of address, credit card updates, name change, etc. Contact 573-4800 and ask to speak to a member services representative.

**Member Rewards:** For every one year membership that you refer, you will receive a \$25 club voucher.

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**Billing Procedures:** For your convenience, we offer 3 different types of payment plans for your membership dues:

- Bank Draft (EFT): Approximately between the 1<sup>st</sup> and the 10<sup>th</sup> of each month, we will process an electronic draft from your personal checking or savings account.
- Credit Cards: Approximately between the 1<sup>st</sup> and the 10<sup>th</sup> 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.

**Member Rewards:** For every one year membership that a member refers, they will receive a \$25 club voucher.

**Cancellation of Membership:** Members have the right to cancel their membership once their contract has expired. 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.

## **ACKNOWLEDGMENT OF RECEIPT OF 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 \_\_\_\_\_