

The Wellness Center – Policies and Procedures

Management reserves the right to amend this policy and procedure manual.

JOINING AND ENTERING THE FACILITY

- Each guest must stop at the front desk to be checked in by a Wellness Center associate.
- A picture or other form of ID may be required.
- No guests are allowed behind the front desk unless authorized by a Wellness Center associate. Personal belongings cannot be placed behind the desk unless authorized by a Wellness Center associate; members may request the use of a locker for belongings while using the facility.
- Before beginning an exercise program, it is recommended that each member/guests visit their medical provider.
- The entire membership packet, including a liability waiver, must be completed before use of the facility is allowed, and all information will be kept confidential.
- Wellness Center staff has the right to accept/deny any applicant or member the right to use the facility for exercise or other services.

MEMBERSHIPS AND BILLING

- Fees vary; please see a Wellness Center associate for further details.
- Memberships are monthly, and payments can be made by check or cash. Payments cover one calendar month only. However, no refunds are issued if the facility is not used. Refunds are at the discretion of Wellness Center management.
- Fees must be paid before use of the facility is allowed.

COURTESY AND DRESS CODE

- Each guest is expected to exhibit common courtesy and respect to fellow participants and staff at The Wellness Center. Language should be appropriate at all times. The Wellness Center staff has the authority to remove any member or guest from the premises due to offensive behavior.
- Appropriate attire is required at all times by participants. The Wellness Center recommends that members wear clothing manufactured specifically for physical activity, including footwear. Footwear with any heel and/or hard sole as well as slip on shoes are strictly prohibited on exercise equipment, in equipment areas, and on the walking track. Clothing must cover undergarments during all physical activity. The Wellness Center reserves the right to require any member to change into appropriate clothing and/or footwear during use of the facility.
- No food is allowed on the exercise floor; drinks in containers with secure lids are permitted on the condition they are not in the electronic proximity of the machine consoles.
- The locker rooms are provided for all members to use before and after using the facility. Respect for others' space and the facility is expected by all members. Lockers are also available for use by members. It is strongly urged that if bringing personal belongings, members request the use of a locker while using the facility. While The Wellness Center provides cleaning of the facilities, abuse of the facilities, its contents and services, including cleaning, may result in the cancellation of membership.
- The use of alcoholic beverages and tobacco products is prohibited in the facility at all times.
- Children must be supervised by an adult/guardian at all times while inside the facility. Exceptions are made by Wellness Center management.
- Due to privacy restrictions, members who bring their cell phones and/or media devices may not take pictures or videos while inside the facility unless approved by management. If the need does arise, personal, group, or facility photos may be made at management discretion. Also, members are advised to use extreme caution while using their phone/media device and exercising with our equipment. The Wellness Center will not be responsible for accidents due to irresponsible media usage while exercising with our equipment.

EQUIPMENT AND FACILITY USE

- For safety as well as warranty reasons, the equipment at The Wellness Center is only to be used with the attachments that are provided by the facility. Discretion may be made by management if needed.
- The walking track is limited to walking only; running is not permitted at any time unless authorized by a Wellness Center associate. Common courtesy is expected when walking on the indoor track.
- Please limit consecutive time on each machine to 30 minutes; the flexible bench to 10 minutes. Do not loiter or sit on the machines or benches when not using.
- Please ask a Wellness Center associate for assistance when using unfamiliar equipment.
- Only Wellness Center staff members and maintenance personnel are to perform maintenance on the equipment provided at The Wellness Center.
- Towels are provided by The Wellness Center for member convenience and use is free. They should not be removed from the facility at any time and should be placed in the appropriate bins when the workout is completed.
- Television, radio, and utility controls are adjusted by The Wellness Center staff only. Consult with a staff member to change or adjust settings.
- Messages for the message board are to be approved by management prior to posting.

FITNESS EQUIPMENT AND SERVICES LIST

Treadmills, Elliptical Trainers, and Stairmaster	Recumbent and Stationary Bikes
Bicep Curl and Tricep Extension	Lat Pulldown and Back Row
Abdominal Curl and Back Extension	Chest Press and Flye
Shoulder Press and Flye	Leg Extension and Curl
Dumbbells and Kettlebells	Fit Balls
Med Balls, Resistance Bands, and Ropes	Cushioned Exercise Mats
On-site Fitness Assistance	Restrooms, Showers, and Lockers
Color Televisions and Surround Stereo	Health Education Services and Events
Indoor Walking Track	In House Towel Service

HEALTH EDUCATION SERVICES

- Health education services and events are offered at various times throughout the year.
- Talk with a staff member for more details about the Health Education calendar.
- Times and dates of events will be posted on the message board at the front of the facility.
- Due to limited space, reservations must be made to ensure a space in any health education class. Reservations may be made in advance by talking with a Wellness Center staff member. Reservations may not be made by leaving a message; you must speak with a staff member to ensure your name is applied to the appropriate class. Please call or stop by to cancel you reservation if you cannot attend.
- Cancellation of an event will be posted as far in advance is possible and is at the discretion of The Wellness Center and the event instructor(s).

GROUP FITNESS

- Classes may be offered at various times of the year.
- Talk with a staff member for more details about the group fitness calendar.
- Times and dates of classes will be posted on the message board at the front of the facility.
- Due to limited space, reservations must be made to ensure a space in any group fitness class. Reservations may be made in advance by talking with a Wellness Center staff member. Reservations may not be made by leaving a message; you must speak with a staff member to ensure your name is applied to the appropriate class. Please call or stop by to cancel you reservation if you cannot attend.
- There is a 5-person minimum in order for a fitness class to be held. Discretion may be made by management if needed.
- Cancellation of a class will be posted as far in advance as possible and is at the discretion of The Wellness Center and the event instructor(s).

EMERGENCY AND SAFETY PROCEDURES

- All participants must enter and exit the facility at the main entrance.
- In the event of an emergency, notify Wellness Center staff immediately.
- Emergency exits and equipment are throughout the facility. For emergency assistance, find the nearest staff member.

STAFFING

- The Wellness Center is staffed with a full-time licensed fitness professional.
- Volunteers and/or other personnel may be present at different times of the month. Each person is fully aware of the facility contents and its services.

HOURS OF OPERATION

- The hours are posted at the front entrance of The Wellness Center. Use of the facility is allowed only during regular business hours.
- Be aware of postings regarding facility closings. Closings are posted at the front entrance of the facility. Talk with a staff member if there are any questions.
- In the event of serious inclement weather, please call ahead to see if we are open and to check our hours for the day. In the case of weather-related road conditions, we will either be closed or have a shorter business schedule.

Thank you for choosing The Wellness Center!