



# Member Handbook

Experience fitness made for you

**MERCYONE** SM

# WELCOME

You have taken an important step towards enhancing your health and well-being. There are many ways MercyOne Health & Fitness Center (MHFC) can positively impact the quality of your life.

At MHFC, we approach health and fitness from a medically integrated perspective. We believe that our Center is unique in its commitment to meeting each member's personal needs. Our progressive fitness environment, comprehensive programs and certified professionals will assist you in reaching and maintaining your health and fitness goals.

This handbook is intended to provide you the information you need to have an enjoyable and safe experience. We want you to experience all of the courtesies, comforts, privileges and services you deserve. Our team will maintain and oversee these policies for your benefit and for the benefit of all of our members. The MHFC team is happy to explain any of the policies and procedures contained in this handbook at your convenience.

This handbook features key policies and procedures of the Center, but it is not meant to be a complete list. We may change policies as necessary and appropriate based on health and fitness considerations and guidelines and to benefit all members.

From all of us at MHFC, we hope that your membership experience will result in a healthier mind and body for many years to come!

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## **PROPER ATTIRE, CONDUCT & FACILITY EXPECTATIONS**

Please wear athletic attire appropriate for the space in all areas of and at all times when using the facility. The standards include shirts, shorts, sweatpants, and athletic shoes on the fitness floor and in the group exercise studios. In addition, swimming attire is required in the pools. Open-toed shoes or sandals are not permitted on the fitness floor. Bare feet are allowed only in locker room and aquatic areas. The use of shower sandals in the locker room and pool areas is recommended. MHFC reserves the right, in its sole discretion, to determine what is appropriate attire and appropriate member conduct. MHFC reserves the right to revoke membership privileges based on improper conduct or behavior that might interfere with other members' use and enjoyment of the facility or is otherwise contrary to orderly Center operations is the sole discretion of the Center.

If you have experienced symptoms of communicable illness, including but not limited to, a fever, runny nose, cough, sore throat, sneezing, diarrhea or vomiting, please stay home until your symptoms have subsided. Center policy states those entering the facility should use discretion and be seventy-two hours without fever and otherwise symptom-free prior to entering the facility.

## **MEMBER SERVICE**

Our Member Services team is here to assist our members in any way possible. Please visit our Member Services desk if you have questions or concerns so we can provide you with the best possible experience. Member Services can assist with membership-related issues, program enrollment and scheduling, purchases, and member feedback. In addition, comment cards are located at the Member Services desk to provide additional opportunities for members to communicate to Center Management in a written form. We encourage you to meet with our Member Services Manager or Center Director whenever you have a concern.

## **MEMBER TERMS & CONDITIONS**

All members shall comply with this Member Handbook and any and all MHFC Terms and Conditions. The rules contained herein are not inclusive. Amendments to MHFC Member Handbook, Terms and Conditions and Rules and Regulations may be made from time to time as necessary. The decision of MHFC shall be final regarding the interpretation of MHFC Member Handbook, Terms, Conditions, Rules and Regulations.

Monthly dues shall continue regardless of use. Please note that all membership cancellations require an advance written notice. Members will be responsible for all applicable dues and fees during the cancellation period. Please refer to Right to Cancel Membership on page 9 of this handbook.

## **YOUR MEMBERSHIP ACCOUNT**

All members' personal, financial, and health-related information is strictly confidential and may require updating from time to time. MHFC utilizes different methods to settle your account depending on the type of membership. Electronic Funds Transfer (EFT) or prepayment is used for all membership types via MasterCard, Visa, Discover or American Express or the bank draft method of payment.

## **ACCOUNT SETTLEMENT METHODS**

Once you provide your account information and authorization, we'll automatically debit the pre-defined accounts for the appropriate monthly dues and house charges as designated in any program or the membership agreement. MHFC reserves the right to refuse entry to any member whose account has not been settled.

Any questions regarding membership accounts may be directed to the MHFC accounting department.

## **HOUSE CHARGE**

MHFC provides house charge privileges for members' convenience. House charges allow members to use their membership card to bill products and services to their Center account. Settlement of house charge accounts occurs via EFT at the beginning of each month for the previous month's charges. Membership accounts with dues settlement methods other than EFT will be required to provide the accounting department with the account information necessary to allow for EFT collection of house charges. For more information and to establish your house charge account, please stop by Member Services at your convenience.

## **GUEST POLICY**

Members are welcome to bring a guest anytime unless prohibited by the Center for security and/or health related reasons. Individual guests are limited to the number of visits determined by Center policy. MHFC reserves the right to require all guests to complete and sign a guest registration card. Each guest must:

- Present a valid MHFC guest pass or pay a guest fee per visit.
- Be 18 years of age or accompanied by a parent or guardian if 16 or 17 years of age.
- Present a driver's license or valid form of identification.
- Complete and sign a guest registration and waiver.

## **MEMBERSHIP OPTIONS**

Additional family members on any membership account must reside at the same address. Month-to-month and annual membership payment options are available. Please contact a Member Services Associate for additional information.

## **AGE REQUIREMENTS**

MHFC is an adult facility. You must be 18 to have an individual membership. MHFC allows family memberships to include secondary members ages 10 years and older (with a parent member). Youth memberships are available for 16-17 year olds.

## **YOUTH MEMBERSHIP**

Youth memberships for those 16-17 years old are available with a parent or legal guardian's signature. Youth members must complete an equipment orientation prior to using the centers. All youth members are required to complete a Youth Consent and Conduct form.

## **SENIOR MEMBERSHIP**

Senior memberships for those 62 years or older are available at a reduced rate.

## **STUDENT MEMBERSHIP**

College students are eligible for short-term usage of the Center. One-week passes are available, as are extended terms for one, two or three months during college breaks and holidays. Certain restrictions apply. See a Member Service representative for details.



## **MEMBERSHIP CHANGES**

### **TO UPGRADE**

To add a family member to an existing membership, please contact a Member Services Associate. Additional family members must reside at the same address and be age appropriate based on Center policy.

### **TO DOWNGRADE**

To cancel or remove a family member from a membership account, please provide a request in writing. Members may downgrade their membership at any time without a fee; however, members must provide an advance written notice.

## **RIGHT TO CANCEL MEMBERSHIP**

Members may cancel their membership agreements without penalty within three business days after your initial agreement signing with a full refund. All membership cancellations after this period will require in person, advance written notice of intent to cancel to a member of the Member Services Team. If written notice is received by the 20th of the month, membership will be terminated at the end of that month. If received after the 20th of the month, membership will be terminated at the end of the following month. Members are responsible for paying their monthly dues for the period until cancellation becomes effective.

## MEMBERSHIP HOLD

Members can place their memberships on hold (“hold”) in accordance with the following restrictions:

### MEDICAL FREEZE

- Members must provide written authorization from member’s doctor indicating the inability to use the facility within 30 days of the event. Upon return, the member must provide written authorization from his or her physician to resume facility use.
- Medical freezes are honored for a minimum of 1 month and a maximum of 6 months.

### MEMBERSHIP BRIDGE

- Requests must be submitted by the 20th of the month in advance of the bridge start date.
- Bridges are honored for a minimum of 2 months and a maximum of 6 months.

All bridge requests for medical or extenuating circumstances must be made in writing and are subject to approval by the Center Director. MHFC will not honor backdated bridge requests.

### Monthly Memberships

Members on an approved relocation bridge or medical freeze will have their dues portion suspended. A membership-processing fee may be charged during the bridged period (see Member Services desk for details). A member may not use the facility during the bridged period.

### Yearly or Paid in Full Memberships

Yearly or Paid in Full members on an approved bridge or medical freeze will have their membership expiration date extended per the Bridge/Medical freeze extension schedule for yearly/paid in full memberships.

## **MEMBER ID CARD & REPLACEMENT**

All members are required to present membership cards upon entrance to the Center at the Member Services desk. MHFC membership cards that have been lost or stolen will be replaced through Member Services for an additional fee. The fee for replacement is due upon receiving your card. ID Cards are non-transferable.

## **LOST & FOUND**

The Center maintains a "Lost & Found". Inquiries can be made at the Member Services desk. Members may turn in or claim items. Items will be kept for one month before being donated to charity. Intimate items including underwear, soaps, brushes / combs will be disposed of. MHFC is not responsible for lost or stolen items.

## **FACILITY TOURS**

Tours are available at the Member Services desk.

## ADDITIONAL SERVICES

### PERSONAL TRAINING

MHFC offers a variety of personal training services and packages provided by degreed and certified fitness staff for an additional fee. Contact the Member Services desk for additional information or to schedule an appointment. Only MHFC trainers are eligible to conduct personal training in the Center; therefore, members who do not comply with this policy (by participating in and/or providing training for a fee) are subject to having their memberships revoked.

### MASSAGE SERVICES

Our certified massage therapists provide a therapeutic and clinical approach to the massage services we offer. Our massage therapists focus on your individual needs necessary to improve overall health and encourage relaxation. Schedule a massage service and experience for yourself our unique approach. A menu of massage services is available at our Member Services desk.

To obtain additional information about these services, visit the Member Service desk.

### CANCELLATION POLICY

When canceling appointments for session based services, 24 hours' notice is required. Should less than 24 hours' notice be provided, the client may be charged a portion for the scheduled service.

***Please note: All sessions expire one year from date of purchase unless otherwise indicated and are non-refundable.***

## GROUP EXERCISE

MHFC provides a wide range of land and aquatic group exercise programs. Schedules are available at the Member Service desk and on our website. Class participants should arrive on time to avoid disrupting other class members and to get maximum benefit from the warm-up. Group exercise classes listed on class schedule are all-inclusive; however, there are specialty classes that require a fee for attendance. MHFC reserves the right to change class times and instructors and to add or remove classes.

Center reserves the right to limit the number of participants in each class for the safety (health and wellness) of our members and staff. Member are expected to wipe down equipment both before and after use in a group exercise studio.

Center reserves the right to shut down the area for health and wellness reasons at its sole discretion.

## AQUATICS

A variety of aquatic programs and pool areas are available for member use. Health department standards [encourage] that member's shower with soap and water before use of any pool, sauna or steam room. Members must follow all posted rules and regulations. Proper swim attire is required in all pools. The use of swim sandals in the aquatics and locker room is recommended. Please refrain from wearing fragrances while using the pools.

Lap pool lanes should be shared during peak hours. The proper lap swimming etiquette is to "circle swim" using a counter-clockwise rotation of the lane in use. If all lanes are being used to full capacity, it is requested that members be courteous and restrict their workouts to a reasonable time frame. Center reserves the right to limit the number of participants in the swim lanes and pools for the safety (health and wellness) of our members and staff.

Pools will be closed annually for mandatory maintenance and cleaning.

Center reserves the right to shut down the area for health and wellness reasons at its sole discretion.

## **FAMILY SWIM PROGRAM**

The Center offers Family Swim days for members and their children to swim together. Parents must accompany children at all times, and swim diapers are mandatory for infants. Lifeguards are present.

Dates and times are posted at the Member Service desk. A child who is not enrolled as a Kids in Motion Member will be charged the posted drop-in fee. Members may bring guests and their children to Family Swim. Each adult and child guest will be charged the posted drop-in fee. Center reserves the right to shut down the pools for health and wellness reasons at its sole discretion.

## **KIDS IN MOTION**

Kids in Motion is a supervised child activity area where children enjoy a fun experience while their parents or grandparents are using the facility. Children receive quality care in a safe, kid-friendly atmosphere with activities ranging from arts and crafts to physical fitness.

- For members' children and grandchildren ages 6 weeks to 9 years old.
- Limit one visit per day, per child, up to two hours per visit.
- Parents or guardians must remain on MHFC's premises while a child is in the Kids In Motion area.

Center reserves the right to shut down the area for health and wellness reasons at its sole discretion.

## **SAUNA/STEAM ROOM/WHIRLPOOL**

A sauna, steam room and whirlpool are provided in each locker room to enhance your fitness experience. No shaving or use of scents, oils or creams in these areas. Appropriate attire should be worn (street shoes and full clothing are not allowed in the sauna or steam room). Center reserves the right to shut down the sauna, steam rooms and whirlpool for health and wellness reasons at its sole discretion.

## **LOCKER ROOMS**

Members may rent a locker for a monthly fee to keep belongings in them overnight. In addition, the locker rooms provide a number of fine amenities including: saunas, towels, soap, shampoo, lotion, deodorant, hair dryers, sauna, steam room, whirlpool and a lounge area.

Lockers are provided for members on a “per use” basis. These lockers must be emptied of their contents after each visit to the Center.

Complimentary towel service is provided to members for their convenience. Please assist us in keeping the locker rooms clean for your fellow members.

Use the disinfectant wipes provided in the locker room areas to remove perspiration from benches/chairs/stools before and after each use; disinfectant wipes are available throughout the locker room area.

Center reserves the right to shut down the area for health and wellness reasons at its sole discretion.



## **CELL**

### **PHONE/PHOTOGRAPHY/VIDEOGRAPHY**

As a courtesy to fellow members and for your own safety, talking on cell phones is discouraged in the facility. Please use lobby areas to make and receive cell phone calls.

Photography and videography is strictly prohibited in MHFC unless the Center Director has granted authorization.

Multiple offenses of this policy can result in loss of membership privileges.

## **TOBACCO, ALCOHOL, CONTROLLED SUBSTANCES & WEAPONS**

MHFC is a designated smoke-free environment. Smoking cigarettes, pipes, cigars or use of any other tobacco product including E-Cigarettes is not allowed. Alcohol and drugs are NOT permitted on the premises. Weapons including guns, knives, explosives or any other items with potential to inflict harm are not allowed on the premises. Appropriate action will be taken against any member or guest who violates this policy.

## MEMBER ETIQUETTE

Please abide by the basic rule of “courtesy to and safety of your fellow members” Please also refer to the signs posted on the Fitness Floor and located around the center for details.

### GENERAL

- Avoid the use of strong-smelling colognes, perfumes or lotions.
- Please use clean athletic shoes to keep the Center and equipment clean for others.
- Food is prohibited outside the lobby area; beverages must be stored in plastic bottles with secure tops.
- Food is prohibited in the locker rooms.
- For the safety of others and your personal belongings, (including but not limited to cash, credit cards, and jewelry), should not be left unattended at any time.
- If you have experienced symptoms of communicable illness, including but not limited to, a fever, runny nose, cough, sore throat, or sneezing, please stay home until your symptoms have subsided. Center policy, states those entering the facility should use discretion and be twenty-four hours without fever prior to entering the facility.

## SAFETY AND WELLNESS

We view center safety and wellness as a “team sport” at the Center. By using the Center, you acknowledge that it is impossible to completely eliminate the risk of injury, illness, disease, and viruses and you assume the risks that you might get ill or sick when using communal space. To help stop the spread of germs, please review and act in accordance with CDC guidelines:

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Throw used tissues in the trash.
- If you don’t have a tissue, cough or sneeze into your elbow, not your hands.
- Remember to immediately wash your hands after blowing your nose, coughing or sneezing.
- Washing your hands is one of the most effective ways to prevent yourself and your loved ones from getting sick, especially at key times when you are likely to get and spread germs.
- Wash your hands with soap and water for at least 20 seconds.
- If soap and water are not readily available, use an alcohol-based hand sanitizer that contains at least 60% alcohol to clean hands.

## FITNESS FLOOR

- Limit time on any cardio equipment piece to 30 minutes during peak times.
- Limit use of circuit training equipment to one set per machine when others are waiting and allow other members to “work in” with you.
- Use the disinfecting wipes provided in the exercise areas to remove perspiration from equipment before and after each use; disinfectant wipes are available throughout the fitness area.
- When vacating the equipment, please remove all personal belongings.
- Please re-rack your free weights after use and avoid dropping weights and dumbbells on the floor.
- Children are prohibited from the Fitness Floor and stairs leading to the Fitness Floor for safety reasons; please use the elevator if escorting children to another level.
- Please do not leave treadmills running unattended; if you must leave the treadmill, please use the pause button to temporarily halt the treadmill belt.

## LOCKER ROOM

- Please assist us in keeping the locker rooms clean for your fellow members.
- Eating and storage of perishable items is not permitted in the locker rooms at any time, and lockers must be emptied of contents after each visit to the Center.
- Please discard all dirty towels and trash in the appropriately marked receptacles.

- It is required that a towel be wrapped around or placed beneath oneself when using the sauna, steam rooms, benches and chairs.
- Street shoes are not permitted in the shower and spa areas.
- Fingernail cutting, toenail cutting and exfoliating are prohibited in the locker room.
- Hair cutting and coloring are prohibited in the locker rooms.
- Cell phone or tablet use is strictly prohibited in the locker rooms.
- Use the disinfectant wipes provided in the locker room areas to remove perspiration from benches/chairs/stools and lockers before and after each use; disinfectant wipes are available throughout the locker room area.

## TRACK

Please read the track signs carefully and comply with the direction designated for the day; signs are located at each of the two entrances of the track. As a matter of safety, please do not stand and converse in any lane of the track. Walk in the inside lanes and run in the outside lanes; yield right of way to members using the track at a higher pace.

## ASSISTANCE

If you have any questions or need assistance on the Fitness Floor, feel free to ask one of the Fitness Team members (wearing green shirts or black jackets).

Personal trainers (wearing black shirts) provide a one-on-one service and should not be interrupted unless there is an emergency.

## USEFUL PHONE NUMBERS

Member Services Desk:	515-226-9622
Membership Department:	515-226-9622
Fitness Desk:	515-645-3354
Kids in Motion:	515-645-3352

## HOURS OF OPERATION

### CENTER

Monday – Friday:	5 a.m. – 9 p.m.
Saturday:	6 a.m. – 5 p.m.
Sunday:	8 a.m. – 5 p.m.

### KIDS IN MOTION

Monday – Thursday:	8:30 a.m. – 1 p.m. 4 p.m. – 8 p.m.
Friday:	8:30 a.m. – 1 p.m.
Saturday:	8 a.m. – 12 p.m.
Sunday:	10 a.m. – 1 p.m.



**MercyOne Health & Fitness Center**

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