

MEMBERSHIP HANDBOOK

Rules & Regulations

This handbook has been assembled to highlight the rules and regulations of Memorial Healthcare Wellness Center. It is not a complete list of all member and guest policies and is subject to change at any time by Memorial Healthcare Wellness Center, at its sole discretion.

1. MEMBERSHIP TYPES

Membership at Memorial Healthcare Wellness Center can be:

1. Primary member
2. Spouse member
3. Dependent family member
4. Employee
5. Employee couple
6. Senior (62+)
7. Senior Couple

Couple/spouse/ dependent membership members must reside at the same address as the primary member. The facility provides membership to those ages 13 and above except for special programs.

2. ACTIVITIES FOR CHILDREN

Children under the age of 13 must remain within arms reach of their parents at all times, unless they are in a supervised class. We do offer a drop-in child care center for children 12 and under. Programming that may be available for children under the age of 13 include:

- Swim lessons
- Family swim time
- Special programs for healthy habits

3. GROUP EXERCISE

Memorial Healthcare Wellness Center provides a wide range of group exercise programs. Most group exercise classes are free to members. Group exercise schedules are updated monthly and are available in the lobby or on the website. Memorial Healthcare Wellness Center reserves the right to change group fitness class times and to add or delete other classes. Specialized classes may require a fee for attendance.

4. BILLING

In order to keep costs down and make billing as convenient as possible, all billing is done electronically. Payments may be made with a major credit card or electronically deducted from a checking or savings account. All monthly dues/payments will be deducted the 15th day of each month. Memorial Healthcare Wellness Center has the right to cancel membership privileges to any member who does not pay their bill on a timely basis. A charge of \$37 per transaction (the facility will try twice to pull monthly dues) will be levied on all overdue accounts.

5. DISCIPLINE

In order to ensure the safety and enjoyment of all of our members, Memorial Healthcare Wellness Center has established a code of conduct for its members and guests. Memorial Healthcare Wellness Center reserves the right to fine its members, to revoke membership for any improper conduct in the facilities. Specific infractions may include, but are not limited to:

- a. Fighting or horseplay
- b. Spitting
- c. Use of offensive language
- d. Behavior that is deemed by management as offensive to other members, or creates a situation that is considered to be unsafe
- e. Unauthorized solicitation and or distribution
- f. Failure to pay a bill on a timely basis
- g. Theft or damage of property, including towels.

6. ATTIRE

All members are expected to wear appropriate attire when using the facility. Sports bras should not be exposed. Shoes and shirts are required at all times, with the exception of the locker rooms and pool area. The Michigan Department of Health, by law requires that swimsuits be worn in pools, steam rooms and saunas.

7. FREEZING

Members may place their membership on temporary hold for specific reasons only. These reasons include health-related and temporary relocation in conjunction with employment, more than 25 miles from home. Memorial Healthcare Wellness Center reserves the right to require proper documentation. Freezes are only granted in calendar month increments and are not retroactive. Freezes may occur for one instance of up to two (2) months for a cost of \$10.00 per month. Exceptions will only be granted with the express written consent of the Memorial Healthcare Wellness Center's Executive Director.

8. FOOD

For the convenience of members, a food and beverage area is provided. Use of water bottles is acceptable within the Wellness Center. All food must be kept in the food service area only. No glass containers are allowed in the Memorial Healthcare Wellness Center facilities.

9. GUESTS

Members are encouraged to bring guests and may obtain complimentary passes at the front desk up to three (3) times per year. Three (3) different guest members are welcome with the member, yet repeat guests will be required to pay the day pass rate. Guests who are not accompanied by a member may use the facility at the daily rate. All guests must complete a health risk assessment, release form and present valid identification. Guests are subject to strict rules of proper behavior. Memorial Healthcare Wellness Center reserves the right to refuse admission to any guest, for any reason.

10. NEW MEMBER INTEGRATION

A fitness assessment and equipment orientation are provided to every member at enrollment. The assessment provides a collection of data about current health status gained through various tests and a history profile. This leads to a detailed fitness program design which is outlined for the new member during the equipment orientation. Memorial Healthcare Wellness Center urges members to take advantage of this valuable service. For more information and to schedule appointments call Memorial Healthcare Wellness Center.

11. LOCKER ROOMS

For the convenience of members, Memorial Healthcare Wellness Center provides a choice of a half locker at no charge, or a full-length locker for a monthly fee. Members using the half lockers must remove their belongings at the end of the day. Locks left on half lockers at the end of the day will be cut off and the contents will be placed in lost and found. Memorial Healthcare Wellness Center is not responsible for items lost or stolen in the locker rooms.

Cell phone usage is strictly prohibited within the locker room areas. The Michigan Department of Health, by law, requires members to shower prior to use of pool. Children under four (4) years of age are permitted in all locker rooms when accompanied by a parent or guardian. Private locker rooms are available for families or those members or guests desiring privacy. Locker room hours follow the facility opening and closing times. Memorial Healthcare will offer planned family swim time for children under the age of 13 years old. These hours are located within the pool schedule.

12. MEDIA

Professional photo and video recording on the premises is not allowed without the expressed permission of Memorial Healthcare Wellness Center management.

13. MASSAGE

For the convenience of members, Memorial Healthcare Wellness Center offers massage services. Massage services are offered in separate rooms located near the locker rooms. Sessions are available for one (1) hour, or one-half hour (30 minutes). Schedules and fees are coordinated by the front desk. Once massage services are scheduled, 24-hours notice is required to cancel, or the member will be charged the full rate. A No Show fee will also be applied to a member account if services are canceled less than 24 hours before the appointment. Massage gift certificates are also available.

14. MEMBERSHIP ID

A membership ID card will be issued to each member. If a replacement is necessary, a service charge of \$5.00 will be assessed. For security reasons, members are required to have their identification pictures taken within two weeks of joining. Improper or unauthorized use of a membership card is prohibited and will result in a fine or revocation of membership, at the sole discretion of Memorial Healthcare Wellness Center. A membership ID must be shown for admittance to the Memorial Healthcare Wellness Center.

15. PERSONAL TRAINING/HEALTH COACHING

Personal training services are available through the fitness department. Sessions are available for one (1) hour, or one-half hour (30 minutes). Schedules and fees are coordinated by the front desk. Once personal training is scheduled a 24-hour notice is required to cancel, or the member will be charged the full rate. Personal training gift certificates are also available. No outside personal trainers are allowed into the Memorial Healthcare Wellness Center without the authorization of the Fitness Director.

16. PRO SHOP

Amenities (ear buds, water bottles, socks, etc.) are available to purchase at our Pro Shop. Those members with charging privileges may charge their purchases directly to their accounts. Gift certificates are also available.

17. CANCELLATIONS

In order to ensure proper billing, members of Memorial Healthcare Wellness Center are required to give a 30-day notice when canceling a membership. Last month of billing will be prorated if applicable.

Thank you for becoming a member of the Memorial Healthcare Wellness Center!

If you have any questions, please reach out to a member of our team!