

**MEMBER HANDBOOK**  
**Chelsea Wellness Center**

(06/2009)

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## **Congratulations!**

You've taken an important step towards enhancing your health and well-being. Soon you'll discover the many ways Chelsea Wellness Center (CWC) can positively impact the quality of life.

We believe that our Wellness Center is unique in its commitment to meeting each member's personal needs. Our comprehensive programs, state-of-the-art facilities, and trained professionals will assist you in reaching your health and fitness goals.

## **Age Restrictions**

CWC is an adult facility. A minimum age of 18 years is required for an individual membership. CWC allows family memberships to include secondary members age 16 years and older.

## **Proper Attire & Conduct**

CWC requires appropriate athletic attire in all areas of the facility. The standards include shirts, shorts, sweat pants, and athletic shoes. CWC reserves the right to determine what is appropriate attire. Members are expected to conduct themselves in accordance with the highest standards. CWC reserves the right to rescind membership privileges based on improper conduct or behavior, which might interfere with other members' enjoyment of the facility.

## **Member Services**

The Member Service Team is here to assist in any way possible including membership related issues, program enrollment and scheduling, Logo Shop and Café purchases, and member feedback. In addition, "Member Comment Cards" are located throughout the facility to provide additional opportunities for members to communicate with Wellness Center management in a written form. Appointments with the Member Services Manager or Executive Director to discuss concerns are welcome.

## **Member Terms & Conditions**

All members shall comply with any and all CWC Terms and Conditions. The rules contained herein are not inclusive. Amendments to CWC Terms and Conditions and Rules and Regulations may be made from time to time if necessary. The decision of CWC shall be final, regarding the interpretation of CWC Terms, Conditions, Rules, and Regulations. Monthly dues shall continue regardless of use. Please note that all membership cancellations require a 30-day advance written notice. Members will be responsible for all applicable dues and fees during the 30-day period.

## **Your Membership Account**

All member personal, financial, and health related information is strictly confidential and is held in secured areas. Access to this information is limited to Wellness Center staff. From time to time, staff may require updated health and account information. This information will be gathered at the Member Service Desk and forwarded to the appropriate department.

### **Account Settlement Methods**

Once members provide the appropriate account information and authorization, CWC will automatically debit the pre-defined accounts for the appropriate monthly dues and house charges as designated in the membership contract and/or the house charge pre-authorization form.

Any questions regarding your account may be directed to the Wellness Center office.

### **House Charge**

CWC provides house charge privileges for members' convenience. House charge privileges allow members to use their membership card to bill products and services to their Wellness Center account. Settlement of house charge accounts occurs via Electronic Funds Transfer (EFT) at the beginning of the month for the previous month's charges. Membership accounts with dues settlement methods other than EFT will be required to provide the business office 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 at the Member Services Desk at your convenience.

### **Guest Policy**

Member guests are welcome anytime. CWC reserves the right to require all guests to complete a guest registration card and/or show photo id to verify age. Each guest must:

- ❖ Be 18 years of age or accompanied by parent or guardian if 16 or 17 years of age
- ❖ Complete and sign a guest registration and waiver
- ❖ Individual guests are limited to three visits per calendar year.

### **Membership Add-Ons**

To add a family member to an existing membership, please contact Member Services.

### **Membership Bridge** (maintaining a membership without paying full monthly dues)

Members may request that their membership be "bridged" in accordance with the following restrictions:

Membership bridge is allowed October through April only. Membership must be bridged for a minimum of three months and must not exceed six months. One-third the monthly dues will be charged during the bridged period.

Requests to bridge a membership must be in writing to the attention of the Executive Director. Membership type may not be changed at the time of a bridge request.

Requests for bridging a membership may be honored for medical reasons. Members must provide written authorization from the member's physician indicating the inability to use the facility. Upon return the member must provide written authorization from the member's physician to resume facility use. Request for bridging a membership for medical reasons must be requested within 30 days of the event resulting in the inability to use the facility. Medical

### **Membership Bridge continued...**

bridges are active for a minimum of two (2) months and a maximum of six (6) months. With additional physician notice for extenuating circumstances, a bridge may exceed 6 months but not one year. Member dues will be charged one third (1/3) of the monthly rate during medical bridges

Requests for other bridging may be honored for temporary relocation and extenuating circumstances and are subject to the approval of the Wellness Center Executive Director.

The bridged member may not use the Wellness Center during the bridged period.

### **Student Membership**

College students of members are eligible for a short-term membership. One week and one-two- and three-month memberships are available during college breaks and holidays. Certain restrictions may apply:

- ❖ Proper identification of college enrollment
- ❖ Verification of family residence
- ❖ Pre-payments of dues required

### **Senior Membership**

Senior memberships for those ages 60 and over are available at a reduced rate. An additional family member must reside at the same address.

### **Right to Cancel Membership**

You may cancel your membership contract without penalty within three business days after your initial contract signing. All membership cancellations after this period will require a 30-day advance written notice of intent to cancel. Members will be responsible for all applicable dues and fees during the 30-day period.

### **Member ID Card and Replacement**

Members are required to present a membership card upon entrance to the Wellness Center. 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.

### **Facility Tours**

Tours are available for your convenience at the Member Services Desk. Please contact Member Services to schedule a tour.

### **Additional Services**

#### **Personal Training**

CWC offers personal training for an additional fee. Only CWC trainers are eligible to conduct personal training in the Wellness Center. Contact Member Services for additional information or to schedule an appointment.

#### **Massage Therapy**

Massage therapists are available and trained in a variety of techniques. Please schedule an appointment at the Member Service Desk.

### **Kids in Motion**

Kids in Motion is a supervised child activity center. The CWC staff provides quality care in a safe, pleasant atmosphere. Activities range from arts and crafts to physical fitness. CWC members' children and grandchildren between the ages of 6 months and 10 years are eligible for this program. A child may use Kids in Motion for up to two hours per day. Parents or guardians must be on CWC premises when a child is using the facility.

### **Aquatics**

A variety of aquatic programs and pool areas are available for member use:

- ❖ 25-yard / 4-lane lap pool
- ❖ Warm water therapy pool
- ❖ Two spa pools (one in each locker room)

Members must follow all posted rules and regulations.

### **Steam, Sauna, & Pools**

Health standards require a soap shower before use of the pools, sauna, and steam room. No shaving, oils, soaps, or creams are allowed in these areas. Swimsuits are required in the pools and whirlpools. CWC reserves the right to rescind membership privileges based on improper conduct or behavior, which might interfere with other members' enjoyment of the facility.

### **Healthy Living Café**

The Café offers a varied menu throughout the day to nourish your healthy lifestyle. Members are welcome to enjoy the fare, meet friends, or simply relax after a workout. The Café is open to the public. Payment for all Café items may be made at the Café counter or Member Services Desk after hours.

### **Education & Conference Center**

CWC provides timely educational programs and information for individuals as well as groups. Classes and seminars are offered by health and fitness professionals on a variety of wellness topics.

At management's discretion, the Conference Center is available for the following functions for a room rental fee:

- ❖ Business Meetings
- ❖ Seminars
- ❖ Catered Functions

Please see the Member Services for more information.

### **Logo Shop**

The Logo Shop offers a wide selection of athletic equipment, swim and sports apparel. The Logo Shop is open to members as well as the general public. Purchases may be made at our Member Services Desk.

### **Locker Rooms**

CWC features an advanced keyless locker system for your protection and convenience. In addition, the locker rooms provide a number of fine amenities such as saunas, steam rooms, whirlpools, towels, soap, shampoo, lotion, deodorant, combs, hair dryers, hair spray, shaving cream, and a lounge area.

**Locker Rooms continued...**

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

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

**Member Etiquette**

CWC asks members to please abide by the basic rule of “courtesy to fellow members.” Please limit your time on any one piece of cardiovascular equipment to 30 minutes. Use of clean athletic shoes only keeps equipment clean for others. Please avoid the use of strong smelling colognes, perfumes, and lotions. Please limit your use of circuit training equipment to one set per machine when other members are waiting. Please use the paper towels and cleaning solution provided in the exercise area to remove perspiration from equipment after each use. Food is prohibited outside the Café area. Beverages must be stored in plastic bottles with secured tops.

**Cell Phone Use**

Cell phone use is prohibited in the locker rooms and on the fitness floor. Members are welcome to use their cell phone in the lobby areas of the Center.

**Member Parking**

Handicap parking spaces are available near the entrance of the Wellness Center for your convenience. Please do not park or leave your car unattended in our circular driveway. As a courtesy to all members, please adhere to all posted signage.