

# Member Handbook



CHELSEA  
WELLNESS  
CENTER



DEXTER  
WELLNESS  
CENTER



STOCKBRIDGE  
WELLNESS  
CENTER

## **WELCOME!**

You have taken an important step towards enhancing your health and well-being. Soon you will discover the many ways Chelsea (CWC), Dexter (DWC), and Stockbridge (SWC) Wellness Centers can positively impact the quality of your life.

At our Centers, we approach health and fitness from a medically integrated perspective. We believe that our Centers are unique in their 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. Our Centers proudly support the mission of the 5 Healthy Towns Foundation.

This member handbook is intended to provide you the information you need to have an enjoyable and safe experience. We want you to experience all the courtesies, comforts, privileges and services you deserve. Our Centers' teams maintain and oversee these policies for your benefit and for the benefit of all of our members.

This handbook was designed to highlight key policies and procedures for our Centers, and is not meant to be a complete list. Some of the services contained in this handbook may not be available at all of our Center locations. From time to time, policies may change at the discretion of our Centers' Management Teams.

Our Centers' teams are happy to explain any of the policies and procedures contained in this handbook at your convenience.

From all of us at CWC, DWC and SWC, 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 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 the locker room and aquatic areas. The use of shower sandals in the locker room and pool areas is recommended. Members are expected to conduct themselves in accordance with the highest standards. Our Centers reserve the right, in its sole discretion, to determine what is appropriate attire and appropriate member conduct. Our Centers reserve the right to revoke membership privileges based on improper conduct or behavior that might interfere with members' use and enjoyment of the facility or is otherwise contrary to orderly center operations and is at 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 SERVICES**

Your membership provides you with access to all of the 5 Healthy Towns Foundation Wellness Centers - Chelsea Wellness Center, Dexter Wellness Center, and Stockbridge Wellness Center. Our center Member Service teams are here to assist our members in any way possible. Please refer to our Member Service Desk if you have questions or concerns so that we may provide you with the best possible member experience. Member Service Team may assist with membership-related issues, program enrollment and scheduling, logo shop and cafe purchases, and member feedback. In addition, Virtual Comment Cards are located on Center websites to provide additional opportunities for members to communicate with Center management in written form. We encourage you to meet with our Member Service Manager or Center Director whenever you have a concern.

## **MEMBER TERMS & CONDITIONS**

All members shall comply with any and all terms and conditions. The rules contained herein are not inclusive. Amendments to the Member Handbook, Terms and Conditions and Rules and Regulations may be made from time to time as necessary. The decision of the Centers shall be final regarding the interpretation of the 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 7 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. Our Centers utilize 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 the bank draft method of payment.

## **ACCOUNT SETTLEMENT METHODS**

Once a member provides their account information and authorization, we will automatically debit the pre-defined accounts for the appropriate monthly dues and house charges as designated in any program or the membership agreement. Our Centers reserve the right to refuse entry to any member whose account has not been settled. Any questions regarding membership accounts may be directed to our Center accounting department.

## **HOUSE CHARGE**

Our Centers provide house charge privileges for members' convenience. House Charge Accounts 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 Service Desk 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 3 visits per calendar year. Our Centers reserve the right to require all guests to complete and sign a guest registration card. Each guest must:

- Present a valid center guest pass or pay a guest fee per visit.
- Be 18 years of age or accompanied by a parent or legal guardian if 12-17 years of age.
- Present a driver's license or valid form of identification.
- Complete and sign a guest registration and waiver. Parent or legal guardian must sign a minor's 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**

Our Centers require you to be 18 years of age to have an individual membership. Our Centers allow family memberships to include secondary members ages 12 years of age and older (with a parent member).

## **SENIOR MEMBERSHIP**

Senior memberships for those 60 years of age and older are available at a reduced rate.

## **YOUTH MEMBERSHIP**

Youth members 12-17 years of age can be added to a parent's or legal guardian's membership. Youth members 12-15 years of age must complete an equipment orientation prior to using the Centers. All youth members 12-17 years of age are required to complete a Youth Consent and Conduct form.

## **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 Associate for details.

## **MEMBERSHIP CHANGES**

### **To Upgrade**

To add a family member to an existing membership, please contact a Member Service 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 advance written notice of intent to cancel a member to the Member Service 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.

Our Centers will allow a member to cancel their agreement in the event of the death or disability of the member. In the event a member cancels for any of the aforementioned reasons, the center has the right to require and verify reasonable evidence of a members death or disability.

## **MEMBERSHIP HOLD**

All membership hold requests may be honored for Medical Reasons (Medical Freeze) or Temporary Bridge. All requests for medical freeze/temporary bridge must be submitted in writing and approved by the Center Director.

Members may request that their membership be placed on hold in accordance with the following restrictions:

## **MEMBERSHIP HOLD (continued)**

### **Medical Freeze**

- Medical Freeze requests will be approved for a minimum of one (1) month and a maximum of five (5) months. Members on an approved medical freeze will have their dues portions suspended for the amount equal to the number of approved medical freeze months. If member's last month of medical freeze equals less than a full month, member will be charged prorated dues for remaining days in the month.
- Medical Freeze requests must be submitted in writing within 60 days of the event resulting in the inability to use the facility. Member must provide written authorization from the member's physician indicating the inability to use the facility. If the initial authorization does not include an end date for medical restriction, members on a medical freeze must provide written authorization from the member's physician to resume facility use.
- Center use is not permitted during a membership medical freeze.

### **Temporary Bridge**

- Bridge requests will be approved in full month increments only. Relocation bridges are for a minimum of one (1) month and a maximum of five (5) months. Bridges for any other reason (Optional Bridge) are for a minimum of one (1) month and a maximum of three (3) months (limit of 3 months per calendar year). Members on an approved bridge will have their dues portion suspended for the amount equal to the number of approved bridge months.
- Bridge requests must be submitted in advance. Backdated requests will not be accepted.
- A day pass must be purchased if using the Wellness Center during a bridge.



## **MEMBERSHIP HOLD (continued)**

### **Medical Freeze & Temporary Bridge**

- No combination of any bridge or freeze can exceed 5 months in a calendar year.
- Adjustments to the member account billing will begin on the first month the bridge/freeze becomes active or with the first billing cycle after approval based on the timing of the request. Billing adjustments will continue in subsequent months until the number of approved months has been met.
- Yearly or Paid-In-Full members on an approved bridge will have their membership expiration date extended in accordance with the Bridge/Freeze Extension Schedule. See Member Service Desk for details.

## **MEMBER ID CARD & REPLACEMENT**

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

## **LOST AND FOUND**

Our Centers maintain a “Lost & Found”. Inquiries can be made at the Member Service 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 discarded. Our Centers are not responsible for lost or stolen items.

## **FACILITY TOURS**

Tours of the facility are available. Please inquire at the Member Service Desk.

## **ADDITIONAL SERVICES**

### **Personal Training**

Our Centers offer a variety of personal training services and packages provided by degreed and certified fitness staff for an additional fee. Contact the Member Service Desk for additional information or to schedule an appointment. Only Center 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.

## **ADDITIONAL SERVICES** (continued)

### **Massage Services**

Our licensed 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 Service 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. Pre-paid Massage and Personal Training services may only be used at the Center where session(s) were purchased.

## **GROUP EXERCISE**

Our Centers provide a wide range of group fitness programs, both on land and in our aquatics area. Schedules are available at the Member Service Desk and on our websites (see page 15). Class participants should arrive on time to avoid disrupting other class members and to get maximum benefit from the warm-up. Group exercise classes are all-inclusive with membership; however, there may also be specialty classes that may require a fee for attendance. Our Centers reserve the right to change class times and instructors and to add or remove classes.

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

Our Centers reserve the right to close the area for health and wellness reasons at their sole discretion.

## **AQUATICS**

A variety of aquatic programs and pool areas are available for member use. Health department standards require members to 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.

Our Centers reserve 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. Our Centers reserve the right to close the area for health and wellness reasons at their sole discretion.

## **FAMILY SWIM PROGRAM**

CWC and DWC offer 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.

Dates and times are posted for swimming and are available at the Member Service Desk. A child who is not enrolled as a member of the Centers 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. Our Centers reserve the right to close the pools for health and wellness reasons at their 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 ages 6 months to 11 years old.
- Limit one visit per day, per child, up to two hours per visit.
- Parents or guardians must remain on center premises while a child is in Kids in Motion.

Our Centers reserve the right to close the area for health and wellness reasons at their sole discretion.

## **GYMNASIUM**

Shirts are required at all times in the gymnasium\*. Our gymnasium is available for basketball, volleyball, Pickleball and Center activities. Please refer to the posted gymnasium schedule for availability. Our Centers reserve the right to close the area for health and wellness reasons at their sole discretion.

*\*Only at DWC.*

## **TRACK**

Please read track signs carefully and comply with the direction designated for the day; signs are located at each entrance to the track. As a matter of safety, please do not stand and converse in any lane of the track. Walk in the designated walking lane and run in the designated running lane; yield right of way to members using the track at a higher pace. Our Centers reserve the right to close the area for health and wellness reasons at their sole discretion.

## **WHIRLPOOLS, STEAM AND SAUNA ROOMS**

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. Exercise/Stretching is prohibited in the Steam or Sauna rooms. Appropriate attire should be worn. Street shoes and full clothing are not allowed in the sauna or steam room. Our Centers reserve the right to close the whirlpool, steam or sauna room for health and wellness reasons at their sole discretion.

*\*Only at CWC.*

## **LOCKER ROOMS**

Our Centers feature an advanced keyless locker system for your protection and convenience. In addition, the locker rooms provide a number of fine amenities, including: towels, soap, shampoo, lotion, deodorant, combs, hair dryers, hair spray, shaving cream, 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.

Our Centers reserve the right to close the area for health and wellness reasons at their sole discretion.

## **THE HEALTHY CAFÉ**

Choose from a variety of healthy food and beverages. Enjoy your healthy snack in our comfortable seating area or take it with you.

## **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 the Member Service Desk.

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

Our Centers are designated as smoke-free environments. Smoking cigarettes, pipes, cigars or use of any other tobacco product including E-Cigarettes and vaping 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.

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

As a courtesy to fellow members and for your own safety, cell phone use is strictly prohibited in the locker rooms. Cell phone use for music and fitness apps is allowed on the Fitness Floor. Cell phone conversations should be taken to the designated lobby areas.

Photography and videography is strictly prohibited in the Centers unless authorization has been granted by the Center Manager.

## **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 our 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.
- Personal belongings - including but not limited to cash, credit cards, jewelry, electronic devices and clothing should not be left unattended at any time. We recommend locking your items in the lockers provided or leaving your valuables at home. Wellness Centers are not responsible for lost or stolen items.
- 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 seventy-two hours without fever prior to entering the facility.

## **MEMBER ETIQUETTE (continued)**

### **Safety and Wellness**

At our Centers, we view safety and wellness as a “team sport”. By using the Centers, 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/products in the exercise area to wipe touched surfaces and perspiration from equipment 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 on 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 if unattended; if you must leave the treadmill, please use the pause button to temporarily halt the treadmill belt.

## **MEMBER ETIQUETTE (continued)**

### **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.
- 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.
- 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.

### **ASSISTANCE**

If you have any questions or need assistance on the Fitness Floor, please feel free to ask one of our Fitness Specialist team members wearing team shirts or jackets.

Personal Trainers wear specific jackets and shirts when providing one-on-one service to a paying member and should not be interrupted unless there is an emergency.



## USEFUL PHONE NUMBERS

### Chelsea Wellness Center

Member Service Desk: 734-214-0220  
Fitness Desk: 734-214-0225  
Kids in Motion: 734-214-0240

### Dexter Wellness Center

Member Service Desk: 734-580-2500  
Fitness Desk: 734-580-2550  
Kids in Motion: 734-580-2503

### Stockbridge Wellness Center

Member Service Desk: 517-851-4486

## HOURS OF OPERATION

### Chelsea and Dexter Hours

Monday – Thursday: 5 a.m. – 9:30 p.m.  
Friday: 5 a.m. – 8 p.m.  
Saturday and Sunday: 7 a.m. – 6 p.m.

### Stockbridge Hours\*

Monday – Thursday: 5:30 a.m. – 1 p.m. and 3 p.m. – 8 p.m.  
Friday: 5:30 a.m. – 1 p.m.  
Saturday: 7 a.m. – 12 p.m.

## WEBSITES

Chelsea Wellness Center [chelseawellness.org](http://chelseawellness.org)  
Dexter Wellness Center [dexterwellness.org](http://dexterwellness.org)  
Stockbridge Wellness Center [stockbridgewellness.org](http://stockbridgewellness.org)

\*Stockbridge members have the ability to use Chelsea and Dexter from 3 p.m.–8 p.m. on Fridays and 7 a.m.–6 p.m. on Sundays.

**NOTES:**

**NOTES:**



14800 E. Old U.S. 12, Chelsea, MI 48118  
734-214-0220 • [chelseawellness.org](http://chelseawellness.org)



2810 Baker Road, Dexter, MI 48130  
734-580-2500 • [dexterwellness.org](http://dexterwellness.org)



5116 S. M-106, Stockbridge, MI 49285  
517-851-4486 • [stockbridgewellness.org](http://stockbridgewellness.org)

