

# Conway Regional Health and Fitness Center

# MEMBER HANDBOOK

May 2020

Conway Regional Health and Fitness Center Rev 20.5



CONWAY REGIONAL

Health <sup>AND</sup>

Fitness

— CENTER —

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Dear Members,

On behalf of our staff, I would like to welcome you to the Conway Regional Health and Fitness Center. You will quickly notice that you have joined much more than just a “gym”; you have joined a health, fitness and wellness community. Our highly qualified and energetic staff are dedicated to helping you achieve optimal health in a well-maintained, comfortable setting. I encourage you to take advantage of the programming, amenities, and staff expertise that are at your disposal. I’m confident you’ll find the environment here to be both unique and inspiring. We look forward to seeing you around the facility and helping you improve your health, fitness and quality of life.

Yours in health,

*Jeramie Hinojosa*

Jeramie Hinojosa  
Director, Conway Regional Health and Fitness Center

# SECTION I – WELCOME

## A. RELATIONSHIP WITH CONWAY REGIONAL HEALTH SYSTEM

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Conway Regional Health and Fitness Center (CRHFC) is owned and operated by Conway Regional Health System. This relationship is significant and impacts everything we do. Like every other department of Conway Regional Health System, our goals, regulations, financial resources, and policies are closely integrated with and influenced by those of the entire Conway Regional Health System. In order to better understand our mission, policies, resources, and limitations, it is important to understand how integral this relationship is to our existence and success. As a medical fitness facility and a department of the Conway Regional Health System, our goals and methods are not guided by the same principles that guide most commercial or private health clubs or fitness facilities. Rather, our goals and methods reflect a number of influences, including the Conway Regional Health System, the Medical Fitness Association, and non-profit organizations, in addition to the influence of private health clubs and fitness facilities.

## B. VISION AND MISSION

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**VISION:** Conway Regional Health and Fitness Center will be the region's premier provider of medically-integrated health and fitness services.

**MISSION:** Conway Regional Health and Fitness Center improves the health, fitness and quality of life of our community through medically-integrated fitness and wellness services that promote healthy and active lifestyles.

## C. HOW TO CONTACT US

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While we hope the membership handbook will answer many of your questions about CRHFC, we invite you to explore other avenues if you would like more current or detailed information. This handbook is necessarily limited in space and cannot be updated frequently enough to be 100% current at all times.

There are a number of ways to contact us. For general information about programs and services or to find additional contact information, please contact our front desk at **(501) 450-9292, ext. 300**. If you have billing, membership, or service inquiries, the front desk attendant can either answer your question directly or connect you with the appropriate resource to assist you. Although it is not possible to keep the information current on a daily basis, much of the same information can be found at **[www.conwayregionalhfc.org](http://www.conwayregionalhfc.org)**.

Our mailing and street address is:

**Conway Regional Health and Fitness Center  
700 Salem Road  
Conway, AR 72034**

If you want to learn more about Conway Regional Health System, please visit **[www.conwayregional.org](http://www.conwayregional.org)** or call **(501) 329-3831**.

## SECTION II - HOURS OF OPERATION

### A. CONWAY REGIONAL HEALTH AND FITNESS CENTER HOURS

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#### Regular Hours

Monday – Thursday 5:00 am - 10:00 pm

Friday 5:00 am – 8:00 pm

Saturday 7:30 am - 8:00 pm

Sunday 12:30 pm - 6:30 pm

Hours of operation are subject to change based upon facility utilization patterns. Members should end their workout 15 minutes prior to closing time. The pool closes 15 minutes prior to facility closing time daily. The building including the locker rooms must be vacated by all patrons no later than the posted closing time.

**Hours are also subject to change for inclement weather. See Section III – House Policies, V – Inclement Weather for details**

### B. HOLIDAY HOURS AND CLOSURES

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CRHFC is closed on New Year's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve and Christmas Day. The center will close early the day before Thanksgiving and New Year's Eve and may close over the Labor Day weekend for maintenance and cleaning. Please check with CRHFC membership desk for details.

### C. CHILD CARE/PLAY CENTER

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#### Regular Hours

Monday - Thursday 8:00 am – 1:00 pm | 4:00 – 8:00 pm

Friday 8:00 am – 1:00 pm | 4:00 – 7:00pm

Saturday 8:00 am – 12:00 pm

Sunday 1:00 – 5:00 pm

The Play Center will close early if no children are present 15 minutes before closing time.

#### Holidays

The Play Center is subject to reduced hours and closures in accordance with CRHFC holiday hours. Please see the membership desk for details.

**\*See SECTION IV - Facility Entitlements and Policies, J – Youth and Child Care for specific policies**

## **SECTION III - HOUSE POLICIES**

### **A. CRHFC RESERVES THE RIGHT TO REFUSE SERVICE TO ANYONE**

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### **B. ALL MEMBERS ARE REQUIRED TO HAVE THEIR PHOTO ON RECORD**

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### **C. MEMBERSHIP CARDS/KEYTAGS**

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Each member 12 years of age or older will receive a membership card. This card will be required to enter the facility. A fee may be charged to replace a lost card or keytag.

### **D. CHECK IN**

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Please enter CRHFC by scanning your member card at the front desk. Members under age 12 are not issued cards, but are required to check in with their parent. Our staff will check these individuals in using the family check-in feature in our membership software. Please be patient while our staff ensures you and the members on your account are properly checked in. No one will be allowed in CRHFC without appropriate identification or payment.

### **E. MOBILE PHONES**

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As a courtesy to others, we request that you limit your mobile phone use to the lobby area and avoid using speakerphone.

### **F. LOCKER ROOMS**

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CRHFC policy prohibits children over the age of 5 from entering or using the locker room of the opposite gender. For example, a boy over the age of 5 may not enter the women's locker room and a girl over the age of 5 may not enter the men's locker room. Please supervise your child at all times.

We are not responsible for items left in the locker rooms including items left in lockers.

We provide secure lockers for day use in both the locker rooms and main corridor. Padlocks are not needed or provided. Please contact the membership desk for assistance with operating the lockers. CRHFC is not responsible for lost or stolen items.

Items left in non-rented lockers overnight will be removed.

Lockers may be rented for storage of personal items for a monthly fee on a first-come, first-serve basis. Check at the membership desk for availability.

CRHFC reserves the right to open any locker at any time.

As a courtesy to others, please limit your showering time and do not change clothes in the shower stalls.

Please be sensitive to others regarding nudity in the locker rooms.

Large groups may use the locker rooms but adult supervision must be provided and age guidelines must be observed. Towels will not be provided to groups of this type.

## **G. TOWELS**

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CRHFC provides a limited number of towels to our members. To avoid towel shortages, please only use as many towels as absolutely needed. Towels are for members only and are not provided for those participating in swim lessons or swim team programs. Please return your towels to a designated towel drop. Towels are property of CRHFC and should not leave the facility. We reserve the right to remove towels from lockers.

## **H. ATTIRE**

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Members are expected to wear appropriate workout attire for their specific activity.

Appropriate attire is solely at the discretion of CRHFC employees. Any member or guest considered to not be modestly dressed, according to management, will be respectfully asked to change.

Shirt & shoes must be worn at all times in fitness areas. This includes children. Bare midriffs are not allowed.

Open-toed shoes are strongly discouraged while exercising in fitness areas.

Aqua shoes are strongly recommended in the pool and locker areas.

Appropriate swimming attire is required in the aquatics area. Traditional trunks or shorts for men and a one-piece or modest two-piece suit for women is preferred. A dark shirt and dark shorts are recommended for participants that do not have a swimsuit. Competition swim gear is acceptable.

Participants wearing swimsuits must have a proper "cover-up" when outside the pool area.

Swimsuits only should not be worn in common areas such as the lobby, hallways, fitness area or group fitness studio

Appropriate swim attire is required in the sauna, steam room and whirlpool. Street or athletic footwear is not allowed in the sauna or steam room.

Children not toilet-trained must wear swim diapers with waterproof pants in the pool. No regular diapers are allowed in the pool.

Swimmers must dry off and wear shirt and shoes before exiting the locker rooms.

## **I. LOST & FOUND AND VALUABLES**

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CRHFC will not be responsible for articles lost, stolen or damaged in the facility or on CRHFC grounds.

You are advised to leave your valuables at home. Do not leave them unsecured within the facility.

Lost & Found items will be donated to charity monthly. Please contact the membership desk for assistance.

Confirmation of found items cannot be done over the phone and must be done in person.

## **J. SMOKING, TOBACCO AND ALCOHOL USE**

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CRHFC is a smoke-free, tobacco-free and alcohol-free environment. This includes chewing tobacco and electronic cigarettes.



## **K. FOOD AND DRINK**

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Food, drink (with the exception of water), and candy are not permitted in the fitness area, pool or locker rooms. Glass bottles are not allowed. Exceptions may be made for special events.

## **L. GUEST POLICY**

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Guests must register at the membership desk and pay a guest fee.

A parent or guardian must sign a waiver for all guests under the age of 18 and age-specific guidelines must be observed

All guests must follow the age guidelines for use of the facility including those pertaining to parental supervision.

Guests caught sneaking in will not be allowed to use the facility

Inappropriate behavior or failure to comply with staff requests will result in dismissal from the facility without refund

Pets are not to be brought in the building with the exception of service animals. Please do not tie up your pet anywhere on the premises.

### **Dividend guest program**

Each active regular dues paying membership is provided five guest passes per year at no charge. Guest passes expire annually at which time five new passes will be credited to your account.

Your guest must register at the front desk and will be logged into our computer system.

Facility age guidelines pertain to guests accompanying members including those regarding parental supervision. Check with the front desk if you have questions.

**Please see Section VI - Facility Guidelines Based On Age, for a complete list of facility age guidelines.**

## **M. SPECIAL EVENTS**

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Announced special events may have precedence in facility usage and we will do our best to notify members in advance. Please contact the front desk for any special event information.

## **N. GROUP USAGE**

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Groups wanting to use an area of CRHFC must get approval from management prior to use and make a reservation. Groups may not use an area of CRHFC which impacts regular member use. Groups may use an area during non-peak times with management approval. Fees may apply.

A group is defined as four or more people using one area participating in an organized activity. The number of persons allowed to participate in a group may vary depending on the area they wish to use and their activity.

## **O. OUTSIDE PERSONAL COACHING/TRAINING/INSTRUCTING**

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Due to insurance and liability issues, Personal Coaches/Trainers/Instructors who are not employees of Conway Regional Health and Fitness cannot work with their clients on CRHFC premises or use CRHFC-owned equipment even if it is for a service CRHFC does not provide. Our staff relies on general observation to determine the use of personal coaches/trainers/instructors and will approach any members they believe to be in violation of this policy. Please see the Front Desk for details regarding training/coaching services available at CRHFC.

## **P. EQUIPMENT AND FACILITY MAINTENANCE/CLOSURES**

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Occasionally, equipment or facilities may be marked out of order. CRHFC reserves the right to periodically close all or part of the facility for necessary repairs and maintenance. When this occurs, the equipment or amenity is not to be accessed. This shall not entitle members to a dues refund of any kind. Please report any equipment malfunction to a staff member.

## **Q. PHOTOGRAPHY**

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Member privacy is of the utmost concern of CRHFC. Use of any camera, video or still photography should not occur without the consent of CRHFC.

The media is welcome to report all special events using photography or video with proper notice to Conway Regional and consent.

CRHFC allows photographs to be taken under the following conditions:

1. During a public or special event (as listed above).
2. For private parties and group rentals.
3. By special permission of the on-duty supervisor.

With the exception of public or special events, photographs or video are only to include the members and guests in the party. Photographs that include other CRHFC members or guests are not allowed and shall not be posted on Facebook or any other social media source. The photographs, video or audio recording cannot be used for any type of media, marketing, advertising, promotion including the internet, brochures, posters, flyers, newspaper, magazines, or movies at any time.

CRHFC reserves the right to preview photo shoots, to confiscate film or video, or delete digital images that may include individuals not involved in the group activity to insure the privacy of its patrons.

## **R. PERSONAL COMPUTING AND ENTERTAINMENT**

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Some members may prefer to utilize their own personal entertainment or computing devices while in the facility. Such devices may not be secured in any way to fitness equipment and we prefer they not be connected to CRHFC electrical outlets at any time. Any audio played through such devices should be exclusively via headphones. Damage to, theft of, or injury to anyone from use of such equipment is the sole responsibility of the owner/user of that equipment. If you are unsure about the proper use of any such device, please ask a staff member for assistance. Facility management reserves the right to make final determination about what constitutes proper use of such equipment and members may be asked to remove improperly utilized devices prior to resuming their workouts.

CRHFC provides a wireless internet connection as a service to our members and guests. The speed and reliability of this service is not guaranteed. We ask that users of this service respect their fellow internet users. Downloading of music or video, commercial use (web servers or file transfers) or viewings of illicit adult pictures or websites is prohibited. Abusers of this service will have their membership revoked

## **S. SOLICITATION/DISTRIBUTION**

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Literature may not be distributed nor any solicitation made on the premises without express written consent of Conway Regional Health System Administration. This includes non-hosted parties and events.

## **T. FACILITY RENTAL**

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Non-hosted parties and events may be scheduled in the pool, gymnasium and classroom with 14 days advance notice. These events may occur during normal hours of operation and we will do our best to notify members in advance. For more information on facility rental please call 501-450-9292 ext. 308 for details. Fees apply.

## **U. FACILITY SAFETY AND SECURITY**

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CRHFC maintains a telephone and overhead paging system, which serves as the foundation of the Emergency Response System, in which all staff are required to participate. An Automatic External Defibrillator (AED) is located at the membership desk and First Aid Kits can be found at a number of locations throughout the building. There are multiple emergency telephones, fire alarms and fire extinguishers throughout the building and evacuation routes and emergency exits are clearly marked. As an added benefit, the facility and parking lots have 24-hour video recording in progress. However, please be advised that these cameras are for security purposes and cannot guarantee user safety. These systems and tools are consistently reviewed with staff through carefully planned training, drills, and evaluations. As a condition of employment, every staff member that provides fitness or supervisory programming is required to earn certifications in CPR, First Aid, and AED use. Lifeguards are trained and certified in Advanced Water Safety and all Personal Trainers are required to hold nationally accredited Personal Trainer certifications.

In the event of any emergency situation, staff will respond accordingly and members should follow the direction of staff. Members should report any safety or security concerns as well as suspicious behavior to a staff member immediately.

## **V. INCLEMENT WEATHER**

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If inclement weather is anticipated to result in hazardous traveling conditions, we may decide to open late or close early in the interest of member and employee safety. Decisions to open the facility late the following day will be made before the end of the business day. In the event we plan to open late or close early, we will reschedule/cancel appointments and group exercise classes as necessary. We will also notify members via email and social media as well as update our phone message accordingly. A tentative reopening time will be noted in all communications and notifications will again be made when the facility has reopened.

## **W. MEMBER COMMUNICATIONS**

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CRHFC management and staff utilize a number of tools to communicate with members. Throughout the building you'll find bulletin boards, directional and promotional signs, printed calendars and schedules, and friendly staff to help you find your way. In addition, we'll use newsletters, our website, e-mails, social media, and a variety of other tools to communicate programming information, schedule and facility changes, and other information that may be of value to our members. If you would like more detailed information about the communication tools we utilize, please ask a staff member. Please be advised that it is the responsibility of the member to observe notices and postings and provide accurate contact information.

## **X. PERSONAL TRAINING, PRIVATE SWIM AND NUTRITION SERVICE PURCHASES**

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Personal training, private swim and nutrition services purchases are non-refundable. Personal training and private swim purchases expire 6 months from the date of use of the first session. Nutrition services expire 6 months from the date of purchase. It is the responsibility of the member to keep track of expiration dates. All sessions will begin and end on time. Any time lost due to tardiness is non-refundable. Instructors will wait up to 10 minutes for a client at which time it is at their discretion to keep the appointment. Clients will be charged for the entire session regardless of the actual duration. Cancellations must be made with a 12-hour notice. Failure to do so will result in forfeiture of the session.

## **Y. STORE PURCHASES**

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All Store sales are final. There are no returns, exchanges or refunds on items purchased.

## SECTION IV – FACILITY ENTITLEMENTS AND POLICIES

### A. AQUATICS

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#### **General Pool Policies**

The pool is a multi-use area but scheduled fitness activities have priority. Individual exercise and recreational activities may be limited at times and members must follow the direction of staff.

Pool schedules are posted in the pool area and are available at the front desk and on our website.

Lap lanes are prioritized for those actively swimming laps. Please observe lap swim etiquette. If crowded, swim a circle pattern and share the lane with other swimmers. Up to 6 people per lane is acceptable when circle swimming.

Staff instruction regarding pool usage must be followed at all times.

Lifeguards are not always on duty. Patrons swim at their own risk.

For insurance and liability reasons, use of non-Health and Fitness Center trainers, coaches or instructors for any purpose is strictly prohibited.

Food and glass containers are not allowed.

Family members or spectators are requested to use the bleachers or designated area to observe the pool.

Aquatic class equipment should not be used for recreational purposes and all equipment should be returned to its proper storage place.

Any person having a skin disease, communicable disease, incontinence, or who has an open wound such as a blister or cut will not be allowed in the pool.

Diving, breath-holding games/activities, underwater swimming, running, horseplay, and yelling/screaming are not allowed.

Always enter the pool feet first. Jumping is prohibited in yellow marked areas. Do not jump in or around other patrons using the pool.

Children under 12 may only use the pool during posted Family Swim Times or if participating in staff led programming. See schedule for details.

Children under the age of 6 must be accompanied in the pool by an adult who is within arm's reach. Children ages 6-11 may use the pool with adult supervision if the child can swim.

The use of non-USCG approved flotation devices is prohibited. Water guns and Nerf style guns are not allowed. Mermaid tails are not allowed and monofins are restricted to adult use only.

Modest swimming attire must be worn. Competition swim gear is acceptable. Appropriate attire is at the discretion of staff.

Please dry off thoroughly before entering the locker areas.

Pool temperature will be maintained at 82°-90° F.

The pool may be closed for special events as well as when deemed necessary for the health, welfare or safety of patrons or for specialized programming such as facility rental.

A head-to-toe cleansing shower is required prior to entering the pools, steam room and sauna. This helps maintain a healthy environment.

### **Whirlpool Guidelines**

The whirlpool is co-ed. Children under the age of 6 are not allowed. Children ages 6-11 may use the whirlpool with adult supervision but not for more than 3 minutes.

Please shower before entering.

Cool-down after exercise before entering.

Appropriate swimwear is required.

Please limit your time in the whirlpool to 10 minutes or less as there is an increased risk for hyperthermia with prolonged use. Cease use if you become faint, light-headed or dizzy.

Do not use the whirlpool without physician consent if you are pregnant, have heart disease, high blood pressure, are taking blood pressure medication or other medication that may cause drowsiness.

Temperature will not exceed 104°F

### **Steam Room Guidelines**

The steam room is co-ed. Children under the age of 12 are not allowed. Lights should remain on during use.

Please shower before entering.

Cool-down after exercise before entering.

Appropriate swim or athletic wear is required. Street or athletic footwear is not allowed.

Please limit your time to 10 minutes or less as there is an increased risk for hyperthermia with prolonged use. Cease use if you become faint, light-headed or dizzy.

Do not use the steam room without physician consent if you are pregnant, have heart disease, high blood pressure, or are taking blood pressure medication or other medication that may cause drowsiness.

Do not obstruct the thermostat.

Temperature will not exceed 110°F

### **Sauna Guidelines**

The sauna is co-ed. Children under the age of 12 are not allowed. Lights should remain on during use.

Please shower before entering.

Cool-down after exercise before entering.

Appropriate swim or athletic wear is required. Street or athletic footwear is not allowed.

Please limit your time to 10 minutes or less as there is an increased risk for hyperthermia with prolonged use. Cease use if you become faint, light-headed or dizzy.

Do not use the sauna without physician consent if you are pregnant, have heart disease, high blood pressure, or are taking blood pressure medication or other medication that may cause drowsiness.

For best results, drizzle water on rocks. Do not dump water on rocks or use your hands.

Temperature will not exceed 180°F

## **B. BASKETBALL COURT**

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There are no regularly scheduled activities on the basketball court but gymnasium rentals as well as facility sponsored events or programs may take place from time to time. These activities take precedence.

Unsupervised use of the gym is for anyone 12 and older. For safety reasons, children under 12 must be under direct supervision of an adult and children under 6 must have an adult within arm's reach.

Basketballs and volleyballs are available in the gym. These items are to be used for their intended purpose and are not to be kicked or thrown recklessly in the air. Volleyball and Pickle Ball nets are also available. Contact the fitness desk if you need assistance with these.

Athletic shoes must be clean and non-marking.

Be respectful of other users on the court. Un-sportsman like conduct, recklessly kicking balls, etc. is not permitted. Members will be held liable for damage to the facility as a result of reckless behavior.

Hanging on the rims or nets is prohibited.

## **C. STUDIOS**

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When classes are in session the studios are reserved for participants.

The group fitness studio is locked and off limits when classes are not in session. Studio equipment is not to be removed unless under instruction from a staff member. The equipment available in the studio can be found in other areas of the facility.

The Spin studio may be used by members when classes are not in session but for your safety, the lights should remain on.

Group fitness classes are available to members 12 and older. Children 12-13 years must be accompanied by a parent.

Shoes must be clean and free of dirt and debris.

Members should return equipment to its proper storage place after use. This includes weights, tubing, therapy balls, mats, etc.

Members must follow the direction of the class instructor at all times.

If you arrive late to class, please find your place in the back of the class so as not to disrupt the instructor and participants.

## **D. TRACK**

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The track is available for walking (inside two lanes) and jogging/running (outside lane).

Please be attentive and use the appropriate lane for your chosen activity/pace. Athletic shoes are required at all times.

Direction will be counter-clockwise Monday, Wednesday, Friday and Sunday; clockwise Tuesday, Thursday and Saturday.

For the safety of all, please look both directions when crossing the track.

Do not block the track. Allow others to pass.

Children under 12 are not allowed on the track.

Barefoot running is not permitted.

## **E. FITNESS FLOOR (2<sup>ND</sup> LEVEL)**

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Access to the second floor is for members 12 years and older only.

For safety reasons, children under 12 are not allowed to watch their parents work out. Children under 12 must be checked in to the Play Center. See hours for availability. Fees may apply.

An orientation session is recommended prior to using the equipment. Please schedule your orientation at the Fitness Desk.

Headphones are not provided so please bring your own. Headphones are available for purchase from the Store.

Please limit your time on cardio equipment during peak usage times if others are waiting.

Do not loiter on equipment. Allow other members to work in between sets.

Return all plates, weights, dumbbells, bands and other miscellaneous equipment to its proper storage place after use.

Do not drop weights, plates or dumbbells.

Outside fitness equipment is prohibited.

Do not throw objects from the second floor onto the basketball court or turf.

Use the west side concrete wall adjacent to the track for medicine ball throws. Do not throw the ball against sheet rocked walls.

Please wipe down your equipment after use. Spray bottles and paper towels are available in a variety of locations.

## **F. RACQUETBALL COURTS**

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Members may reserve a court up to 3 days in advance at the membership desk.

Each member is allowed one hour of play per day, unless the court is empty and no reservation is pending.

Athletic shoes and appropriate clothing are required at all times.

Please call and give us at least 2 hours' notice if you have to cancel a reservation.

The court will be held for 10 minutes beyond the reserved time.



Eye protection is highly recommended and is the responsibility of the member.

Children under 12 may access the racquetball courts with direct adult supervision but the courts should be used for their intended purpose. The playing of racquetball takes precedence over any other play activities.

Miscellaneous fitness equipment may not be used in the courts.

## **G. MULTIPURPOSE AREA/TURF**

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For safety reasons, children under 12 must be directly supervised and children under 6 must have a parent within arm's reach in this area. Also, children under 12 are NOT ALLOWED to use equipment in this area and are not allowed to watch their parents work out in this area. If the parent is working out they cannot properly supervise their child and should check them in to the Play Center. See hours for availability.

Children 12-13 years of age may use the equipment in this area but only under the direct supervision of their parent.

Outside fitness equipment is prohibited.

A variety of equipment is available for member use. These items are to be used for their intended purpose. Baseball, softball, golf and tennis are not allowed.

Athletic shoes must be clean and non-marking.

Please be respectful of other users in the multipurpose area. Un-sportsman like conduct, recklessly kicking or throwing balls, etc. is not permitted. Members will be held liable for damage to the facility as a result of reckless behavior.

The multipurpose area may be reserved for facility sponsored events or programs.

## **H. CLASS/PROGRAM REGISTRATION**

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Some programs require pre-registration. If payment is required it must be received at the time of registration for the participant to be placed on the class roster. Please contact the front desk.

To receive member pricing, the participant must be a CRHFC member in good standing for the entire duration of the program.

All fees are non-refundable except for special circumstances or class cancellations. Cancellation fees may apply.

## **I. CLINICAL SERVICES**

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Clinical services (Phase III Cardiac Rehab, Physical & Occupational Therapy, etc.) are not included with CRHFC membership.

## **J. YOUTH PRIVILEGES AND CHILD CARE (PLAY CENTER)**

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### **General Youth Guidelines**

Children 6 weeks -11 years of age may join the center with limited membership privileges. These privileges include:

Access to the Play Center

Access to the pool\*

Access to the basketball court and multipurpose areas\*

**All children under the age of 12 must be directly supervised by their parents in the Center unless they are in the Play Center.**

Children 12-15 years of age MUST complete a mandatory youth orientation before exercising on the second floor. This orientation takes approximately ten minutes and can be done on demand. After this orientation is complete, the child must wear a yellow wristband to access the floor to alert staff that it is safe for them to use the area.

**\*See Section VI Facility Guidelines Based On Age for specific access and supervision guidelines in these areas.**

### **Play Center**

The Play Center is for children 6 weeks to 11 years of age and is included for children who are members. Nonmember children may be admitted for a \$5 daily fee per child or a discounted multi-visit punch card is available.

Payment is required at the time of service and additional fees may apply.

The Play Center is a drop-in area which means there are no reservations. The number of children in attendance varies by the hour.

All participants must complete a Pre-Participation Form (obtained at the member services desk) before children may be admitted to the Play Center.

For security reasons, all members and child members must have their picture taken or photo ID obtained. Guests who bring children must have a photo ID on file.

Please observe all signs posted regarding upcoming closings, center updates, holiday hours and/or programming announcements. We will do our best to notify parents of any schedule changes in advance. Please note that the Play Center may close early if no children are present 15 minutes before closing time.

The Play Center is for short-term stays only. Infants may stay in the center a maximum of 70 minutes. Children who are walking on their own up to age 11 may stay in the center for a maximum of 120 minutes. Parents should schedule their workouts accordingly.

The Play Center is not a licensed day care facility. PARENTS ARE EXPECTED TO BE IN THE FACILITY while their children are in the Play Center. If you leave for an outside workout, the Play Center staff must be notified of your intentions and you must carry your mobile phone should you need to be reached in case of emergency. Dropping children off and leaving the center for personal errands is considered an abuse of the service and repeated abuse may result in dismissal from the Play Center.

Children should be checked in and out of the Play Center by the same parent. When a parent drops off their child, they must check-in by scanning the parent's keytag using the scanner at the Play Center entrance. When the parent returns, he/she must again scan their keytag to verify their identity (photo on file).

A parent may drop off their child and have their spouse member pick them up by indicating this information on the pre-participation form. Verification of the spouse's identity will be done from use of the computer screen, if they are members. If someone other than the person who dropped off the child will be picking the child up, he/she must be listed as an authorized guardian on the Pre-Participation Form and the Play Center staff must be notified. Identification will be required in order for that person to take the child with them.

Children who are sick or showing symptoms of an illness are not permitted in the Play Center. NO EXCEPTIONS. We appreciate your close attention to this policy in order to ensure a healthy environment for other children, members and

staff. Management reserves the right to refuse child care due to illness. Children must be free from fever, vomiting, diarrhea, or other signs of illness for 24 hours prior to arrival.

**Please see a Play Center staff member for an exhaustive list of Play Center policies.**

## **SECTION V - MEMBERSHIP ACCOUNT POLICIES**

### **A. BILLING**

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Members will be billed on the first of each month for dues for that current month. Accounts are due and payable in full at the time of billing. Payroll deducted corporate account dues are due within 30 days of billing. Your monthly dues are not based upon usage of or availability of the facility. The enrollment fee is a non-refundable processing fee.

Any additional charges made to membership accounts are payable in full by the first of the following month. Unpaid balances will automatically inactivate the membership, and no further charges will be allowed until the outstanding balance has been paid in full.

All account changes must be made three business days prior to the month in which the change is to become effective.

Any account payment returned from the bank or credit/debit card declined will be subject to an additional fee.

### **B. DELIQUENCY**

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Delinquent accounts are inactivated and are subject to no admit status or cancellation at the discretion of CRHFC. Any delinquent account that goes into pre-collection status will automatically lose the privilege to charge to their account and be on a cash-only basis for any purchases.

### **C. EFT (Electronic Funds Transfer)**

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Monthly dues may be paid by Electronic Funds Transfer from a credit/debit card or checking or savings account. CRHFC billing is generated on the 1st of every month. Auto pays are generated at that time with withdrawals occurring on the 3rd of each month or the next business day if the 3rd falls on a weekend or holiday. Any account payment returned from the bank is subject to an additional fee.

### **D. ANNUAL PRE-PAYMENTS**

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Monthly fees may be paid one year in advance. Annual prepayments are eligible for a 10% discount on the annual monthly fee. However, the 10% discount will not apply to Corporate Memberships, Temporary Memberships and Enrollment Fees. Annual prepayments are non-refundable. Should someone on the account die or become medically incapacitated during the prepaid year, the proportional unused fees will be used to extend the length of the membership and/or added to the surviving member(s) account. In the event of a death of all account members, proportional fees shall be refunded to the estate of the account holder.

### **F. PERSONAL FREEZE**

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Members may freeze their membership a minimum of one month and a maximum of six months per year and a monthly fee of \$10 per account will apply. Personal freezes must be accompanied by a written request prior to the freeze period. Members on the account will not be able to use the facility or their guest passes while the membership is frozen. If the membership is still under the 12-month contractual period, the months on freeze will not apply to that commitment. Memberships may not be placed on a freeze to avoid the 30-day notice for cancellation. Questions regarding a personal freeze should be addressed to the membership services office.

### **G. MEDICAL FREEZE**

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A medical freeze is available for a prolonged illness or injury. Written notification from a health-care provider is required to verify the condition. Medical freezes may be for a minimum of one month and a maximum of six months. Members on the account will not be able to use the facility or their guest passes while the membership is frozen. If the

membership is still under the 12-month contractual period, the months on freeze will not apply to that commitment. All requests must be submitted in writing prior to the desired freeze period. A medical release is a written authorization from a health-care provider and is required to reactivate a CRHFC Membership that has been placed on Medical Freeze. There is no fee charged for putting a membership on medical freeze. If a member experiences a medical emergency at CRHFC, they are advised to consult with their health-care provider before returning to regular workouts.

## **H. TERMINATION**

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**Voluntary Cancellation:** A member may voluntarily cancel their membership at CRHFC by giving written notice of intent to cancel. Notice of cancellation must be received in writing at least 30 days in advance. Such cancellation will be effective 30 days after notice is received or on the contract renewal date, whichever is later and after all required payments have been made to CRHFC. Cancellation of the bank or credit card draft used to pay for membership dues does not cancel the membership contract or relieve the member from his/her obligation to pay dues. Members will be subject to the posted enrollment fee and monthly dues upon rejoining if the membership is canceled for any reason. Cancellations are not accepted via phone.

**Termination:** The membership of any member who is in arrears in the payment of his/her account for a period in excess of 60 days may have their membership terminated. All debts and bills to CRHFC are immediately due in full. The membership of a member may be cancelled or suspended by management for any period of time in the event of violation of any rules and regulations of CRHFC, or any conduct which, in the opinion of the management of CRHFC, is detrimental to the welfare, good order and character of CRHFC.

Any member or guest of a member found maliciously or willingly destroying or abusing the facilities of CRHFC or exhibiting any inappropriate behavior will be subject to immediate expulsion without refund of enrollment fees and the member shall be liable to CRHFC for all damages resulting from such actions. Termination of a member by CRHFC does not relieve the member of dues or other charges, previous to the date of termination. See CRHFC Behavioral Policy section for more information.

## **I. FEE ADJUSTMENTS**

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Fees are subject to adjustment at any time as determined by management. Two months' notice will be given to members of any upcoming monthly dues adjustments.

## **J. MEMBERSHIP UPGRADES AND DOWNGRADES**

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Family members may be added (upgrade) to or taken off (downgrade) your membership. At least one person must be active on the account in order to downgrade. A membership may be upgraded by paying the difference in the enrollment fee between the current member type and the new member type. If you are upgrading the membership type and have already paid that enrollment fee, no fee is due. Downgrades will be effective on the first of the upcoming month. Upgrades may be made effective before the first of the upcoming month by paying a prorated monthly fee. The prorated fee would include the cost difference between the current and new monthly membership fee. Upgrades and downgrades require a new 12 month contract for applicable memberships.

## **K. FEE REFUNDS**

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Enrollment fees and prepaid dues fees are non-refundable. If a member must cancel their membership due to extenuating circumstances, they may receive a 100% refund if the request is made within seven days of their join date. If a member must cancel their membership due to medical reasons, they may do so with written authorization from their health care provider. Any account balance will then be refunded. Please allow 21 days for processing.

Fees for Temporary memberships are non-refundable. In extenuating circumstances, the fee payment may be used for in-house credit.

Credit balances on member accounts will be used as in-house credit.

## L. MEMBERSHIP TYPES DEFINED

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CRHFC offers three basic types of memberships:

**1. Short Term/Temporary Memberships:** These memberships may be purchased at the Member Services Desk for one week, one month or three months at a time. There is no contract or registration fee associated with this type of membership. Temporary Memberships expire after their respective term, and there is no limit on the number of terms for which a Temporary Membership may be purchased. Temporary Memberships do not include guest passes and are unable to bill charges to their account. Ten visit guest passes are also available for purchase. These passes are redeemed via a punch card that the user must keep up with and expire 90 days after purchase.

**2. Contractual Auto-Renewing Memberships:** This membership offers lower rates but requires an enrollment fee, a signed contract, and the understanding that the contract renews automatically, without notice on the contract renewal date.

Monthly dues must be electronically transferred through a savings, checking, credit / debit card account or paid in full annually.

Corporate Memberships are Contractual Auto-Renewing Memberships offered at a discounted rate to employees of qualified companies. Employees who work for companies that belong to an area Chamber of Commerce or other approved associations and who establish five or more active memberships may qualify for corporate membership rates. Call 501-450-9292 ext. 302 for more information.

**3. Medicare Advantage Programs:** These memberships are for individuals participating in Silver Sneakers or Silver and Fit. Eligibility must be verified before enrolling and fees may apply. These memberships allow basic membership privileges only. Regular members must meet their contract renewal date before switching to these programs.

## M. MEMBERSHIP CLASSIFICATIONS DEFINED

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**1. Individual membership:** Individual memberships are for individuals 14 years of age or older.

**2. Couple membership:** Couple memberships are for married couples OR one parent and one of their dependent children ages 12-25.

**3. Family membership:** Family memberships are for married couples and up to five (5) of their dependent children ages 6 weeks – 25 years.

**4. Family individual membership:** Family individual memberships are for one parent and up to five (5) of their dependent children ages 6 weeks – 11 years.

**5. Senior individual membership:** Senior individual memberships are for individuals age 60 or older.

**6. Senior couple membership:** Senior couple memberships are for married couples ages 60 or older.

## SECTION VI – FACILITY GUIDELINES BASED ON AGE

Area	0-5 years	6-11 years	12-13 years	14 years & older
<b>Pool</b> (See schedule for availability)	Must be accompanied by adult (18+) in the water <u>during family swim time only.</u>	Allowed with adult (18+) supervision <u>during family swim time only.</u>	Full access with adult (18+) in facility [non-swimmers must stay in shallow end]	Full access (non-swimmers must stay in shallow end)
<b>Whirlpool</b>	NOT allowed	Allowed with adult (18+) supervision [3 minute time limit]	Allowed with adult (18+) supervision in facility	Full access
<b>Sauna</b>	NOT allowed		Allowed with adult (18+) supervision	Full access
<b>Steam room</b>	NOT allowed		Allowed with adult (18+) supervision	Full access
<b>Locker rooms</b>	Allowed in locker rooms of opposite gender. Must be accompanied by adult (18+)	NOT allowed in locker rooms of opposite gender. Must be accompanied by adult (18+)	Full access	
<b>2<sup>nd</sup> floor</b> (Cardio & Strength)	NOT allowed		Allowed with adult (18+) in facility, yellow wristband required for members and red for guests.	Full access, Members ages 14 - 15 require a yellow wristband and guests a red wristband.
<b>Racquetball courts</b>	Allowed with adult (18+) supervision		Allowed with adult (18+) in facility	Full access
<b>Basketball court</b>	Allowed with adult (18+) supervision		Allowed with adult (18+) in facility	Full access
<b>Multipurpose</b> (Turf)	Allowed with adult (18+) supervision but may NOT use equipment (TRX, vests, ropes, kettle bells, boxes, etc.)		Allowed with adult (18+) in facility	Full access
<b>Group Exercise</b>	NOT allowed		Allowed with adult (18+) in facility	Full access
<b>Play Center</b>	Ages 6 weeks - 11 years allowed		NOT allowed	

## **SECTION VII - BEHAVIORAL POLICY**

CRHFC expects all members and guests to treat our staff, each other and the facility with respect at all times. Our staff is here to serve our membership, but can only do so in a mutually respectful environment. Our membership is here to utilize our unique facility and programs, but can only do so if other members contribute to a positive environment. Disrespectful behavior or language directed at staff or other members as well as disregard for rules and regulations will not be tolerated under any circumstances. Similarly, maintaining a clean, functional, and comfortable facility is important to all of us. Behavior or actions that damage our facility, equipment, or property will not be tolerated.

Inappropriate behavior will be dealt with in an organized and professional manner by CRHFC management and may be classified into two categories.

### **MINOR INFRACTIONS: MAY INCLUDE, BUT NOT LIMITED TO THE FOLLOWING:**

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- Profanity
- Littering
- Spitting
- "Disobedience" of CRHFC policy
- "Defiance" - unwilling to correct behavior when asked
- Disrespect towards staff, members, and/or guests
- Misuse of Equipment (may include, but not limited to):
  - Hanging on rims
  - Kicking basketballs/volleyballs
  - Inappropriately/recklessly kicking soccer balls
  - Throwing objects from the second floor onto the basketball court or multipurpose area
- Not following posted rules in pool areas
- Failure to yield equipment/space at designated times
- Providing or using outside personal training services
- Parking violations

### **MAJOR INFRACTIONS: MAY INCLUDE, BUT NOT LIMITED TO THE FOLLOWING:**

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- Assisting in unauthorized entry
- Acts of a sexual nature
- Vandalism
- Violence (assault/fights, threats, etc., physical or verbal)
- Harassment of any kind
- Possession/consumption of alcohol in the center
- Any act which necessitates intervention by law enforcement

### **CONSEQUENCES, MINOR INFRACTIONS:**

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All incidents will be logged into a computer database for future identification of repeat offenders. Repetitive misbehavior will not be tolerated. Membership may be revoked if behavior is not corrected or for multiple offenses of any kind.



## **CONSEQUENCES, MAJOR INFRACTIONS:**

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All incidents will be logged into a computer database for future identification. Major infractions may result in immediate membership revocation without warning and the offending individuals will no longer be allowed on CRHFC property.

## **DETERMINATION OF CONSEQUENCES**

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CRHFC Management will assess each incident and decide on a consequence(s). The above list of infractions is not all inclusive. Members committing minor infractions may be given an opportunity to correct their behavior or can have their membership suspended if management so chooses. Repeated minor infractions will result in revocation of membership. The majority of major infractions will result in termination of membership without warning. For determination of all consequences, the decision of CRHFC management is final.

## **SECTION VIII - MISCELLANEOUS**

The foregoing policies and procedures are not all inclusive. Other rules and regulations may be posted in and about the facilities and shall be binding on all patrons.

Management reserves the right to change or amend these policies and procedures as deemed necessary for the safe and functional operation of the facility.

It is the sole responsibility of the member to remain current with all standards and procedures of Conway Regional Health and Fitness Center.