HOURS OF OPERATION

Monday – Thursday	5:00 am – 9:00 pm
Friday	5:00 am – 8:00 pm
Saturday	6:30 am – 3:00 pm
Sunday	8:00 am – 3:00 pm

All members and visitors must check in at the front desk prior to using the facility.

MEMBERSHIP PAYMENTS

The cost of membership to the **NCH Healthcare System Wellness Centers** varies depending on your classification (private, corporate, etc.) However, there are two (2) simple payment methods.

Plan I: **Annual Membership –** payment in full for a 12 month membership. Members using this plan receive a 10% discount on the yearly cost. There is a *one time* non-refundable* initiation fee that varies depending on your classification. Annual members may place their membership on ***hold*** at anytime, thus extending the membership expiration date based on the length of time the membership is on "hold" (cannot exceed 12 months per hold). Annual members are *exempt* from paying a reactivation fee. Renewal letters are mailed out prior to the expiration date. Memberships left on "hold" for over 12 months are automatically canceled and the member forfeits the remaining time left on the membership.

Plan II: **Monthly Membership –** payment monthly with a *one time* non-refundable* initiation fee that varies depending on your classification. Members using this plan are billed on a monthly or quarterly (you must inform the front desk of your choice) basis. EFT (electronic funds transfer) of monthly dues is required. An EFT authorization form is attached to each application and/or available at the front desk. Monthly members can still take advantage of our ***hold*** policy by turning in the hold form by the 25th day of the month preceding the desired hold period.
Monthly members may place their membership on ***hold*** at anytime (cannot exceed 12 months per hold), however the account must be up to date before the ***hold*** can go into effect. Monthly members are required to pay a **$25.00 reactivation fee per person** to restart the membership from a ***hold*** status. The reactivation fee is waived for medical reasons, however ***a physicians note is required.*** Please note: **Full-Time Student, Dependent and NCH Affiliate/Volunteer** memberships ***do not*** pay a reactivation fee.
**We are unable to accept prepayments for monthly memberships. Members who want to prepay will need to pay the annual fee.

*****Any membership left on ***hold*** (is "inactive" in status) for a period of ***over 12 months*** is considered canceled. A member in this situation will need to rejoin (complete a new membership application) and is subject to repayment of the initiation fee.

Please note that billing is not based on attendance. This means that if you are not using the facility and have ***not*** placed your membership on ***hold***, then you are responsible for payment.

MEMBERSHIP HOLD POLICY

As a courtesy to our members, we allow you to place your membership on ***hold*** for any reason and at any time for a ***minimum time length of four (4) weeks and a maximum time length of twelve (12) months*** per hold. To place your membership "on hold", ***complete a HOLD form*** (available at the front desk or online) and turn the form in to a front desk staff person. You may also fax or mail the hold form to us. You may call us and we will be happy to fax or mail a form to you. Simply telling a staff member that you need to place your membership on hold will ***not*** guarantee that it is done. Please keep a copy of your hold form as it will be needed for proof in the event of a discrepancy. Because we require written documentation for a hold to be placed, we will not take a hold over the phone.

Annual members will be credited for the time the membership is on hold, thus extending the membership expiration date. **Annual members** *who leave or are not using the facility but* ***do not*** *complete this form will* ***not*** *be credited with hold time.*

Monthly members will *not* be billed for the time their membership is on hold, however members *must have any outstanding balance paid before the hold status goes into effect.* The ***hold*** period starts on the day the member turns the form into the front desk or for a future date, as provided on the form. Members enrolled in EFT drafting need to remit the form by the 25th day of the month preceding the desired "hold" period. **Monthly members** *who leave or are not using the facility but* ***do not*** *complete this form will continue to be billed and are contractually responsible for payment of their bills.*

CANCELLATIONS

Annual Members: a renewal letter and an invoice are mailed out upon the membership expiration date. Memberships *not renewed by the expiration date are automatically canceled*, therefore no written response is required and the invoice may be disregarded. Annual memberships exceeding the 12 month hold period limitation are *automatically canceled* and any remaining time left on the membership is forfeited. The only exception is for medical reasons, however a physician's note is required. If the member wishes to rejoin at a later date, a new application is required and the member is subject to repayment of the initiation fee.

Monthly Members: all memberships *are continuous,* unless it is placed on hold. After a hold time of 12 months the monthly membership is considered cancelled, and may be subject to repaying an initiation fee again to rejoin.

MEMBERSHIP REACTIVATION

A ***REACTIVATION form*** (available at the front desk) is required to resume your membership from a hold status. **Annual members** will have "hold time" added to the membership expiration date. **Monthly members** are required to pay a **$25.00** reactivation fee **per person** in addition to the monthly dues (or prorated monthly charge depending on the reactivation date). Monthly members enrolled in EFT drafting must pay the reactivation fee and first month dues at the time of reactivation. The EFT will then resume with the following month dues.

No reactivation fee applies to full-time student, dependent and NCH Affiliate/Volunteer memberships. **Monthly members** who place their membership on ***hold*** for medical reasons, ***are not*** required to pay the reactivation fee. However, a ***physician's note is required*** before the fee can be waived.

MEMBERSHIP ID CARD

All members are issued a membership ID card with bar code upon joining our facility. These cards must be swiped/scanned through or read by the magnetic scanners each time the facility is used. ***For security reasons, there will be absolutely no admittance without presentation of your membership ID card.***

Membership ID cards are for the specified member's use only. ***Any attempted use of a card by someone other than the member is grounds for membership cancellation.*** If you suspect that someone has stolen your ID card, please inform the front desk immediately. A new card with a different bar code will be issued, therefore making the old ID card invalid.

Please note there is a ***$10.00 charge*** (subject to change) to replace lost cards.

GUESTS

Members are encouraged to bring guests. Guests must sign a **Guest/Visitor Policy and Waiver** form located at the front desk. The fee is **$10.00 per visit.**

SPECIAL PROGRAMS

Non-members participating in special programs ***only***, such as **PACE, Arthritis Aqua Class, Osteoporosis Exercise-n-Educate,** etc., are *limited to class instruction only.* ***These persons are NOT eligible to use the pool, exercise equipment, or participate in other classes unless they become a Wellness Center member.***

CHILDREN

Children must be at least 12 years old in order to join the Wellness Center. Children ages 12 - 15 requires that a parent be a member and accompany them at all times. 16 year olds will be permitted to join if parent is not a member. Children under 12 present in the Wellness Center must go into childcare. For safety reasons, children may not wait in the locker room or lounge area without parental guidance nor can they "follow" a parent during the parent's workout. The only center that offers Childcare is Whitaker Wellness (North).

Operating Hours *(subject to change)*

Whitaker Wellness (2330 Immokalee Rd):	**Mon-Sun**	**8:15am – 1:30pm**
	Mon-Thu	**3:45pm – 8:30pm**
	Fri Evenings	**3:45pm – 7:30pm**

Childcare is offered as a convenience for our members. The Wellness Center will attempt to provide the best possible coverage for all members. We reserve the right to change childcare hours/rates at our discretion. The cost for childcare is $2.00 per hour per child. There is a $1.00 per half-hour charge per child. Childcare passes may be purchased for a discount at the front desk. Prices for these passes are as follows:

10 Visit Pass	$18.00
Monthly Pass-1 Child	$25.00
Monthly Pass-2 Children	$37.00
Monthly Pass-3 Children/more	$50.00

Children must be ***at least 6 months old*** and should already be fed and wearing a clean diaper upon entering childcare. Parents will be contacted to change the diaper of their child, as the child care providers do not provide diaper changes.

If a child becomes ill, is disruptive, uncontrollable, or endangering other children, the parent is required to remove them immediately from childcare. Parents ***must remain*** within the Wellness Center the ***entire time*** their child is in childcare.

TELEVISIONS

. ***Members must provide their own FM headset for television listening.*** In fairness to all our members, staff ***is not permitted*** to make channel changes upon a member's request.

GROUP EXERCISE CLASSES

The Wellness Center offers a wide variety of exercise classes to meet the diverse needs of our members. The majority of these classes are included in the membership and members are free to participate in them at any time. Please consult with staff regarding the appropriate class(es) for your fitness level.

The class size of certain group exercise classes ***(i.e. Spinning, Yoga, Pilates, etc.)*** *is limited.*

TELEPHONES

Telephones are located in the locker rooms for the use and convenience of our members. Members are limited to the use of these telephones only. ***All other phones are for staff use only.*** Staff cannot page members for personal phone calls.

When using the locker room telephone, ***you must dial "9" to get an outside line (Briggs Wellness Center only).*** Long distance calls ***cannot*** be made from these phones.

EXERCISE FLOOR RULES

- ***All members and visitors must check in at the front desk*** prior to using the facility.
- Guests are required to sign a ***Non-Member/Guest Policy and Waiver*** form located at the front desk prior to participation. This form must be filled out each day the facility is used by the guest.
- Staff members ***are not*** responsible for the personal belongings or lost or stolen items of members and visitors.
- Dress appropriately for exercise.
- Loud, offensive language is ***not*** permitted.
- ***Do not*** use any equipment unless you are knowledgeable on the proper use of it. If you have questions about the proper use of a piece of equipment, please ask a staff member for assistance.
- Allow others to use the strength training equipment you are using while you are resting between sets.
- Utilize spotters and locks when necessary (for heavy overhead lifts, squats, bench presses, etc.).
- Return weights to their proper rack when lifting is completed.
- During peak hours, limit your time to ***20 minutes maximum*** per cardiovascular equipment.
- Report any facility related injury or equipment problems to the staff on duty.

LOCKER ROOM RULES

- For our members convenience daily lockers are equipped with locks already. Monthly rental lockers require your own lock at the Whitaker location, however the Briggs location has all locks provided. Locks from the bottom row of lockers must be removed daily upon leaving the facility. *Locks left on overnight are subject to being cut off.*

- The upper row of lockers, are available for rent for **$10.00 per month.** These lockers can be used for overnight storage. Please inform the front desk if you wish to rent an upper locker or when you wish to cancel a locker rental.

- Shower curtains must be closed when showering to prevent water from running into the locker hall area.

- The locker rooms are provided with soap, paper towels and hair dryers. The showers have soap. Members must bring any other item they require, including towels. *Towels are available for purchase at the front desk.

SAUNA, STEAM AND WHIRLPOOL GUIDELINES

- A sauna, steam room (Whitaker Woman's Locker Room) and whirlpool is located in each locker room for your enjoyment.

- Please ***shower prior*** to using these amenities.

- We recommend that ***you limit your time*** in these amenities to ***10 minutes maximum.***

- Individuals with ***cardiac, pulmonary or other medical problems should not*** use these facilities.

- Individuals with ***open wounds or skin problems should not*** use these facilities.

- Shaving and/or shampooing are ***not permitted*** in the whirlpool or steam room.

- The steam room has a preset temperature. Please ***do not*** spray water on the thermostat, as this will cause the room to become too hot.

- The sauna temperature is set by the Wellness Center staff. The sauna is dry heat so please ***do not*** put water on the rocks. Our sauna's run off an electric generator and pouring water on the sauna rocks will only short out the generator causing it to be out of service.

- Maximum spa bath capacity is ***3 people.***

- Bathing suits *must be worn* during use of the sauna, steam room and whirlpool.

POOL GUIDELINES – Wellness Center South

Operating Hours:	Monday – Thursday	5:00 am – 8:30 pm
	Friday	5:00 am – 7:30 pm
	Saturday	6:30 am – 2:30 pm
	Sunday	8:00 am – 2:30 pm

WARNING: **NO LIFEGUARD ON DUTY**

- Please ***shower prior*** to using the pool.
- Food and beverages ***are not permitted*** in the pool or on the pool deck.
- Small items ***are not permitted*** in the pool.
- Diving is ***not permitted.***
- Pool depth is measured in feet.
- Pool temperature is kept at 84 degrees.
- Please share lanes with other lap swimmers should there not be enough room in the pool for one swimmer per lane.
- Please see NCH Pool Etiquette for more detailed information.

For Emergency Assistance: Dial 911

MASSAGE THERAPY POLICIES

Massage Therapy services are located at both Wellness Centers. Times and availability will vary.

All massage appointments must be scheduled in advance, although in some instances it may be possible to call in a massage therapist for a same day appointment. When booking the appointment please indicate the preferred day and time of appointment, provide your phone number, and indicate if you are a member or not. You will be called to confirm your appointment.

**As of January 1, 2011 all massage therapy appointments will be required to have a credit card or other payment form on file. Any appointments that are not cancelled at least 24 hours in advance will be charged to the credit card on file. When booking your appointment please indicate your gift card number, should you have it. We cannot keep banking information on file; it must be a credit card, valid gift card (not certificate), prepaid with cash, or payroll deducted (NCH employees only).