NCH WELLNESS CENTER

MEMBER HANDBOOK

WELCOME TO NCH WELLNESS!

The NCH Healthcare System is one of the most progressive in the country. More than just two hospitals, the NCH Healthcare System is an alliance of more than 500 independent physicians and medical facilities in dozens of locations throughout Collier County and Southwest Florida. Not only do we offer advanced comprehensive care, we embrace new, effective ideas in medical care and healing.

In the pursuit of our mission to help everyone live a longer, happier and healthier life, we are proud to provide two, comprehensive wellness facilities. The Briggs and Whitaker Wellness Centers are open to the community and staffed with a team of qualified professionals to help you succeed. We will do everything in our power to provide friendly, professional care in a comfortable environment.

The purpose of this handbook is to provide comprehensive membership information to maintain a safe and enjoyable facility for all of our members and guests. If you have questions or comments concerning your membership, please contact us directly.

We look forward to assisting each of you achieve your personal health and fitness goals.

Sincerely,

The NCH Wellness Staff

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GENERAL FACILITY INFORMATION

Locations:

As a member of **NCH Wellness**, you may access the following facilities:

- **Brigg's Wellness Center**
  399 9th Street North
  Naples FL 34102
  phone (239) 624-2750; fax (239) 624-2751

- **Whitaker Wellness Center**
  2330 Immokalee Road Suite #1
  Naples FL 34110
  phone (239) 624-6870; fax (239) 624-6871

  For important updates, please like us on www.facebook.com/nchwellness.

  Hours of Operations

	Briggs Hours	Whitaker Hours
Monday—Friday	5am—8pm	5am—7pm
Saturdays	6:30am—3pm	8am—12pm
Sundays	8am—3pm	8am—12pm

NCH Wellness Centers close promptly at the hours stated. Please complete your workout and locker room use by this time (members must exit facility by the close times noted above). Pool, sauna, jacuzzi and wet areas close 30 minutes prior to the hours above to leave adequate time for locker room use. Management reserves the right to temporarily close certain areas of the facility for announced special events or holidays. Holiday hours and schedule changes will be posted in advance.

Both NCH Wellness Centers are closed in observance of the holidays below. NCH reserves the right to change operational hours.

- New Year's Day
- Easter
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Day

We reserve the right to be closed for up to 12 days a year to observe legal holidays and for maintenance and repair of our facilities. NCH will follow federal/state regulations for severe weather or national emergencies. There will be no adjustment in membership dues for these closures.

Membership Cards: All members receive a membership card which must be swiped upon entering the facility. Every family member must have his/her own membership and card. Sharing membership cards is not permitted and may result in termination of your membership. There is a $10.00 replacement fee to replace a lost card. A photo is required for your membership profile and is taken at the Front Desk. We will not provide manual check-in if you fail to bring your membership card on a consistent basis. Entry may be denied to members consistently failing to scan their card upon entry. NCH Wellness reserves the right to request a photo ID to verify identity at any time.

Health History Questionnaire: All members are strongly encouraged to complete a health history questionnaire prior to joining to help them better understand any potential risks associated with an exercise program. Members are strongly encouraged to share this information with their physician and to seek his or her approval before beginning an exercise program. Individuals choosing not to complete the health history questionnaire are required to sign a declination.

Liability Waiver: All members and guests are required to sign a Liability Waiver before using any of our facilities.

Equipment Orientation: New members receive two, one-hour fitness equipment orientations with our Wellness Staff who will also assist you in establishing an exercise plan to achieve your goals. Refresher orientations are available to all members annually. Wellness Staff are available to answer your fitness related questions and assist with proper use of the equipment.

Age Requirements: A parent's signature is required on the membership agreement when individuals 12–17 years of age join. Members between 12-16 must be accompanied and supervised (within eye sight) by their parent or legal guardian at all times and in all areas of the facility, including locker rooms. The parent or legal guardian must also be a member or paying guest. Children under the age of 12 are not permitted in either facility. We reserve the right to require proof of age.

Personal Training: Personal training may only be conducted by NCH personal trainers (contracted / employees). NCH personal trainers set individual fees, schedule clients and collect payments directly from their clients. A binder displaying all of our NCH personal trainers is available at the Front Desk. If you are interested in training, contact the trainer of your choice directly. Training at a NCH Wellness Facility with a Personal Trainer who is not contracted with NCH Wellness will result in termination of your membership. To utilize personal training services at NCH Wellness, you must be a member or purchase a Day Pass ($12.00) or a 14-Visit Punch Pass ($100.00).

Parking and Safety: Parking is available in the parking garage at Brigg's Wellness Center or the parking lot of the Whitaker Wellness Center. Please lock your vehicle and any valuables. NCH is not responsible for any damage or theft that may occur.

Service Animals: Service animals, including dogs and miniature horses, trained to perform work or tasks for a person with a disability are permitted within NCH Wellness Centers per the Americans with Disabilities Act guidelines. Service animals whose sole function is to provide comfort or

TEMPORARY GUEST ACCESS

emotional support do not qualify as service animals under the ADA. Service animals not housebroken, or those unable to be controlled by the person with the disability, may be asked to vacate the Center.

All short term members must be at least 16 years of age and not currently on hold/inactive due to debt on the membership account. All members must check in at the front desk, present photo ID, sign a release, complete application and provide applicable supporting documentation prior to exercise.

Single Day Pass:

- Cost: $12.00
- Allows access to both facilities for the entire day
- Guests between 12-16 years must be accompanied and supervised (within eye sight at all times) by a legal guardian in all areas of the center including the locker rooms.
- Minors are not permitted to bring other minors as guests.
- Day Passes may not be used by members with bad debt or unpaid balances on their account.
- Single day passes may not be shared.

14 Day Pass Package

- Cost: $100.00
- Visits do not expire
- Visits may be shared
- Visits may not be used by members with bad debt or unpaid balances

Complimentary 7 Days for Lee and Collier County Residents

- Collier and Lee County residents, who have never been a member or previously used a trial, may receive complimentary access to the facilities for 7 consecutive days.
- Proof of local residency is required.

30 Consecutive Days for $75:

- Non-shareable
- No holds
- Non-refundable
- No credit card on file required

- Unlimited group fitness & pool access

Student Two Weeks for $35: Students must be at least 16 years of age to join independently and must be currently enrolled in a minimum of 9 credit hours (Graduate Students) or 12 credit hours (Undergraduate Students). Proof of student status must be provided including transcripts or reports cards. Student IDs are NOT accepted. Restrictions may apply. The membership is consecutive days and may not be placed on hold. This is a promotional membership limited to specific dates within promotion (typically offered for sprig break).

Student Summer Special for $99: The student special membership is available for sale between May 1st and July 31st. This membership must be used consecutively, and cannot be prorated or put on hold for any reason. It will expire three months after the purchase date.

Gift Certificates and Complimentary Day Passes: Complimentary passes and donated gift certificates must be used by the expiration date. If no expiration date is available on the certificates/passes, Management reserves the right to deny access.

Gift Cards: Gift cards are available for purchase and do not expire. Gift cards may be used for any services and products offered. The amount of the gift card should be purchased in the dollar amount to cover the intended service at the recipient's rate. Example: If a member is purchasing a massage for a non-member, the gift card amount should be purchased at the non-member massage rate.

Post-Rehabilitation Complimentary One Month: Patients completing NCH Physical Therapy, Occupational Therapy, Cardiac Rehabilitation, Pulmonary Rehabilitation or Diabetes Education are provided a one-month complimentary membership to the NCH Briggs and Whitaker Wellness Centers. The complimentary month includes up to two, 1-hour individualized equipment orientation and training sessions as well as personal program development and progression with a wellness professional. Appointments within the complimentary month are not guaranteed as they are based on staff availability. Wellness Staff will assist you in continuing your therapist and physician recommended exercise program as well as establishing and achieving new goals related to strength, flexibility, balance, endurance, and overall quality of life. Prior and/or current members are not eligible for a complementary month. Patients are not eligible for more than one complimentary month membership. For those interested in additional training sessions, graduates with active memberships are also eligible to purchase a special, post-rehabilitation

training package including 5 sessions for $150.00. Sessions expire 18 months from the date of purchase., are non-refundable and may not be shared.

Monthly Memberships: Monthly membership options include single, spouse, dependents, student, and corporate. Monthly memberships are subject to a $25.00 reactivation fee per account. Monthly joins and/or reactivations may not cancel or place the membership on hold prior to the first full month's billing cycle. The initial/joining month is pro-rated; however, if the monthly membership is placed on hold, the hold month is not pro-rated.

- **Monthly Single:** $50.00 per month

- **Monthly Spouse:** $41.00 per month; Proof of marriage may be required. Same-sex marriages are recognized.

- **Monthly Dependent:** $27.00 per month; Children ages 12-18. The parent or legal guardian must be a member to receive the monthly dependent rate.

- **Monthly Student:** $41.00 per month; Students must be at least 16 years of age to join independently and must be currently enrolled in a minimum of 9 credit hours (Graduate Students) or 12 credit hours (Undergraduate Students). Proof of student status must be provided, (transcripts or reports cards) upon joining and every year thereafter. Student IDs are NOT accepted. Restrictions may apply. Students must put accounts on hold by submitting a completed Hold Form. Reactivation fees do not apply to student accounts.

- **Corporate Memberships:** $41.00 per month; Corporate memberships are available for businesses with 5 or more employees signing up for a membership. Corporate Memberships can be self-paid or paid by the business. Corporate Accounts falling below the five-member minimum will be cancelled. Individuals will have the option of continuing at the regular monthly rate of $50.00 at their next visit.

- **Annual Memberships:** Annual membership options include single, spouse, dependents, student, and corporate. Annual memberships are paid-in-full for one year. Annual memberships are exempt from the $25 reactivation fee and hold time will be added to the expiration date at time of reactivation. Annual accounts on hold for more than 12 months will lose all time. Annual memberships are non-refundable.

Annual Single:	$540.00 annually
Annual Spouse:	$443.00 annually
Annual Dependent:	$296.00 annually
Annual Corporate:	$443.00 annually
Annual Student:	$443.00 annually

- **Modifications:** We reserve the right to be closed for up to 12 days a year to observe legal holidays and for maintenance and repair of our facilities. We may be closed additional days due

to severe weather or national/global emergencies. There will be no adjustment in membership dues for these closures. NCH Wellness Center reserves the right to change facilities, fees, rates, hours, schedules, instructors, rules & policies.

Membership Hold: Monthly and annual members may place their accounts on hold for a minimum of 4 weeks and a maximum of 12 months per hold. Members must complete a Hold Form and submit to the Front Desk or notify the NCH Wellness Business Office in writing to activate the hold. Monthly members may not place memberships on hold or cancel prior to the first full month's billing cycle. Hold notifications will not be taken via the phone. Monthly members must pay any outstanding balance prior to the hold status going into effect. Monthly dues will be suspended during the time of the hold. Members are responsible for maintaining a copy of the Hold Form. Members will not be reimbursed for any time in the event that a discrepancy occurs and the member is unable to provide proof of the completed Hold Form. Forms must be received by the 25th day of the month preceding the requested hold start date. Refunds are not provided for Hold Forms turned in after the deadline. Billing is NOT based on attendance. If you are not using the facility and you did not place your membership on hold, you are responsible for payment. **There are no membership refunds.** Memberships on hold for greater than 12 months are considered cancelled. Cancelled members wishing to re-join must complete a new membership application and will be subject to any applicable initiation fees.

Medical Hold: To accommodate members who are unable to use the facility for medical reasons, Medical Holds up to 12 months are available by completing a Hold Form. During a Medical Hold, any applicable monthly payments cease and you do not have access to the facility. To reactivate your membership, submit a completed Reactivation Form and physician note to waive the $25.00 reactivation fee. Monthly Memberships reactivated in the middle of a month will be charged a prorated amount for the remainder of the month. Annual Memberships will be extended for the same amount of time as the length of the hold. It is the member's responsibility to notify the Wellness Center in writing or submit a Hold Form in order to place a membership on hold. Memberships on hold for greater than 12 months are considered to be canceled. Cancelled members wishing to re-join must complete a new membership application and will be subject to any applicable initiation fees.

Membership Cancellations:

Annual Members: A courtesy renewal notice is emailed upon the membership expiration date. Memberships not renewed by the expiration date are automatically cancelled. Annual memberships exceeding the allowable 12-month hold period are automatically cancelled and any remaining time left on the membership is forfeited. Exceptions may be made for medical reasons but a physician's note is required. If the member wishes to rejoin at a later date, a new application is required.

Monthly Members: Monthly memberships are continuous, unless placed on hold in writing. After a hold time of 12 months, the monthly membership is considered cancelled. To re-join, a new membership application is required. Monthly memberships may not be placed on hold or cancelled prior to the first full monthly billing cycle.

Membership Reactivations: Members must submit a completed Reactivation Form to reactivate their account. A $25.00 reactivation fee is required for each monthly member at the time of reactivation

MEMBERSHIP BILLING

along with any applicable dues until the next scheduled draft date. Annual Members are not charged the reactivation fee. It is the member's responsibility to update address, phone number and EFT at the time of reactivation. Reactivation fees do not apply to monthly members on medical hold, full-time students, dependents and NCH Affiliates/Volunteers. Students must present proof of student status upon each reactivation.

Dues : Dues from monthly members are collected on the 1st day of each month by electronic debit from the member's checking account (EFT) or credit card. If the 1st day falls on a weekend, the draft will occur the proceeding Monday. A charge of $25.00 will be assessed on all EFT payments declined, returned and/or rejected by the bank. NCH Wellness Center reserves the right to cancel membership if payments are not made when due. If any amount does not agree with your records, please notify NCH Wellness immediately. Any discrepancies discovered after payment of a month's dues will be adjusted on the next scheduled draft date. While telephone calls to the Business Office are certainly encouraged for any account questions you may have, any regular business such as payments to accounts or changes in membership status may be taken care of at the Front Desk. We are unable to accept prepayments for monthly memberships. Members who want to prepay will need to pay the annual fee.

Outstanding Balances: Accounts with unpaid balances become delinquent after 30 days and memberships are placed on a courtesy hold. To re-activate a membership, you must pay the

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outstanding balance in full, complete a re-activation form and pay the current month's pro-rated dues. Individuals with unpaid balances or bad debt may not use the Centers until all fees are paid in full. **Non Member Rates for Pilates Reformer, Massage, TRX, Swim lessons, and workshops include daily guest fee.**

Locker Rentals: Complimentary day-use lockers are available. For overnight storage of personal

belongings, locker rentals are available. Items stored overnight in unrented lockers will be removed and placed in Lost and Found. All unclaimed items will be donated to charity after 30 days. Lockers may not be rented if the attached membership is placed on hold or cancelled. Belongings must be removed on or before the membership hold/cancellation date. Items not removed will be placed in lost and found and donated to charity after 30 days. Annual lockers can be placed on hold with membership and will receive the remaining paid time upon reactivation (You may not get the same locker upon reactivation). Annual locker time expires the same as annual membership once hold exceeds 12 months.

Towels: Towel service is not provided; however, small, medium and large towels are available for purchase at the front desk.

Massages: Massage therapy is offered at both facilities at an additional cost. A variety of massages are available including therapeutic, and deep tissue. Contact the front desk for pricing or to schedule an appointment. See p.18 for massage policies and etiquette.

Personal Training: Personal training services with NCH contracted personal trainers are available at both facilities at an additional cost. NCH contracted trainers set individual fees, schedule clients and collect payments directly from their clients. A binder displaying all NCH contracted personal trainers is available at the Front Desk. If you are interested in training, contact the trainer of your choice directly. Training at an NCH Wellness Facility with a Personal Trainer who is not contracted with NCH Wellness will result in termination of your membership. To utilize personal training services at NCH Wellness, you must be a member or purchase a Day Pass or a 14-Visit Punch Pass.

Advanced Fitness Assessment: Fitness testing is available to members and non-members at an additional cost. This comprehensive assessment includes percentage body fat, resting metabolic rate, 10-repetition max predictive strength test, sub-maximal VO2 and flexibility. Fitness assessments are helpful in determining fitness levels, setting personal goals and developing effective exercise programs.

Group Fitness Classes: Over 100 group fitness classes are offered weekly at each facility at no additional cost. Class schedules are available at the Front Desk and online. A wide range of classes are available to accommodate various fitness levels and special health needs such as Parkinson Disease, pregnancy, osteoporosis, post-stroke and multiple sclerosis. Please see p. 14 for group fitness policies.

Pilates Reformer Classes: Pilates reformer classes are available at an additional cost. Please contact

the Front Desk for the class schedule or pricing. See p. 19 for Pilates Reformer policies and etiquette.

Swim lessons: Swim lessons are available at an additional cost. Please contact the front desk for pricing and scheduling

POLICIES & ETIQUETTE—GENERAL

Alcohol, Smoking and Drug Policy: No alcoholic beverages or drugs are allowed on any NCH property. Use of alcohol and drugs will result in member termination. NCH Healthcare System and Wellness Centers are nicotine-free environments. Smoking, use of tobacco and e-cigarettes are prohibited on all NCH Healthcare System campuses.

Weapons: Consistent with NCH Healthcare System's policy, guns, knives and other weapons are not allowed on the premises.

Solicitation Policy: No solicitation or promotion of products, services, or events is permitted on the premises without prior written approval from NCH Healthcare System. Member petitions are not allowed.

Attire: For your comfort and safety, all members are expected to wear proper workout attire for their particular activities. Suitable exercise clothes and footwear are required in all areas of the facility. Rubber-soled tennis or athletic shoes are required at all times. Sandals, Crocks, open-toed shoes, heelless shoes, flip flops and any other similar style shoes are not allowed on the exercise floor. Cleats are only permitted in the cycling studio, and may not be worn in other areas of the facilities. We ask that cycle participants wear soft-toed shoes into the center and only change into cleats when they enter the cycling studio.

Clothing with offensive language/designs/pictures are not permitted. If it is determined by management that a member's clothing is unacceptable, he/she may be asked to change their clothes or leave the facility.

Swimmers must towel off prior to entering the locker rooms. Swimmers must have their shirts and shoes on before entering the lobby or fitness area. Swimwear in the whirlpool and outdoor pool, swimwear or towel in sauna and coverage with a towel or clothing is required in all other areas of the

locker room. Swimsuits are not permitted in any exercise area other than the pool or sauna. Thong-style swimsuits are not permitted.

Video Surveillance: NCH Healthcare System video surveillance is used in the whirlpool, sauna, and lobby areas of the locker rooms as well as in the fitness areas throughout the facility to monitor safety and policy compliance. Video surveillance is not used in the showers, bathroom stalls, locker areas or changing areas.

Cell Phones & Cameras: For the safety and security of our members and guests, speaking on a cell phone is limited to the main lobby and locker room lobbies. All other areas are strictly prohibited. Photos and videos are not permitted on the wellness center property without advanced management approval.

Conduct: Members are expected to behave in a quiet, well-mannered fashion. Harassment of fellow members, guest or staff, either verbally or physically is not permitted. This may include verbal abuse, use of profanity or other abusive language, intimidation, staring at or following another person within the facility, sexual harassment or harassment on the account of race, religion, ethnic background, gender or sexual orientation. Disrespectful and inappropriate conduct, behavior and/or other actions that negatively impact our guests, staff or other members will not be tolerated and may result in ejection from the facility and/or revocation of membership. Indecent exposure, voyeurism, exhibitionism, or other lewd and lascivious acts are prohibited by law. Any criticism regarding guests, other members, or staff must be relayed to the management in private.

Member Suggestions: Your opinion matters. When you have a suggestion, compliment, comment or complaint about the facility or programs, tell us immediately by completing a comment card and dropping it in one of the suggestion boxes located at the front desk or speak with one of our Wellness Staff. Management wants to understand your needs and suggestions to continually improve the facility.

Lost and Found: The Wellness Centers are not responsible for any lost or stolen items belonging to members or their guests. Valuables should be left at home. Lost items will be held for 30 days and then donated to a local charity. Wellness Staff are not permitted to hold members' personal items (keys, phones, groceries, etc.). Complimentary, daily lockers are available for all members and guests.

POLICIES & ETIQUETTE—GROUP FITNESS

Safety and First Aid: Members and guests should observe all posted signs and use caution while exercising at the facility. First Aid kits and an AED machine are available in the facility. Wellness Staff neither carry nor administer any type of medication, including over the counter medications (i.e. Tylenol, Aspirin). In the event of an emergency, 911 is contacted. If you have or see a life-threatening emergency, please dial 911 and notify the Wellness Staff immediately.

- Membership includes complimentary access to all group exercise classes except Pilates Reformer classes.
- NCH Wellness reserves the right to limit class size.
- Advanced registration may be required for specific classes. Refer to the group exercise schedule. If applicable, a sign-up sheet is available at the Front Desk 30 minutes prior to the class start time.

POLICIES & ETIQUETTE—FITNESS AREA

- You must be present to sign-up for a class.
- Allow class participants time to exit before entering for a new class.
- Members may not use stereo equipment in group exercise studios.
- Do not enter group exercise studios after classes have begun.
- Reserving spots in class for other members is not allowed.
- Wipe down equipment used during class including mats.
- Classes and schedules subject to change and cancellations.
- Lights, temperature and music may not be adjusted by members.
- Children under 12 are not permitted within the fitness areas. Children ages 12-15 must be directly accompanied by a parent/guardian at all times and within all areas of the facility, including locker rooms. Siblings cannot substitute a Parent/Guardian.
- Food and open containers are not allowed in the workout areas. Water bottles with lids are acceptable.
- Personal exercise circuits can only be set up in group exercise rooms when not in use.
- Please observe the 20-minute time limit on all cardiovascular equipment if informed that another member is waiting. Inform a member if you are waiting.
- Please allow other members to “work in” when performing multiple sets on strength training equipment.

- Members may not provide personal training or exercise instruction to other members in the Wellness Center, even if funds are not exchanged. Only NCH contracted Personal Trainers may personal train.
- Members may not lead informal exercise classes in the facility.
- Do not sit on machines and talk while others are waiting.
- There is no "holding of machines" for buddies or personal training clients; equipment is used on a first-come, first serve basis.
- All equipment must be returned to its appropriate storage area after use. Weights must be re-racked.
- Group exercise equipment must remain in the studios.
- Wipe off cardiovascular and strength training equipment after each use with the disinfectant wipes. Wipes should not be used for personal hygiene (wiping hands, face, etc.).
- Perfumes and colognes often times become stronger as the wearer's body temperature increases. Refrain from wearing heavy perfumes or colognes. Perfumes are not to be sprayed in Group Exercise studios or on gym floor.
- Due to the high risk of injury, we recommend you use a spotter when training with free weights.
- Weights are not to be dropped or thrown. Raise and lower weights in a controlled manner.
- Refrain from yelling, using profanity, banging weights and making loud sounds.
- Keep towels away from moving parts of machines.
- Members must provide their own FM headset for television listening.
- Wellness Staff are not permitted to make channel changes upon a member's request.
- Report any injuries or equipment problems to the Wellness Staff immediately.
- Headphones must be used with all personal, portable music devices.
- Members may not bring in personal exercise equipment of any type except for yoga and/ or fitness mats.

POLICIES & ETIQUETTE—WHIRLPOOL, SAUNA, STEAM ROOM

For your convenience, locker rooms have showers, lockers, vanity areas and private changing areas. Bath towels are not provided but are available for sale.

- Secure and lock your valuables. NCH Wellness Center is not responsible for lost or stolen items.
- Wellness Staff will not hold keys, purses, phones or other personal items.

- Day-use lockers are complimentary and are locked by using a 4-number code of your choice. If you use a day-use locker, you must take your personal items home when you leave each day. Any items left in a day-use locker overnight will be removed, and the items placed in lost and found.
- Lost and found items and items removed from day use lockers will be donated to charity after 30 days. NCH Wellness is not responsible for items left by members.
- Permanent lockers are available for a monthly fee. Locker rentals may not remain active with an inactive membership. Contents must be removed on or before membership hold date. Any items left in locker after hold date will be considered "abandoned" and held for 30 days and donated to a local charity. Annual lockers will receive remaining time upon membership reactivation. Locker numbers are not guaranteed.

- Children under 12 are not permitted in locker room area. Children ages 12-15 are allowed in locker room but must be directly accompanied by a parent/guardian. Siblings cannot substitute a parent/guardian.
- Shaving, shampooing, bodily grooming/cleansing is prohibited in the pool, whirlpool, saunas and steam rooms.
- Swimwear is required in the whirlpool and outdoor pool. Swimwear or coverage with a towel is required in the sauna and coverage with a towel or clothing is required in all other areas of the locker room.
- Please assist in keeping the locker rooms clean and tidy.
- A steam room is available in the women's locker room only at Whitaker Wellness.
- Sauna and whirlpool users must be 16 years of age or above.
- Shaving, shampooing, bodily grooming/cleansing is prohibited in the pool, whirlpool, saunas and steam rooms.
- Do not apply oils or lotions prior to or while using the wet areas.

POLICIES & ETIQUETTE—POOL

- Bandages may not be worn in pools or whirlpools. Do not enter any wet area (pool, whirlpool, sauna, steam room) with open sores, rashes, or if you have a contagious illness.
- If you have high blood pressure, heart problems or other condition aggravated by heat, consult your physician before using the whirlpool, sauna or stream room.
- Swimwear is required in the whirlpool. Swimwear or towel coverage is required in the sauna and steam room.
- Exercising is not allowed in sauna, whirlpool or steam room.
- Do not put fluids on the lava rock in the sauna or hose down the steam room thermostat.
- Whirlpool temperature is 102 to 104 degrees F.
- Limit usage to 15 minutes
- No more than 6 persons in sauna, whirlpool or steam room at same time.
- Shower prior to entering the whirlpool, including after using the sauna or steam room.

- The outdoor pool located at the Brigg's Wellness center is 4 lanes, 25 meters long and the temperature is maintained at 84 degrees. Due to the volume of users, it is usually necessary to share lanes in the pool. During aquatic classes, some or all lanes will be closed to accommodate class participants. Please refer to the Brigg's Wellness pool schedule for class times.
  - There is no lifeguard on duty at the pool.
  - Towel off prior to leaving pool/wet areas.
  - Always shower on-site before entering the pool or using the steam room, whirlpool, or sauna. This is a Health Department regulation.
  - Bathing suits are required (no thong swim wear).
  - Personal belongings that are brought in the pool areas shall be contained in a gym bag or other suitable carrier to allow for a speedy and efficient exit.
  - Children under age 12 are not allowed in pool. Children between ages 12-15 must be accompanied by a parent at all times
  - No food, gum or drinks are allowed in the pool area except for water in plastic containers. No glass containers of any kind are permitted in wet areas.
  - For your safety, please do not run on the pool deck or participate in horseplay in or around the pool. Diving is not allowed under any circumstances.
  - Hanging on lane lines is not allowed.
  - Adjusting or removing lane lines is not allowed.
  - Bandages may not be worn in pools or whirlpools. Do not enter any wet area (pool, whirlpool, sauna, steam room) with open sores, rashes, or if you have a contagious illness.
  - Equipment is for exercise purposes only. Please return equipment to designated area after use.
  - Classes are cancelled when the air temperature at 8:00am is 55 degrees or less.
  - We close the pool when radar detects a lightning strike within a 10 mile radius. During the summer rainy season if there is a question about whether or not the pool is open, please ask at the front desk or call (239) 624-2750.
  - Pool lift (350 pounds maximum) is available.

POLICIES & ETIQUETTE—LAP SWIMMING

- Lanes are large enough to accommodate multiple lap swimmers. Circle swim when two or more swimmers are sharing a lane. Stay to the right in the lane and swim counterclockwise.
- Lap swimmers must share lanes when inadequate lanes are available. Open lap/swim times can be found on pool schedule. During group classes, a swim lane may be left open if the size of the class permits, but this is not guaranteed.
- Swimmers are not allowed to swim in same lane in which a class is taking place.
- Rest on right side and allow others in your lane to swim through.
- When trying to pass, **ONE** touch on the feet of the person ahead of you to notify them of your intent to pass
- Always allow other lap swimmers to join your lane in order to accommodate multiple swimmers in each lane.
- If not swimming, please conduct your exercise (walking, etc.) outside of the lanes or in the area closest to the stairs.

- Do not disturb the lap swimmers by pushing on the lane lines.

POLICIES & ETIQUETTE—MASSAGE

Massage therapy is offered to members and non-members as an extra fee service. Please see the front desk for pricing.

- Massages are available by appointment only.
- Massage clients must check-in for their appointment at the front desk
- Appointments may not be scheduled more than 6 months in advance.
- Call the facility or visit the front desk to schedule an appointment. All members, guests, and NCH employees are required to have a valid credit card, EFT form and signed massage consent on file prior to scheduling an appointment regardless of the payment method. This includes those paying with a Series Sale Package, gift card or gift certificate.
- Appointments not cancelled at least 24 hours in advance will be charged to your account or credit card on file.
- It is the client's responsibility to remember their scheduled appointment. Courtesy email reminders can be sent by updating your email on file at the Front Desk.
- NCH Wellness Centers do not provide massage services to minors under the age of thirteen (13) or pregnant women.
- A parent/guardian of any child under 18 must complete and sign the provided Parental Permission Form prior to the minor receiving the massage service. The form must be signed and dated by the parent/guardian in the presence of a Wellness Staff member, and the staff member observing the completion of the form must also sign and date the form.
- Children ages 13-17 must have a parent/guardian seated in the massage room throughout the entire service session while the minor is receiving his/her massage service.
- Minors must be scheduled with the same gender therapist.
- Single massages and massage packages are non-refundable.
- Massages are non-transferable/shareable. Single massages and/or specialty packages may not be used by other members or non-members. If purchasing as a gift, the service must be purchased at the recipient's rate.
- Massage packages expire 12 months from the date of purchase.
- Member and non-member pricing is available.
- If receiving a massage at a member rate, your wellness membership must be active at the time of the massage to receive this rate.
- If you choose to tip your therapist, we are unable to provide change at the Front Desk.
- Pilates Reformer machines are only accessible through group or private class formats. Both options require pre-registration.

POLICIES & ETIQUETTE—PILATES REFORMER

- Classes are booked on a first come first serve basis and may not be scheduled more than six months in advance.
- All clients new to Pilates must complete an introductory class prior to scheduling a group class.
- Pilates group classes are 55 minutes in length, unless stated otherwise on class schedule.
- Member and non-member pricing is available. To receive member pricing, client's membership must be active at time of purchasing, scheduling and attending.

- A credit card, completed EFT Form and Pilates Consent Form must be on file prior to scheduling an appointment, regardless of payment method. This includes those paying with a Series Sales Package, gift card or gift certificate.
- Pilates participants must check-in at the Front Desk and pay for the appointment prior to attending class.
- All Pilates appointments require a minimum notification of 24 hours for changes and/or cancellations. The full price of the Pilates session will be charged for changes/cancellations with less than 24-hour notice or failure to show up for an appointment.
- Pilates packages are non-refundable, expire 12 months from the date of purchase and may not be shared.
- If purchasing as a gift, the service must be purchased at the recipient's rate.
- It is the client's responsibility to remember their scheduled appointment. Courtesy email reminders can be sent by updating your email on file at the Front Desk.
- Perfumes, lotions, and colognes often times become stronger as the wearer's body temperature increases. Refrain from wearing heavy perfumes, lotions, or colognes. Perfumes are not to be sprayed in Group Exercise studios or on gym floor.

POLICIES & ETIQUETTE—SWIM LESSONS

- Swim lessons are accessible through group or private lessons. Both options require pre-registration.
- Member and non-member pricing is available. To receive member pricing, client's membership must be active at time of purchasing, scheduling and attending.
- A credit card, completed EFT Form and Consent Form must be on file prior to scheduling a lesson.
- All swim lessons require a minimum notification of 24 hours for changes and/or cancellations. The full price of the lesson will be charged for changes/cancellations with less than 24 hour notice or failure to show up for an appointment.
- All Policies & Etiquette for the Pool see pg. 16 are also required for swim lessons.

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