



**Memorial
Healthcare**

Wellness
Center

MEMBERSHIP HANDBOOK: Rules & Regulations

1. MEMBERSHIP TYPES

The Memorial Healthcare Wellness Center offers the following memberships: 1. Primary/Individual member, 2. Spouse member, 3. Dependent/teen family member*, 4. Employee, 5. Employee couple, 6. Senior (62+) and 7. Senior Couple. Couple/spouse/dependent/teen membership members must reside at the same address as the primary member. Memberships options include 3-, 6-, or 12-month paid-in-full, or month-to-month. Paid-in-full memberships may be paid with cash/check/or debit/credit cards. Month-to-month memberships require a payment card on file for monthly billing. The facility provides membership to those ages 14 and above except for specific activities for children (see # 13).

*Dependent/teen family members ages 14-15 are required to remain within arms reach of the Primary/Individual (parent/guardian) member at all times while within the Wellness Center facility. Dependent/teen family members ages 16-17 are permitted within the Wellness Center with a Primary/individual member (parent/guardian) present within the facility also.

2. BILLING

All monthly dues/payments will be deducted the 15th day of each month. Billing is primarily completed electronically, unless a paid-in-full membership has been purchased. Billing occurs at/around 12:00 am on the 15th. Payments may be made with a major credit card or electronically deducted from a checking or savings account. Memorial Healthcare Wellness Center has the right to cancel membership privileges to any member who does not pay their bill before or on the billing date, the 15th each month. A charge of \$37 per transaction will be levied on all overdue accounts. The Wellness Center will attempt to run a payment method twice. After the second occurrence the penalty charge is applied automatically from the card vendor. It is the member's responsibility to ensure their payment method is current and active to avoid the potential \$37 penalty charge.

3. MEMBERSHIP CANCELLATIONS

In order to ensure proper billing, members of Memorial Healthcare Wellness Center are required to provide notice no later than the 14th of the month. Any notifications after the 14th will not be honored, no refunds from the billing cycle that occurs on the 15th will be provided. A cancellation form must be completed and on file in the member's account in order to process membership cancellation. Verbal cancellation requests and confirmations are not valid. Last month of billing will be prorated if applicable.

4. MEMBERSHIP HOLDS

Members may place their membership on hold for a maximum of two (2) months in a calendar year. Hold requests may be two consecutive months or two separate months within the calendar year. Membership holds cannot be retroactive. A rate of \$10.00 per month for the months selected to be on hold will apply. Any member with a locker subscription, a \$5 hold fee will apply to their locker reservation during their requested hold months. Exceptions will only be granted with the express written consent of the Memorial Healthcare Wellness Center's Executive Director.

5. NEW MEMBER INTEGRATION

A Physical Activity Assessment and equipment orientation are provided to every new Wellness Center member. The assessment takes into consideration health history and fitness goals to create a recommendation of exercises and equipment to focus on. Memorial Healthcare Wellness Center urges members to take advantage of this valuable service. For more information and to schedule appointments call Memorial Healthcare Wellness Center. All sessions are scheduled on an individual basis and conducted by our on-staff Certified Personal Trainers or Exercise Physiologists.

6. MEMBERSHIP ID

A membership ID card will be issued to each member. If a replacement is necessary, a service charge of \$5.00 will be assessed. For security reasons, members are required to have their identification pictures taken within two weeks of joining. Improper or unauthorized use of a membership card is prohibited and will result in a fine or revocation of membership, at the sole discretion of Memorial Healthcare Wellness Center. A membership ID must be shown for admittance to the Memorial Healthcare Wellness Center.

7. GUESTS

Members are encouraged to bring guests and are allocated three (3) complimentary guest passes to be used within the calendar year. Guests who are not accompanied by a member may use the facility at the daily guest pass rate of \$12. All guests must complete a health risk assessment, release form and present valid identification. Guests are subject to strict rules of proper behavior. Memorial Healthcare Wellness Center reserves the right to refuse admission to any guest, for any reason.

8. DISCIPLINE

In order to ensure the safety and enjoyment of all of our members, Memorial Healthcare Wellness Center has established a code of conduct for its members and guests. Memorial Healthcare Wellness Center reserves the right to fine its members, to revoke membership for any improper conduct in the facilities. Specific infractions may include, but are not limited to:

- a. Fighting or horseplay
- b. Spitting
- c. Use of offensive language
- d. Behavior that is deemed by management as offensive to other members, or creates a situation that is considered to be unsafe
- e. Unauthorized solicitation and or distribution
- f. Failure to pay a bill on a timely basis
- g. Theft or damage of property, including towels.

9. ATTIRE

To ensure a welcoming and comfortable environment for all, members are expected to wear appropriate attire when using the facility. Midriffs should not be exposed. Shoes (clean, athletic footwear, no flip-flops, sandals, or boots) and shirts are required at all times, with the exception of the locker rooms and pool area. The Michigan Department of Health, by law requires that swimsuits be worn in pools, steam rooms and saunas.

10. LOCKER ROOMS

For the convenience of members, Memorial Healthcare Wellness Center provides a choice of a half-length lockers at no charge as well as all full-length (and some select half-length lockers) for a for a monthly fee. Members using the half-length lockers at no cost must remove their belongings at the end of the day. Lockers are checked at the end of each day. Any contents left in an unassigned locker will be placed in lost and found. Memorial Healthcare Wellness Center is not responsible for items lost or stolen in the locker rooms.

Cell phone usage is strictly prohibited within the locker room areas. Children under four (4) years of age are permitted in all locker rooms when accompanied by a parent or guardian. Private locker rooms are available for families or those members or guests desiring privacy. Locker room hours follow the facility opening and closing times. Memorial Healthcare will offer planned family swim time for children under the age of 13 years old. These hours are located within the pool schedule.

A swimsuit spinner is located in all three (3) locker rooms as well as swimsuit bags. The Wellness Center is not responsible for any damage to swimsuits, towels, apparel, etc. that are placed within the spinner. Please use at your own risk.

11. LOCKER SUBSCRIPTION WITH LAUNDRY SERVICE

The Wellness Center Locker Subscription add-on includes laundry service. Members who purchase a full-length locker or select half-length locker will receive a designated laundry loop with their locker number on it. Laundry loops that are dropped in the designated laundry service baskets in both the men's and women's locker rooms will have their apparel laundered and replaced back into their purchased locker by the next day. It is requested that only one fitness outfit, one towel, and one swimsuit (maximum) are placed on the laundry loops. We have found that excessive linens strung onto the laundry loops do not dry completely.

The Wellness Center is not responsible for items returned from laundry service that are damaged. Our team prides itself in taking the utmost care of any of our member's personal belongings, however, we are unable to mitigate accidental damage caused from our commercial washers and dryers.

12. LOST & FOUND

The Wellness Center team will hold onto any items found and/or turned into our front desk. We will empty our lost & found collection at the end of every month by disposing of or donating any items collected. If you think you may have lost an item, please notify the front desk as soon as possible.

13. ACTIVITIES FOR CHILDREN

Activities for children (defined as individuals under the age of 14) are periodically offered. Activities for children may be an additional cost for participation. Drop-in child care for children 12 and under is available M-F for an added fee per child, hours of operation may vary. Programming that may be available for children under the age of 14 include:

- Swim lessons
- Family swim time
- Special programs for healthy habits

Access to use the second floor fitness facility is not permitted for individuals under the age of 14.

14. THERAPY POOL

The Michigan Department of Health, by law, requires members to shower prior to use of pool. Please refrain from utilizing perfumes, colognes, lotions, etc. prior to utilizing the Therapy Pool as this can negatively influence the chemical balance. Failure to shower/rinse prior to entering the Therapy Pool may result in denied usage of the Therapy Pool from Wellness Center Staff (Customer Service Attendants, Certified Lifeguards, Group Fitness Instructors, and management).

The Therapy Pool located within the NOW Building is an amenity that is shared with Memorial Healthcare's Outpatient Physical Therapy patients. The Therapy Pool is available for Wellness Center Members to utilize during specific time periods each day that do not interfere with patient scheduling. Patient scheduling takes priority Monday-Friday during business hours for usage of the Therapy Pool. Members may inquire at the Wellness Center Front Desk if there is additional pool time available each day.

The Wellness Center offers a variety of activities in the Therapy Pool which includes but is not limited to: aquatic group fitness classes, aquatic programs (added-cost activities), children's swimming lessons (both group and private), aquatic personal training sessions, open swim, and designated Family Swim time for children under the age of 13 years old. Open swim time is available to all Wellness members and may include private swim lessons and/or aquatic personal training sessions during this time. Hours of aquatic activities are located on the monthly aquatics schedule and are subject to change at any time.

A Lifeguard is not required to be present for the use of the Therapy Pool. The Wellness Center works to ensure that a Lifeguard is present for any activities involving children in the pool, however, this may not be guaranteed at all times. Please be responsible and swim at your own risk.

15. GROUP EXERCISE

Memorial Healthcare Wellness Center provides a wide range of group exercise programs. Most group exercise classes are free to members. Group exercise schedules are updated monthly and are available in the lobby or on the website. Memorial Healthcare Wellness Center reserves the right to change group fitness class times and to add or delete other classes. Specialized classes may require a fee for attendance. Any class that is registered for and no-showed will be charged \$10 to their member account. Additional information for registering and unregistering for group fitness classes is available at the Wellness Center front desk.

16. MEDIA

Memorial Healthcare reserves the right to take photos and video within the Memorial Healthcare Wellness Center at any time. Professional photo and video recording on the premises is not allowed without the expressed permission of Memorial Healthcare Wellness Center management.

17. FOOD

For the convenience of members, a food and beverage area is provided. Use of water bottles is acceptable within the Wellness Center. All food must be kept in the food service area only. No glass containers are allowed in the Memorial Healthcare Wellness Center facilities.

WELLNESS CENTER ADD-ON SERVICES & PROGRAMS

Add-on services and programs are additional-cost services outside of a Wellness Center Membership. All add-on services are available to both Members and Non-members of the Wellness Center. Please see below for the list of add-on services available as well as the rules/regulations for each.

1. PERSONAL TRAINING/HEALTH COACHING

Personal training services are available through the fitness department with Certified Personal Trainers. Sessions are available for one (1) hour. Schedules and fees are coordinated by the front desk. If a member/non-member does not have a valid payment card on their Wellness Center member account or if they are a non-member the price per session will be charged at the time of scheduling. Once personal training is scheduled a 24-hour notice is required to cancel or reschedule, otherwise the member/non-member will be charged the full rate. A No-Show fee will also be charged if services are canceled less than 24 hours before the appointment. Personal training gift certificates are also available. No outside personal trainers are allowed into the Memorial Healthcare Wellness Center without the authorization of the Fitness Director.

2. MASSAGE

Massage services are offered in separate rooms located near the locker rooms with Licensed Massage Therapists. Sessions are available for 45 minutes, one (1) hour, or 90 minutes with a variety of modalities offered. Schedules and fees are coordinated by the front desk. If a member/non-member does not have a valid payment card on their Wellness Center member account or if they are a non-member the price per appointment will be charged at the time of scheduling. Once a massage appointment is scheduled a 24-hour notice is required to cancel or reschedule, otherwise the member/non-member will be charged the full rate of the service requested. A No-Show fee will also be charged if services are canceled less than 24 hours before the appointment. All Licensed Massage Therapists may not offer the same services. Any Licensed Massage Therapists who rent space within the Wellness Center will be paid for services directly - payment will not process through the Wellness Center front desk. Massage gift certificates are also available.

3. DROP-IN CHILDCARE

Drop-in childcare is available to members and non-members visiting the Wellness Center. Drop-in childcare is \$2 per hour, per child, up to a maximum of 2 (two) hours. The drop-in childcare fee is paid at the time of drop-off. Parents/approved guardians must check-in at the Wellness Center front desk before dropping off and picking up. Parents/approved guardians are to escort their children to and from the drop-in childcare space.

4. NUTRITIONAL COUNSELING

Self-pay (non-insurance) nutritional counseling is available from our Registered Dietitians. The Wellness Center offers both individual sessions (45-minutes) and packages of sessions (6 sessions). If a member/non-member does not have a valid payment card on their Wellness Center member account or if they are a non-member the price per appointment will be charged at the time of scheduling. Once a counseling appointment is scheduled a 24-hour notice is required to cancel or reschedule, otherwise the member/non-member will be charged the full rate of the session. A No-Show fee will also be charged if services are canceled less than 24 hours before the appointment. Gift certificates are also available.

5. FLEXIBILITY TRAINING

Flexibility Training/assisted stretching sessions are available through the fitness department with Certified Mobility Coaches. Sessions are available for twenty-five minutes (25) or fifty-five (55) minutes. Schedules and fees are coordinated by the front desk. If a member/non-member does not have a valid payment card on their Wellness Center member account or if they are a non-member the price per session will be charged at the time of scheduling. Once Flexibility Training is scheduled a 24-hour notice is required to cancel or reschedule, otherwise the member/non-member will be charged the full rate. A No-Show fee will also be charged if services are canceled less than 24 hours before the appointment. Flexibility Training gift certificates are also available.

6. PROGRAMS

Additional cost programs at the Wellness Center include/may include:

- Arthritis Aquatic Program
- Multiple Sclerosis (M.S.) Aquatics
- Children's Swimming Lessons (group & private)
- Aquatic classes that require a subscription
- Fitness challenges/events that include incentives

7. PRO SHOP

Amenities (ear buds, water bottles, socks, etc.) are available to purchase at our Pro Shop. Those members with charging privileges may charge their purchases directly to their accounts. Gift certificates are also available.

Thank you for choosing Memorial Healthcare Wellness Center for your wellness journey! If you have any questions, please reach out to a member of our team!

WellnessCenterHelp@MemorialHealthcare.org

989-720-7081

This handbook has been assembled to highlight the rules and regulations of Memorial Healthcare Wellness Center. It is not a complete list of all member and guest policies and is subject to change at any time by Memorial Healthcare Wellness Center, at its sole discretion.