

# Member Handbook



Peggy & Philip B. Crosby  
**Wellness Center**  
at the Center for Health & Wellbeing



# Welcome

You have taken an important step towards enhancing your health and wellbeing. There are many ways the Peggy & Philip B. Crosby Wellness Center will positively impact your quality of life.

At the Crosby Wellness Center, we approach health and fitness from a medically integrated perspective. We believe the Crosby Wellness Center is unique in its commitment to meeting each member's personal needs. Our progressive fitness environment, comprehensive programs and certified professionals will assist you in reaching and maintaining your health and fitness goals.

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

This handbook features key policies and procedures of the Crosby Wellness Center, but it is not meant to be a complete list. We may change policies as necessary and appropriate based on health and fitness considerations and guidelines and to benefit all members.

The Crosby Wellness Center team is happy to explain any of the policies and procedures contained in this handbook at your convenience.

From all of us at the Crosby Wellness Center, we hope that your membership experience will result in a healthier mind and body for many years to come!

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## Proper Attire, Conduct & Facility Expectations

Please wear athletic attire appropriate for the space in all areas of and at all times when using the facility. The standards include shirts, shorts, sweatpants, and athletic shoes on the fitness floor and in the group exercise studios. In addition, swimming attire is required in the pools. Open-toed shoes or sandals are not permitted on the fitness floor. Bare feet are allowed only in locker rooms, aquatic areas, and in classes such as yoga. The use of shower sandals in the locker room and pool areas is recommended. Street shoes are prohibited in the pool and on the pool deck. The Crosby Wellness Center reserves the right, in its sole discretion, to determine what is appropriate attire and appropriate member conduct. The Crosby Wellness Center reserves the right to revoke membership privileges based on improper conduct or behavior that might interfere with other members' use and enjoyment of the facility or is otherwise contrary to orderly facility operations and is at the sole discretion of Crosby Wellness Center.

If you have experienced symptoms of communicable illness, including but not limited to, a fever, runny nose, cough, sore throat, sneezing, diarrhea or vomiting, please stay home until your symptoms have subsided. Crosby Wellness Center policy states those entering the facility should use discretion and be seventy-two hours without fever and otherwise symptom-free prior to entering the facility.

## **Member Services**

Our Member Services team is here to assist members in any way possible. Please visit our Member Services Desk if you have questions or concerns so we can provide you with the best possible experience. Member Services can assist with membership-related issues, program enrollment and scheduling, purchases, and member feedback. In addition, comment cards are located at the Member Services Desk to provide additional opportunities for members to communicate to Crosby Wellness Center management in a written form. We encourage you to meet with Crosby Wellness Center's Member Services supervisor or Center Director whenever you have a concern.

## **Member Terms & Conditions**

All members shall comply with this Member Handbook and any and all Crosby Wellness Center Terms and Conditions. The rules contained herein are not inclusive. Amendments to the Crosby Wellness Center Member Handbook, Terms and Conditions and Rules and Regulations may be made from time to time as necessary. The decision of the Crosby Wellness Center shall be final regarding the interpretation of the Crosby Wellness Center Member Handbook, Terms, Conditions, Rules and Regulations.

Monthly dues shall continue regardless of use. Please note all membership cancellations must be done in person at the Crosby Wellness Center or via an email sent to Crosby Wellness Center. Members will be responsible for all applicable dues and fees during the cancellation period. Please refer to Right to Cancel Membership on page 9 of this handbook.

## **Your Membership Account**

All members' personal, financial, and health-related information is strictly confidential and may require updating from time to time. Crosby Wellness Center utilizes different methods to settle your account depending on the type of membership. Electronic Funds Transfer (EFT) or prepayment is used for all membership types via MasterCard, Visa, Discover, American Express or the bank draft method of payment.

## **Account Settlement Methods**

Once you provide your account information and authorization, we'll automatically debit the pre-defined accounts for the appropriate monthly dues and house charges as designated in any program or the membership agreement. Crosby Wellness Center reserves the right to refuse entry to any member whose account has not been settled.

Any questions regarding membership accounts may be directed to the Crosby Wellness Center Member Services Desk.

## **House Charge**

The Crosby Wellness Center provides house charge privileges for members' convenience. House charges allow members to use their membership card to bill products and services to their account. Settlement of house charge accounts occurs via EFT at the beginning of each month for the previous month's charges. Membership accounts with dues settlement methods other than EFT will be required to provide the accounting department with the account information necessary to allow for EFT collection of house charges. For more information and to establish your house charge account, please stop by the Member Services Desk at your convenience.

## Guest Policy

Members are welcome to bring a guest anytime unless prohibited by the Crosby Wellness Center for security and/or health related reasons. Individual guests are limited to the number of visits determined by Crosby Wellness Center policy. The Crosby Wellness Center reserves the right to require all guests to complete and sign a guest registration card. Each guest must:

- Present a valid Crosby Wellness Center guest pass or pay a guest fee per visit.
- Be 18 years of age or if under 18 years of age, the parent/guardian must complete the Youth Consent and Conduct form and follow those terms.
- Present a driver's license or valid form of identification.
- Complete and sign a guest registration and waiver.

## Membership Options

Additional family members on any membership account must reside at the same address. Month-to-month, semi-annual and annual membership payment options are available. Please contact a Member Services associate for additional information.

## Age Requirements

Memberships at the Crosby Wellness Center are open to individuals who are 13 years of age or older. Members between the ages of 13-17 will be required to have a Youth Consent and Conduct Form completed by a parent and/or legal guardian. Guidelines for Membership for minors are included on the Youth Consent and Conduct form terms. Participants under the age of 18 shall have all Crosby Wellness Center documents signed by a parent or legal guardian prior to using the facility and all forms must be notarized or the signatures witnessed by a team member. Parent/guardian must accompany members under 18 while on the Crosby Wellness Center's fitness floor.

## Membership Categories

Individuals may be eligible for memberships at a reduced rate based on different criteria (Senior, Student, Corporate, etc.). Any membership category given a discount based on certain requirements are subject to change if member no longer qualifies for that membership category. It is the responsibility of the member to provide verification and/or to inform the Member Services Desk of any status change that might affect your membership category. See a Member Services representative for details.



## Membership Changes

### TO UPGRADE

To add a family member to an existing membership, please contact a Member Services associate. Additional family members must reside at the same address and be age appropriate based on Crosby Wellness Center policy.

### TO DOWNGRADE

To cancel or remove a member from an account, please provide a request in writing. Members may downgrade their membership at any time without a fee; however, members must provide an advance written notice.

## Right to Cancel Membership

Members may cancel their membership agreements without penalty within three business days after the initial agreement signing with a full refund. All membership cancellations after this period will require in person, advance written notice of intent to cancel provided to a member of the Member Services team. If written notice is received by the 20th of the month, membership will be terminated at the end of that month. If received after the 20th of the month, membership will be terminated at the end of the following month. Members are responsible for paying their monthly dues for the period until cancellation becomes effective.

## Membership Hold

Members can place their memberships on bridge in accordance with the following restrictions:

### MEDICAL FREEZE

- Members must provide written authorization from member's doctor indicating the inability to use the facility within 30 days of the event. Upon return, the member must provide written authorization from his or her physician to resume facility use.
- Medical freezes are honored for a minimum of one month and a maximum of six months.

### MEMBERSHIP BRIDGE - "MEMBERSHIP HOLD"

- Requests must be submitted in writing 30 days in advance of the bridge start date.
- Bridges are honored for a minimum of two months and a maximum of six months.

Please ask to speak with a Member Services Associate to request a one-month bridge.

All bridge requests for medical or extenuating circumstances must be made in writing and are subject to approval by the Crosby Wellness Center Center Director. The Crosby Wellness Center will not honor backdated bridge requests.

### MONTHLY MEMBERSHIPS

Members on an approved relocation bridge or medical freeze will have their dues portion suspended. A member may not use the facility during the bridge/medical freeze period.

### **YEARLY OR PAID IN FULL MEMBERSHIPS**

Yearly or Paid in Full members on an approved bridge or medical freeze will have their membership expiration date extended per the bridge/medical freeze extension schedule for yearly/paid in full memberships.

### **Member ID Card & Replacement**

All members are required to present membership cards upon entrance to the Crosby Wellness Center at the Member Services Desk. All members shall be photographed for identification and safety and to deter stolen ID scan cards. Identification photographs are strictly used only for identification and safety reasons. Crosby Wellness Center membership cards that have been lost or stolen will be replaced through Member Services for an additional fee. The fee for replacement is due upon receiving your card. ID Cards are non-transferable.

### **Lost & Found**

The Crosby Wellness Center maintains a Lost & Found. Inquiries can be made at the Member Services Desk. Members may turn in or claim items. Items will be kept for one month before being donated to charity. Intimate items including underwear, soaps, brushes/combs will be disposed of. The Crosby Wellness Center is not responsible for lost or stolen items.

## Additional Services

### PERSONAL TRAINING

The Crosby Wellness Center offers a variety of personal training services and packages provided by degreed and certified fitness staff for an additional fee. Contact the Member Services Desk for additional information or to schedule an appointment. Only Crosby Wellness Center trainers are eligible to conduct personal training in the Crosby Wellness Center; therefore, members who do not comply with this policy (by participating in and/or providing training for a fee) are subject to having their memberships revoked. When canceling appointments for session-based services, 24 hours' notice is required. Should less than 24 hours' notice be provided, the client may be charged the full amount of the scheduled service.

*Please note: All sessions expire one year from date of purchase unless otherwise indicated.*

### OTHER SERVICES

Workshops, specialty classes, monthly educational lectures and other services may be offered. To obtain additional information about these services, check out the Crosby Wellness Center's newsletters and flyers. For a complete list of other services, visit the Member Services Desk.

## Group Exercise

The Crosby Wellness Center provides a wide range of land and aquatic group exercise programs. Schedules are available at the Member Services Desk and on our website, [crosbywellnesscenter.org](http://crosbywellnesscenter.org). Class participants should arrive on time to avoid disrupting other class members and to get maximum benefit from the warm-up. Group exercise classes listed on class schedule are all-inclusive; however, there are specialty classes that require a fee for attendance. The Crosby Wellness Center reserves the right to change class times and instructors and to add or remove classes. The Mind Body Studio and Fitness Studio are available for use outside of scheduled/posted class times. The group exercise room sound systems are only to be used by staff and group exercise instructors.

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

The Crosby Wellness Center reserves the right to close the group exercise studios for health and wellness reasons at its sole discretion. Reservations are required to attend group exercise classes. To make a reservation, please use the CWC Member App or visit the Membership Services desk.

## Aquatics

A variety of aquatic programs and pool areas are available for member use. Health department standards require that members' shower with soap and water before use of any pool or sauna. Members must follow all posted rules and regulations. Proper swim attire is required in all pools. The use of swim sandals in the aquatics and locker room is recommended. Members will be provided towels to dry off before leaving pools and wet areas.

During scheduled class times in the Warm Water Activity Pool, the entire pool is designated for the class and concurrent use of the pool is precluded except for staff and class participants. Please refrain from wearing fragrances while using the pools.

The proper lap swimming etiquette is to “circle swim” using a counter-clockwise rotation of the lane in use. If all lanes are being used to full capacity, it is requested that members be courteous and restrict their workouts to a reasonable time frame. The Crosby Wellness Center reserves the right to limit the number of participants in the swim lanes and pools for the safety (health and wellness) of our members and staff.

Any adult who is experiencing even a mild case of diarrhea may not use the pool. Persons with diarrhea should wait two weeks after symptoms end before returning to pool. For your health and safety, it is recommended that you do not use the pool if you have an open wound.

In the case of an electrical storm within six miles of the facility, the pools, spas and wet areas will be closed until the storm has passed and there has been no thunder or lightning for 30 minutes.

All wet areas (pools, saunas and showers) close 15 minutes before the facility closes. The Crosby Wellness Center does not have lifeguards on duty. Pools will be closed periodically for mandatory maintenance and cleaning.

The Crosby Wellness Center reserves the right to close the Natatorium for health and wellness reasons at its sole discretion.

## Sauna

A sauna is provided in each locker room to enhance your fitness experience. No shaving or use of scents, oils or creams in the sauna. Appropriate attire should be worn, e.g., street shoes and full clothing are not allowed in the sauna.

The Crosby Wellness Center reserves the right to close the sauna for health and wellness reasons at its sole discretion.

## Locker Rooms

Lockers are provided for members on a “per use” basis. These lockers must be emptied of their contents after each visit to the Crosby Wellness Center. Members and guests shall be responsible for providing their own lock for daily use only. In the event a lock remains on a locker after closing, a staff member will cut the lock and the items within the locker shall be removed and placed in the lost and found box located at the Member Services Desk.

In addition, the locker rooms provide a number of fine amenities including: saunas and soap/shampoo. Please assist us in keeping the locker rooms clean for your fellow members.

Use the disinfectant wipes provided in the locker room areas to remove perspiration from benches/chairs/stools before and after each use; disinfectant wipes are available throughout the locker room area.

The Crosby Wellness Center reserves the right to close the locker rooms for health and wellness reasons at its sole discretion.

### **Cell Phone/Photography/Videography**

As a courtesy to fellow members and for your own safety, talking on cell phones is discouraged in the facility. Please use lobby areas to make and receive cell phone calls.

Photography and videography is strictly prohibited in Crosby Wellness Center unless the Center Director has granted authorization. Multiple offenses of this policy can result in loss of membership privileges.

### **Camera Monitoring**

For the protection and safety of participants, visitors and staff, portions of the Crosby Wellness Center are monitored and recorded by cameras. Staff will monitor and remove any obstructions to viewing the security cameras, including objects, vehicles, lighting, etc.



## **Tobacco, Alcohol, Controlled Substances & Weapons**

The Crosby Wellness Center is a designated smoke-free environment. Smoking cigarettes, pipes, cigars or use of any other tobacco product including e-cigarettes is not allowed. Alcohol and drugs are NOT permitted on the premises. Weapons including guns, knives, explosives or any other items with potential to inflict harm are not allowed on the premises. Appropriate action will be taken against any member or guest who violates this policy.

## **Solicitation**

No soliciting is allowed on the premises. All promotional flyers must be approved by management before distribution in the facility.

## **Member Etiquette**

Please abide by the basic rule of courtesy to and safety of your fellow members. Please also refer to the signs posted on the Fitness Floor and located around the Crosby Wellness Center for details.

### **GENERAL**

- Avoid the use of strong-smelling colognes, perfumes or lotions.
- Please use clean athletic shoes to keep the Crosby Wellness Center and equipment clean for others.
- Beverages must be stored in non-glass bottles with secure top.
- Food is prohibited throughout the Crosby Wellness Center.
- For the safety of others, your personal belongings (including but not limited to cash, credit cards, and jewelry), should not be left unattended at any time.
- Profane language will not be tolerated.

- If you have experienced symptoms of communicable illness, including but not limited to, a fever, runny nose, cough, sore throat, sneezing, diarrhea or vomiting, please stay home until your symptoms have subsided. Crosby Wellness Center policy states those entering the facility should use discretion and be seventy-two hours without fever and otherwise symptom-free prior to entering the facility.

### **SAFETY & WELLNESS**

At the Crosby Wellness Center, we view center safety and wellness as a “team sport.” By using the Crosby Wellness Center, you acknowledge that it is impossible to completely eliminate the risk of injury, illness, disease, and viruses and you assume the risks that you might get ill or sick when using communal space. To help stop the spread of germs, please review and act in accordance with CDC guidelines:

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Throw used tissues in the trash.
- If you don’t have a tissue, cough or sneeze into your elbow, not your hands.
- Remember to immediately wash your hands after blowing your nose, coughing or sneezing.
- Washing your hands frequently is one of the most effective ways to prevent yourself and your loved ones from getting sick, especially at key times when you are likely to get and spread germs.
- Wash your hands with soap and water for at least 20 seconds.
- If soap and water are not readily available, use an alcohol-based hand sanitizer that contains at least 60% alcohol to clean hands.

## **FITNESS FLOOR**

- Limit use of circuit training equipment to one set per machine when others are waiting and allow other members to “work in” with you.
- Use the disinfecting wipes provided in the exercise areas to remove perspiration from equipment before and after each use; disinfectant wipes are available throughout the fitness area.
- When vacating the equipment, please remove all personal belongings.
- Please re-rack your free weights after use and avoid dropping weights and dumbbells on the floor.
- Children 12 and under are prohibited from the Fitness Floor for safety reasons.
- Please do not leave treadmills running unattended; if you must leave the treadmill, please use the pause button to temporarily halt the treadmill belt.

## **LOCKER ROOM**

- Please assist us in keeping the locker rooms clean for your fellow members.
- Eating and storage of perishable items is not permitted in the locker rooms at any time, and lockers must be emptied of contents after each visit to the Crosby Wellness Center.
- Please discard all trash in the appropriately marked receptacles.
- It is required that a towel be wrapped around or placed beneath oneself when using the sauna, benches and chairs.
- Street shoes are not permitted in the shower and spa areas.

- Fingernail cutting, toenail cutting and exfoliating are prohibited in the locker room.
- Hair cutting and coloring are prohibited in the locker rooms.
- Cell phone or tablet use is strictly prohibited in the locker rooms.
- Use the disinfectant wipes provided in the locker room areas to remove perspiration from benches/chairs/stools and lockers before and after each use; disinfectant wipes are available throughout the locker room area.
- Children 5 years of age and older shall use the locker room in accordance with their gender. The four private Family Changing Room/Bathrooms are available for members with small children of the opposite gender, or those needing privacy or special assistance. Members shall use discretion when bringing children of the opposite sex into the locker rooms. Children shall be under the direct supervision of a parent or responsible adult – and then only for the minimal time necessary. Under all circumstances, parents shall be aware of the need to protect the privacy of others.

## Assistance

If you have any questions or need assistance on the Fitness Floor, feel free to ask one of the Fitness Team members

Personal trainers provide a one-on-one service and should not be interrupted unless there is an emergency.

## Hours of Operation

### CROSBY WELLNESS CENTER

Monday – Thursday: 5 am – 9 pm

Friday: 5 am – 8 pm

Saturday and Sunday 7 am – 5 pm

Pool/wet areas close 15 minutes earlier to allow time for using the locker rooms. Holiday hours and any additional planned closures (such as those for scheduled maintenance) will be posted a minimum of one week in advance.

*Crosby Wellness Center reserves the right to adjust or limit the hours of operation for health and wellness reasons and is at the sole discretion of the Center.*

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at the Center for Health & Wellbeing

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