

Center 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, participant's or guest'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, participants and guests.

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, participants and guests.

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, participant and guest conduct. The Crosby Wellness Center reserves the right to revoke membership privileges based on improper conduct or behavior that might interfere with others' 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 24 hours without fever and otherwise symptom-free prior to entering the facility.

Member Services

Our Member Services team is here to assist members, participants and guests 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, participant and guest feedback. In addition, comment cards are located at the Member Services Desk to provide additional opportunities for members, participants and guests 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.

Center Terms & Conditions

All members, participants and guests shall comply with this Center Handbook and any and all Crosby Wellness Center Terms and Conditions. The rules contained herein are not inclusive. Amendments to the Crosby Wellness Center 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 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.

Center Mobile App

Everyone has access to the Center Mobile App. To download, simply search 'URFitAP – Crosby' in the App Store on your iPhone or Google Play™ on your Android. This app will give you easy access to the people and programs that keep you healthy. Check in with a virtual membership card, view our schedule, stay up to date with announcements and notifications, access our virtual programming offerings, and so much more. See a Member Services representative for more information or assistance.

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.

Member Self-Service Portal

The Member Self-Service Portal is an online tool members can use to update their personal contact information and billing Form of payment, review check-in and account history and make online payments. Please see a Member Services representative for more information or assistance.

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 hold 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 60 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 1 month and a maximum of 6 months.
- Members on an approved medical freeze will have their dues suspended if paying monthly, or their membership expiration date extended for yearly or paid-in-full memberships.

MEMBERSHIP BRIDGE

- Requests must be submitted in writing by the 20th of the month prior to the bridge start date.
- Bridges are honored in full month increments for a minimum of 1 month and a maximum of 6 months and must begin on the 1st day of a month. Backdated bridge requests will not be accepted, and retro bridge credits will not be issued.
- Month-to-month members on an approved bridge will be charged a monthly processing fee throughout the hold period. Yearly or paid-in-full members will incur a one-time processing fee at the time the hold is requested. Holds are charged in full-month increments, regardless of the return date. Should members return early from bridge, processing fees for the current month are non-refundable. If you plan to return early, please notify us by the 20th of the prior month to avoid charges for the next billing cycle.

- Multiple bridge requests may be submitted, however total bridge duration cannot exceed 6 months in a calendar year.
- During the bridge period, members still have access to our Virtual Programming, including Move Virtual Fitness Classes and Volt Guided Fitness.

All membership hold requests must be submitted in writing and are subject to approval. To be eligible for a membership hold, the account must be current with no past-due balance and a valid payment method on file. A membership hold is not a cancellation. Your membership will automatically resume at the end of the bridge or freeze period.

For more information, please visit the Member Services Desk.

Member Check-In and ID Card Policy

All members are required to check-in using the membership card tile inside the Crosby Wellness Center mobile app upon entrance. If a physical membership ID card is desired, members may visit the Member Services Desk to obtain one. Memberships and 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, participants and guests 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.

REMOTE HEALTH AND FITNESS COACHING

Crosby Wellness Center offers Remote Health and Fitness Coaching, tailored for those on the go. Powered by the Volt Guided Fitness app, this add-on to your facility membership ensures personalized fitness guidance wherever you go. Our Remote Health and Fitness Coaches hold nationally certified credentials from an NCCA-accredited program and possess a 4-year degree in a health-related field. Their expertise covers various areas such as post-rehabilitation, functional training, strength training, weight management, and support for lifestyle habits. With Volt, a guided fitness platform, you can connect with your Remote Health and Fitness Coach from anywhere.

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.

Fitness Assessment

The BodyScript™ Body Composition Analyzer features near-infrared technology that provides accurate Gold Standard body measurements for muscle, fat, and water. No need to remove shoes or socks. No meal or beverage restrictions. Please see a Fitness Specialist at the Fitness Desk to schedule your first fitness assessment and introduction to the BodyScript system. Afterward, you can test at any time of day.

Group Exercise

The Crosby Wellness Center provides a wide range of land and aquatic group exercise programs. Schedules are available on our website crosbywellnesscenter.org and via our Crosby Wellness Center mobile app. 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, participants, guests and staff. Members, participants and guests 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 Crosby Wellness Center Mobile App or visit the Membership Services desk.

Aquatics

A variety of aquatic programs and pool areas are available for member, participant and guest use. Health department standards encourage individuals to shower with soap and water before use of any pool or sauna. Members, participants and guests 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, participants and guests 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, participants and guests 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, participants, guests 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 three 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.

Virtual Programing

MOVE VIRTUAL FITNESS CLASSES

Access this library of workout videos anywhere and anytime you want at no cost. Download the Crosby Wellness Center mobile app and select the Move tile to get started. See a Member Services representative for more information or assistance.

VOLT GUIDED FITNESS

A guided fitness platform our members can access at no cost. Volt provides a single location to virtually connect with a fitness specialist or personal trainer. You and your fitness specialist can see your workout results in real time. Download the Crosby Wellness Center mobile app to access Volt. Then see a Fitness Specialist at the Fitness Desk to get started with your personal 12-week wellness plan within the Volt Guided Fitness app.

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, participants and guests on a “per use” basis. These lockers must be emptied of their contents after each visit to the Crosby Wellness Center. Members, participants and guests all 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.

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

RENTAL LOCKERS

For your convenience, rental lockers are available in both the Men’s and Women’s locker rooms. These lockers are ideal for members who prefer to keep personal items on-site for daily use.

- **Availability:** A limited number of lockers are available for rent on a first-come, first-served basis.
- **Rental Fee:** Lockers may be rented for a monthly fee, charged to your account.
- **Lock Use:** The Crosby Wellness Center utilizes DigiLock systems for all rental lockers. Locker codes and usage instructions are provided by our Member Services team upon rental.
- **Personal Items:** Please do not store perishable items or valuables in lockers. The facility is not responsible for lost, stolen, or damaged items.

- **Cleanliness:** Members are responsible for maintaining the cleanliness and condition of their rental locker.
- **Inspections:** We reserve the right to inspect rental lockers at any time to ensure safety, cleanliness, and compliance with facility policies.

Cancellation: Locker rentals may be canceled at any time by the 20th of the month. Cancellations submitted after the 20th will incur one additional month's charge. All locker contents must be removed by the end of the final rental period.

Fit Shop

The Fit Shop offers a wide selection of athletic equipment, swim and sports apparel. The Fit Shop is open to members as well as the general public. Purchases may be made at the Member Services Desk.

Cell Phone/Photography/Videography

As a courtesy to others 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, participant 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, Participant and Guest Etiquette

Please abide by the basic rule of courtesy to and safety of your fellow members, participants and guests. 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 24 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 others 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.
- 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.

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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