



Member Handbook

BECAUSE
OF YOU 

MOUNT CARMEL
Fitness Center

Welcome

As a member of Mount Carmel Fitness Center, you have taken an important step towards enhancing your health and well-being. There are many ways Mount Carmel Fitness Center can positively impact the quality of your life.

We approach health and fitness from a medically integrated perspective. As part of Mount Carmel, we put our members at the center of everything we do by 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.

The Mount Carmel Fitness Center member handbook provides members with information to ensure that all of our members have an enjoyable and safe experience. Our principal responsibility is to ensure that members experience a safe environment in which to enjoy all the courtesies, comforts, privileges and services that Mount Carmel Fitness Center has to offer.

This handbook was designed to highlight key policies and procedures of Mount Carmel Fitness Center and 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.

Our team is happy to explain any of the policies and procedures in this handbook at your convenience. We will maintain and oversee the adherence to these policies on behalf of all members.

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

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Age Requirements

Individuals must be at least 18 years old to be a member. Individuals between the ages of 12-15 can be added on to a parent or legal guardian's membership.

Proper Attire, Conduct & Facility Expectations

Mount Carmel Fitness Center requires members 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. Patient care scrubs are not allowed to be worn for infection control purposes. Open-toed shoes or sandals are not permitted on the fitness floor. Bare feet are allowed only in the locker room. The use of shower sandals in the locker room is recommended. Mount Carmel Fitness Center reserves the right to determine what is appropriate attire. Members are expected to conduct themselves in accordance with the highest standards. Mount Carmel Fitness 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 behavior otherwise contrary to orderly Center operations is the sole discretion of the Center.

Member Services

The Member Services team is here to assist our members in any way possible. Please refer to our Member Services desk if you have questions or concerns so that we can provide you with the best possible member experience. Member Services can assist with membership-related issues, program enrollment and scheduling, Fitness Shop purchases and member feedback. In addition, Member Comment Cards are located throughout the facility to provide additional opportunities for members to communicate with Mount Carmel Fitness Center management in a written form. Appointments to meet with the Member Services Manager to discuss any concerns are welcome.

Member Terms & Conditions

All members shall comply with any and all Mount Carmel Fitness Center Terms and Conditions. The rules contained herein are not inclusive. Amendments to Mount Carmel Fitness Center Terms and Conditions and Rules and Regulations may be made from time to time as necessary. Mount Carmel Fitness Center's decision shall be final regarding the interpretation of Terms, Conditions, Rules and Regulations.

Monthly dues shall continue regardless of use. Please note that all membership cancellations require an advance written notice. Members will be responsible for all applicable dues and fees during the cancellation period. Please refer to Right to Cancel Membership on page 8 of this handbook.

Your Membership Account

All members' personal, financial and health-related information is strictly confidential and is held in secured areas. Access to this information is limited to Mount Carmel Fitness Center staff. From time to time, our staff may require updated health and account information. This information will be gathered at the Member Services desk and forwarded to the appropriate department.

Account Settlement Methods

Mount Carmel Fitness Center utilizes different account settlement methods depending on the type of membership.

Payroll deduction is the preferred payment method for employees. For all other membership types, Electronic Funds Transfer (EFT) will be collected via MasterCard, Visa, American Express or bank draft.

Payroll deduction of dues will occur with each bi-weekly payroll. In cases of EFT, once members provide the appropriate account information and authorization, Mount Carmel Fitness Center will automatically debit the preferred accounts for the appropriate monthly dues.

Mount Carmel Fitness 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 Member Services desk or Member Services Manager.

House Charge

Mount Carmel Fitness Center provides house charge privileges for members' convenience. House charge privileges allow members to use their membership card to bill products and services to their account. Settlement of house charge accounts occurs via Electronic Funds Transfer (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. House charge will not be processed for payroll deduction accounts. For more information and to establish your house charge account, please stop by the Member Services desk at your convenience.

Guest Policy

Members are allowed to bring guests unless prohibited by the Center for security and/or health related reasons. We require all guests to complete and sign a Guest Registration card.

Each guest must:

- Present a valid guest pass or pay a guest fee per visit
- Be 18 years of age
- Present a driver's license or valid form of identification
- Complete and sign a guest registration form and waiver

Each guest is limited to 12 visits per calendar year.

Senior Membership

Senior memberships for those 65 years of age and older are available at a reduced rate.

Student Membership

Medical students /interns affiliated with Mount Carmel Fitness Center are eligible for short-term usage of the center. Certain restrictions apply. See a Member Services representative for details.

College Guest Pass

College students are eligible to purchase an "extended guest pass" from the months of May through August at a flat rate of \$45/month. In addition, a 1-week extended guest pass can be purchased during winter and spring breaks.

Youth Membership*

Youth memberships are available for children ages 12-15 years. To learn how you can customize a membership to fit your household, please visit the Member Services desk.

**Youth membership must be added onto parent or legal guardian membership.*

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 Center policy.

To Downgrade

To cancel or remove a family member from a membership account, please provide a request in writing or visit the center. Members may downgrade their membership at any time without a fee at the Member Services desk.

Right to Cancel Membership

You can receive a full refund if you cancel your membership within three business days of signing your initial agreement. All membership cancellations require signature authorization at the Member Services Desk. Members are responsible for paying monthly dues until cancellation goes in to effect.

Mount Carmel Fitness Center will allow a member to cancel this contract in the event of the death or disability of the member. In the event that a member cancels for any of the aforementioned reasons, Mount Carmel Fitness Center has the right to require and verify reasonable evidence of a member's death or disability.

Membership Hold

Members may request that their membership be placed on hold (“bridge”) in accordance with the following restrictions:

Medical Freeze

- Member must provide written authorization from member's physician indicating the inability to use the facility within 60 days of the event. Upon return, member must provide written authorization from member's physician to resume facility use.
- Freezes are honored for a minimum of 1 month and a maximum of 6 months.

Membership Bridge

- Bridge requests must be submitted on or before the 25th of the month to prevent the deduction of the following month's dues.
- Bridges are honored for a minimum of two months and a maximum of 6 months.

All bridge requests for medical, relocation or extenuating circumstances must be made in writing and are subject to approval by the Member Services Manager; requests will be approved in full-month increments only. Mount Carmel Fitness Center will not honor back-dated bridge requests.

Monthly Memberships

Members on an approved relocation bridge or medical freeze will have their dues portion suspended. No fee will be charged during the membership bridge or freeze period. A member may not use the facility during the bridged 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 Mount Carmel Fitness Center at the Member Services desk. 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 replacement card. ID Cards are non-transferable.

Facility Tours

Tours are available for your convenience at the Member Services desk.

Lost & Found

Mount Carmel Fitness 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. Mount Carmel Fitness Center is not responsible for lost or stolen items. Upon redemption of lost items, the member's signature must be collected.

Additional Services

Personal Training

Mount Carmel Fitness Center offers a variety of personal training services and packages provided by certified fitness staff for an additional fee. Contact the Member Services desk for additional information or to schedule an appointment. Only Mount Carmel Fitness Center trainers are eligible to conduct personal training in the 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.

Massage Therapy

Our certified massage therapists provide a therapeutic and clinical approach to the massage services we offer. Our massage therapists focus on your individual needs necessary to improve overall health and encourage relaxation. Schedule a massage service and experience for yourself our unique approach. A menu of massage services is available at our Member Services desk.

Cancellation Policy

For personal training and massage, 24-hour notice is required when canceling appointments. Should less than 24-hour notice be provided, the member will be charged the full cost of the session.

Child Care

Child care is available for children of parents or guardians who are using the facility. Our staff provides quality care in a safe, kid-friendly atmosphere, with activities ranging from arts and crafts to physical fitness. Members' children ages 6 months to 11 years old are eligible. A child may stay for up to two hours per visit, once per day. Parents or guardians must remain on site while their children are in child care.

Mount Carmel Fitness Center reserves the right to shut down the area for health and wellness reasons at its sole discretion.

Alternate Guardian Waiver

If a member chooses to utilize a grandparent or an additional guardian for their children, the Alternate Guardian waiver must be completed by both parties, in house, at Mount Carmel Fitness Center.

Group Exercise

Mount Carmel Fitness Center provides a range of group fitness programs. Schedules are available at the Member Services desk and on our website. 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. Mount Carmel Fitness Center reserves the right to change class times and instructors and to add or remove classes.

Mount Carmel Fitness 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.

Mount Carmel Fitness Center reserves the right to shut down the area for health and wellness reasons at its sole discretion.

Track

Please read the track signs carefully and comply with the direction designated for the day; signs are located at each of the two entrances of the track. As a matter of safety, please do not stand and converse in any lane of the track. Walk in the inside lanes and run in the outside lanes; yield right of way to members using the track at a higher pace.

Locker Rooms

Children under the age of 12 are prohibited from utilizing the men's and women's locker room. Team lockers are provided for families with children under the age of 12. All swim team, family swim and swim lesson activities will use these locker rooms as well. Each locker room is complete with 2 separate closed door assisted changing rooms for families.

Mount Carmel Fitness Center features an advanced keyless locker system for your protection and convenience. In addition, the locker rooms provide a number of fine amenities, including towels, soap, shampoo, lotion, deodorant, hair dryers, hair spray and shaving cream.

Lockers are provided for members on a "per use" basis. These lockers must be emptied of their contents after each visit to the center.

Complimentary towel service is provided to members for their convenience. 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.

Pro Shop

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

Returns must be within 30 days of purchase with receipt. Some items are not returnable, see a Member Services representative to discuss which items can be returned.

Cell Phone / Photography / Videography

Cell phone use is strictly prohibited in the lockers rooms, on the track, and while utilizing fitness equipment. Please use designated lobby areas to make and receive cell phone calls and text messages.

Photography and videography is strictly prohibited in Mount Carmel Fitness Center unless authorization has been granted by the Center Director.

Member Etiquette

Members are expected to be courteous and respectful to fellow members.

General

- Avoid the use of strong-smelling colognes, perfumes or lotions.
- Please use clean athletic shoes to keep the Center and equipment clean for others.
- Food is prohibited outside the lobby area; beverages must be stored in plastic bottles with secure tops.
- Food is prohibited in the locker rooms.
- For the safety of others, personal belongings (including but not limited to cash, credit cards and jewelry) should not be left unattended at any time.
- If you have experienced symptoms of communicable illness, including but not limited to, a fever, runny nose, cough, sore throat, or sneezing, please stay home until your symptoms have subsided. Mount Carmel Fitness Center policy states those entering the facility should use discretion and be fever free for twenty-four hours prior to entering the facility.

Safety and Wellness

At Mount Carmel Fitness Center, we view Center safety and wellness as a “team sport.” By using the Center, you acknowledge that it is impossible to completely eliminate the risk of injury or disease. You assume the risk that you may get injured or sick while using a 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 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 time on any cardio equipment piece to 30 minutes during peak times.
- Limit use of circuit training equipment to one set per machine when others are waiting. 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 ages 11 and younger are prohibited from the fitness floor and stairs for safety reasons. Please use the elevator if escorting children to the 2nd or 3rd floor of the facility.
- 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

- Members ages 12 -15 may use the general locker rooms but must be accompanied by their parent/guardian in the whirlpool, sauna or steam room.
- Please assist us in keeping the locker rooms clean for your fellow members.
- Eating and storing perishable items is not permitted in the locker rooms at any time. Lockers must be emptied of contents after each visit to the Center.
- Please discard all dirty towels and trash in the appropriately marked receptacles.
- It is required that a towel be wrapped around or placed beneath oneself when using the sauna, steam rooms, 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.

Assistance

If you have any questions or need assistance on the Fitness Floor, feel free to ask one of the Fitness Team members (wearing burgundy or black jackets).

Personal trainers (wearing burgundy shirts) provide a one-on-one service and should not be interrupted unless there is an emergency.

Useful Phone Numbers

Member Services Desk: 740-879-4850

Fitness Desk: 740-879-4797

Kids Zone: 740-879-4795

Hours of Operation

Center

Monday - Thursday: 5 a.m. - 10 p.m.

Friday: 5 a.m. - 9 p.m.

Saturday - Sunday: 7 a.m. - 7 p.m.

Kids Zone

Monday - Friday: 8 a.m. - Noon and
4 p.m. - 8 p.m.

Saturday - Sunday: 8 a.m. - 1 p.m.



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