



Waldron Wellness Center Members' Handbook

267 Alleghany Spring Road, Shawsville, VA 24162

www.WaldronWellness.com

(540) 268-1623

Hours of Operation

Monday - Thursday: 5:30 am - 8:00 pm

Friday: 5:30 am- 6:00 pm

Saturday: 7:00 am -1:00 pm

Sunday: 1:00 pm - 5:00 pm

(Operational hours may be changed as deemed appropriate by Center Management.

The Center will be closed for all major holidays.)

Dear Waldron Wellness Center Member,

Thank you for joining the Waldron Wellness Center. Since opening our doors in 2007, we have been committed to helping our members reach their potential in spirit, mind and body. The Center is a not-for-profit organization that is supported by funds from its members and through the charitable donations of our friends. We do not receive operational support from the county, state or federal government.

The Waldron Wellness Center provides a unique community-oriented opportunity to partner with our staff. Our emphasis is to offer programs specifically tailored to the needs of eastern Montgomery County. Members and volunteers play a key role in providing the leadership and input necessary to make sound programming and planning decisions. In many cases, those in our staff have been involved as members prior to working for the Center. We have a number of volunteer opportunities for you including helping with special events, teaching classes and assisting with fundraising.

This Members' Handbook is your guide to the Waldron Wellness Center. It explains our operations, policies and procedures related to membership, fees, programs and activities. If you have a question that is not covered in this handbook, please visit the Member Services Desk located near the front door. We look forward to working with you as we build strong minds and bodies in eastern Montgomery County.

PROGRAMS AND ACTIVITIES

Every month, the Center publishes a group exercise class schedule that provides information about group exercise classes. Any special programs, events or classes in addition to these are promoted regularly in the Center, and on our website and Facebook page as well.

MEMBERSHIP

DEFINITION OF MEMBERSHIP

A "member" is every person who joins the Waldron Wellness Center and pays the monthly fee to access the facility amenities and programs and adheres to its Code of Conduct.

MEMBERSHIP INFORMATION

YOUR MEMBERSHIP BELONGS TO YOU

Your membership is valid only for you and may not be transferred to someone else. Doing this will put your membership status in jeopardy. Please sign-in at the Member Services Desk each time you enter the facility. If your membership is not current, you may not use the facility.

MEMBERSHIP BENEFITS

The Waldron Wellness Center offers the following member benefits:

- Unlimited access to the facility during operational hours.
- Free scheduled orientation and use of our wellness center.
- Free Child Watch services for children 6 weeks to 10 years old for a total of two hours per day per child. These services are for members with a household/family membership. Free "Chill Zone" usage for ages 8-12 for those with a household/family membership.
- Free group basic tier exercise classes. From time to time, special programs or classes may be offered and members will receive discounted pricing.
- Center members receive priority registration for programs as well as special member-only rates for programs and services.

MEMBERSHIP TYPES

Household Membership: Members of a family residing at one address.

Individual: Individual Adult

Youth/Student: 16-24 years or full time student who is enrolled high school or in college taking at least 12 credit hours. Proof of enrollment must be provided.

**Military/
First Responders:** Active or retired military and First Responders receive a \$10 per month discount. An ID or other proof of service is required.

Temporary: A temporary membership may be purchased for 1 to 3 month time increments in a 12 month period. A member may choose to pay for another temporary membership after the first period expires, but joining fees apply to every temporary membership, each time it's purchased.

Scholarship: To be determined using a scale based on need.

CONTINUATION OF MEMBERSHIP

We encourage you to regard your membership as a continuing relationship to be terminated only by your resignation or by action of the Center's management. Continuation of membership is not affected by the type of payment option a member selects. For example, signing up for annual membership does not mean you are only a member for 12 months. To terminate your membership you must provide a 30 day written notice.

CONTINUOUS MEMBERSHIP FEES & PAYMENT TYPES

The Waldron Wellness Center offers two types of membership payment options in addition to special program fees:

Bank, Credit/Debit Card Draft: We will happily coordinate a draft that will automatically deduct your monthly membership fees from the bank account or credit card/debit card (preferably debit) of your choice. This offers the convenience of not having to worry about due dates or accidentally terminating your membership. The draft will continue as long as you are a member. If you decide that you no longer wish to be a member or need to change your automatic draft information, a 30-day written notice is required for these changes to go into effect. Please visit the Member Services Desk to complete and sign a Change or Cancellation Form.

Manual Payment: For those who prefer to pay manually, the Waldron Wellness Center allows payment in *annual increments*. You will receive an invoice 30 days prior to the payment due date. If your fee is not paid by this date, your membership may be suspended until all fees are paid in full. Your membership will

continue to be active and you will be responsible for any additional fees. If you no longer wish to be a member or wish to change your payment option, please visit the Member Services Desk to complete and sign a Change or Cancellation Form. A 30-day written notice is required for these changes to go into effect.

Program Fees: Certain special programs beyond basic tier programming may require an additional fee in order to participate. The fee must be paid in full at the time of registration and there will be a discount for members as opposed to non-members who participate.

DEFINITION OF FEES

The Joiner Fee is a one-time, non-refundable fee required at the time of joining. It may be waived at certain times during membership promotional drives. This fee is dedicated to equipment maintenance and improvements.

The Monthly Membership Fee is dedicated to the daily costs associated with operations including staffing, utilities, insurance, and materials.

Program Fees represent the cost of providing extra program activities or services that are not included in your membership dues.

SCHOLARSHIP PROGRAM

The Waldron Wellness Center is dedicated to keeping our programs and services available to all. Through the generous contributions of our friends, we offer financial assistance to those who are unable to pay the full cost of participation. Fees are based on family/household income level. These memberships are guaranteed to be of the same quality of service as full pay members. If interested, please see a Member Services representative for an application. This application will help determine your eligibility and the amount of scholarship you may be granted. Documentation of income and expenses are required. If you receive a Scholarship, you will be required to re-apply on the first of January each year and will receive a reminder to submit updated income verification. If you do not re-apply, your rate will automatically raise to the corresponding rate for the membership group in which you fall.

CHANGING MEMBERSHIP

You may want to change your membership for several reasons (for instance, adding a child, removing a grown child, change of address, change of draft account and so on). To change any of your membership information, please complete a simple Change Form available at the Member Services Desk. We encourage you to be pro-active to avoid any possibility of disruption of services.

CANCELLATIONS

Should you decide to cancel your Waldron Wellness Center membership, we ask that you complete and sign the Cancellation Form available at the Member Services Desk. Unfortunately, verbal notices cannot be accepted. Cancellation must be in writing 30 days in advance. We reserve the right to cancel a membership with appropriate notice.

CREDIT POLICY

The Waldron Wellness Center reserves the right to cancel programs because of insufficient enrollment or conditions beyond our control. If a paid program in which a participant is enrolled is cancelled, a full credit will be issued. The participant will be required to provide proof of payment when requesting a credit. No credit will be issued for classes missed by the participant. Annual memberships are not refundable.

NON-PAYMENT

Non-payment of fees may result in service fees added to your account and the suspension of your membership until all fees are paid. This includes participation in any programs. To avoid these fees, please make sure that we have current bank draft and email information on file and that sufficient funds are available. If your account is turned over to collections for nonpayment, there will be a 30% late fee added on to your account balance. Any payment returned for any reason will result in appropriate late fees, plus a service fee per incident.

HOLDS

Should you need to place your membership on "hold", you may do so by completing and signing a cancellation/change form and submitting it 30 days in advance. You may place your membership on hold for up to 90 days within a 12 month period and membership fees will be suspended during this period.

FEE CHANGES

The Waldron Wellness Center may, at its discretion, adjust the monthly rate applicable to your category of membership. We will provide at least 4 weeks' notice prior to making any such change.

REJOINING THE WALDRON WELLNESS CENTER

Should you cancel your membership and wish to re-join, you will be responsible for paying the current membership dues as well as any outstanding fees you may owe. An additional Joiner Fee will be assessed at the time of rejoining if your time away exceeds 12 months from previous original join date. However, if you cancel due to a medical reason, please indicate this on the cancellation form and, at its discretion, the Center may waive the Joiner Fee.

MEMBERSHIP REFUNDS

Should you decide to cancel your membership with the Center, we will happily stop the automatic withdrawal from your checking account upon request with a 30-day written notice. Joiner Fees are non-refundable as are Annual Memberships.

PHOTOS

Member photos may be taken and stored for retrieval to validate membership. Membership information is handled with the utmost care and confidentiality. Photo images and other membership data are not given or sold to other parties. As a member of the Waldron Wellness Center, you are automatically giving permission for your and or your family's photo and/or video to be used for marketing, promotional or security purposes.

GUEST AND AGE POLICIES

DAILY PASS

The Waldron Wellness Center allows the purchase of a daily pass for non-members in the amount of \$7. To ensure a safe and enjoyable experience for all, daily pass participants are expected to adhere to the same rules and Code of Conduct as members.

GUESTS

Members may bring guests to the Waldron Wellness Center. The first visit within a calendar year is free; after that an adult will pay \$7 per visit, \$10 for one adult with a child, and \$15 with 3 or more family members (photo ID's required). For long term visits, current members can purchase a special pass for an individual or family. This does not apply to guests who are local residents. Guests may pay for up to 5 visits before joining is required.

YOUTH POLICIES

Youth from 10-15 years old are allowed to use the Center when accompanied by a parent or guardian once they have received Wellness Orientation Certification or are participating in exercise, fitness and other classes specifically designated for their age group. Some equipment includes height requirements as well; signs explaining the specifics of this policy are located in various locations in the Center.

Youths from 10-15 years old cannot use the free weights or bikes in the cycle center unless in a class designed specifically for their age group. Parents must be present and within an arm's reach of their child for guests under 12 years old. Parents must be present for oriented youth members who are 12-14 years old. Special permission may be granted to 14 to 15 year-olds who participate in weight training programs at school and can demonstrate their proficiency.

Free Wellness Equipment Orientations are offered to all new members or new users by appointment; both the youth and parent are required to attend when applicable. These restrictions are intended to ensure the safety and well-being of all our members.

Children under 15 must be accompanied by a parent/guardian or sibling at least 16 years old while visiting the Center unless attending an organized activity. Organized activity includes all instructional classes and Child Watch. Children under 12 must stay in specifically designated areas. Staff at the Member Services Desk will be happy to inform you of these areas.

CHILD WATCH

Child Watch is available for children of Waldron Wellness Center members with a Household Membership. Child Watch and Chill Zone are to be used only when a parent with the family membership is currently using the Waldron Wellness Center; parents must be on Waldron premises at all times while their child is in Child Watch or Chill Zone. Parents may be called to the Child Watch area if there is a medical or behavioral issue with their child. If ongoing problems continue, the Center reserves the right to have the child removed from the Child Watch or Chill Zone areas on a temporary or permanent basis to be determined by the Center.

Child Watch is available for children 6 weeks to 10 years of age. A parent or legal guardian who leaves a child in Child Watch **must** sign their child in and out using the security system in place. Only the parent who signs in the child/children can pick them up unless notified in advance that someone else will be picking them up and ID will be checked. Members may use the Child Watch for up to **two hours total daily**. Non-member children are not permitted in the Child Watch and **no child should be in the Child Watch unless their member parents are on the premises, using the Waldron Wellness Center**. Additional rules and restrictions may apply. For more information about the Child Watch and its hours, please visit the Member Services Desk.

Chill Zone is available for children ages 8-12, while their parent is using the wellness facility. Parents must also sign in their children in the Chill Zone, which is not supervised by a staff member, and there is a two-hour daily time limit for Chill Zone usage. Waldron employees reserve the right to remove Chill Zone privileges temporarily or permanently if problems with behavior or any abuse of property occurs.

CODE OF CONDUCT AND ENFORCEMENT

The Waldron Wellness Center welcomes anyone in the community to join our organization. With membership, however, comes the responsibility to act in a manner that makes it a safe and welcoming environment for all members and guests. To promote safety and comfort, we ask our members and guests to act appropriately at

all times when in the facility or participating in our programs. We expect persons using the Center to act in a mature manner, behave responsibly and respect the rights and dignity of others.

CODE OF CONDUCT

The following Member's Code of Conduct outlines prohibited action, but the actions listed below are not an all-inclusive list of behaviors considered inappropriate in our facilities or programs:

- Illegally using or possessing alcohol or illicit chemicals on Center premises or property, vehicles or at sponsored programs.
- The Center is a tobacco and drug free environment. No smoking or illegal drug use is permitted in, or around, the Center.
- Carrying or concealing a weapon or any device or object which may be used as a weapon unless by a law enforcement official.
- Harassment or intimidation by words, gestures, body language or any type of menacing behavior.
- Physical contact with another person in an angry, aggressive or threatening way.
- Verbally abusive behavior including angry or vulgar language, swearing, name calling or shouting.
- Sexually explicit conversation or behavior, and/or any sexual contact with another person.
- Assisting a non-member to access the building through other means.
- Unwelcome comments based on individual's sex, race, ethnicity, age, religion, marital status, citizenship, disability, sexual orientation or any legally protected status.
- Inappropriate, immodest or sexually revealing attire.
- Theft or behavior that results in the destruction or loss of property.
- No cellular phone or camera usage is allowed in locker rooms or bathrooms.

Please note the following additional expectations:

- Parents/guardians are responsible for the behavior of their children.
- All Center property and equipment should remain in the proper program area unless its removal is approved by the staff or management.
- Members and guests are expected to comply with all rules in writing or guidelines for programs or events.
- Members and guests are expected to comply with all facility usage policies including area specific guidelines.
- Members and/or participants will be held accountable for any abuse or intentional destruction of Center property or equipment. Abusers may be required to pay for any/all damages and subject to suspension/termination of membership or participation privileges.

SAFETY

The Waldron Wellness Center monitors the sexual offender registry on a regular basis. Persons found on the list will not be eligible for Center membership participation, volunteer or employment opportunities. In addition, the Waldron Wellness Center reserves the right to deny access or membership to any person who:

- Has been accused or convicted of any crime involving sexual abuse,
- Is or has been a registered sex offender or predator,
- Has ever been convicted of any offense relating to the use, sale, possession, or transportation of narcotics or habit forming and/or dangerous drugs, or is presently or habitually under the influence of dangerous drugs or chemicals, narcotics or intoxicating beverages.

Members and guests are encouraged to take responsibility for their personal conduct and safety by asking any person whose behavior threatens their comfort to refrain from such behavior. Anyone who feels uncomfortable in confronting a person directly should report the behavior immediately to a staff person or Center management. Staff members will be happy to be of assistance.

Suspension or termination of membership privileges may result if the Center Management determines a violation of the Code of Conduct has occurred. We will work in cooperation with law enforcement on investigations regarding any illegal or suspected illegal activity. As a private organization, the Center reserves the right to cancel/deny the membership of any member who does not live up to the standards and commitments set forth in the Member Code of Conduct. Immoral conduct, as defined by our staff, or a documented history of such can result in denial or termination of membership.

MEDICAL CHECKUP AND EMERGENCY CONTACT

A pre-participation medical checkup and an annual medical evaluation by your physician are strongly recommended for participation in any physical fitness activity. Please make sure that we have your current address, email, phone number and emergency contact information in case of an emergency.

FACILITY INFORMATION

FACILITY USE GUIDELINES

- There is a 30 minute time limit on cardiovascular equipment if other members are waiting.
- Use cleaner and towels to wipe off perspiration from equipment when finished (do not spray machine consoles directly; spray towel with cleaner).
- Return weights to racks and avoid dropping weights.
- For health and safety, no person having skin lesions, sores, inflamed eyes or mouth, nose or ear discharge, or who is known to the local health department as a carrier of microorganisms for any communicable disease shall participate in group contact activities.
- Center Management reserves the right to limit members' time on equipment if crowding or complaints arise. We also reserve the right to suspend or terminate a membership if a member is uncooperative or fails to adhere to our policies and regulations.

HOURS OF OPERATION AND HOLIDAY SCHEDULE

The Waldron Wellness Center determines the hours of operation and holiday schedules based on the usage of the facility. These are reviewed on an as-needed basis. We reserve the right to adjust the hours and holiday schedule and will provide members with at least 14 days' notice of any changes.

PERSONAL TRAINING/COACHING GUIDELINES

Unless in a specialized class or activity contracted for by the Center, only staff members in our employ shall provide personal training within the facility. These staff members are certified as trainers and are committed to providing high-quality programs. Personal trainers not employed by us are prohibited from conducting business in our facility. Personal training is any one-on-one coaching, fitness training, and/or counseling that involve payment or a "trade out" for services.

An exception to this rule applies to special needs members who must utilize the services of a trained aide. We encourage these members to engage in appropriate workouts and exercises with the assistance of the aide. The aide may not utilize the equipment themselves unless demonstrating its proper use to the member.

FACILITY/PROGRAM AREA CLOSURES

At times, the Center will close off specific areas of the facility for special programs, routine maintenance and repairs and annual deep cleaning projects. Notification will be posted at least 2 weeks in advance for scheduled closures.

FOOD AND DRINKS

For your safety, glass containers are not permitted in locker rooms or hallways. To ensure that the facility and its equipment remain in clean and in excellent condition, all food and drinks must be consumed in the lobby area.

INCLEMENT WEATHER/POWER OUTAGE CLOSING

The Waldron Wellness Center Management reserves the right to close the facility due to inclement weather and/or power outages that could pose a safety threat to our members and staff. If Management determines that the Center should close, a sign will be posted at the facility, a message posted on the Center phone, Facebook site and on the website if the power situation permits. No refunds or credits will be provided.

SPECIAL OCCASIONS

On a limited availability basis, the Waldron Wellness Center may be reserved for special occasions such as birthday parties, meetings, etc. The fee schedule and reservation information is available at the Member Services Desk.

ATTIRE

The Waldron Wellness Center is a family-friendly facility and, as such, appropriate attire must be worn at all times and in all areas of the facility. Staff members, participants and guests are asked to dress in a manner that will not offend others.

Proper gym shoes and workout attire must be worn in all of the Wellness Center's public areas. Participants and guests must be fully clothed and wearing shoes in hallways and common areas. Only rubber-soled athletic shoes should be worn on the Wellness Center floors and studios. Towels, wraps, robes or other appropriate clothing must be worn in the locker rooms.

LOCKER ROOMS

Members and guests are responsible for personal belongings. Lockers 1 to 22 are available for rent at \$5 per month. Lockers 23 to 30 are for day use only and locks must be removed when the member leaves the premises. Bring and use a secure lock for your protection. The Member Services Desk will be happy to recommend an appropriate lock. The Waldron Wellness Center is not responsible for lost, damaged or stolen items.

PERSONAL PROPERTY SECURITY

The Waldron Wellness Center makes every effort to ensure that member's visit to our facility is safe and enjoyable. However, we cannot be responsible for theft or damage to your property. Should this occur, please complete an incident report at the Member Services Desk. This helps us track incidents and take preventive measures. The best way to protect your property is to bring a lock and secure it in a locker. Valuables should be left at home. Center staff will NOT hold your valuables. Do not leave valuables in a locked car or anywhere they are visible and do not leave them unattended at any time. Please use the front entrance to enter and exit the building. Security cameras with back-up recording capabilities are in use in various areas of the building.

LOST AND FOUND

While we are not responsible for lost or stolen property, we do keep lost and found items whenever possible. Please check with the Member Services Desk for lost items. Unclaimed items are donated to a local charity at the end of each month.

MARKET PLACE AND HOLIDAY MARKET

The Waldron Wellness Center leases shelf and table space to local craft vendors for its year-round Market Place. If you would like to reserve a spot to sell vendor-specific items please see Member Services for details.

SUGGESTIONS/COMMENTS

Your suggestions and concerns are always welcome and our staff is known for being friendly, responsible and caring. Please feel free to contact them to ask questions as well as to make suggestions in the suggestion box located near the Member Services Desk. If you have a specific concern which has not been resolved, please feel free to speak to the Center management.