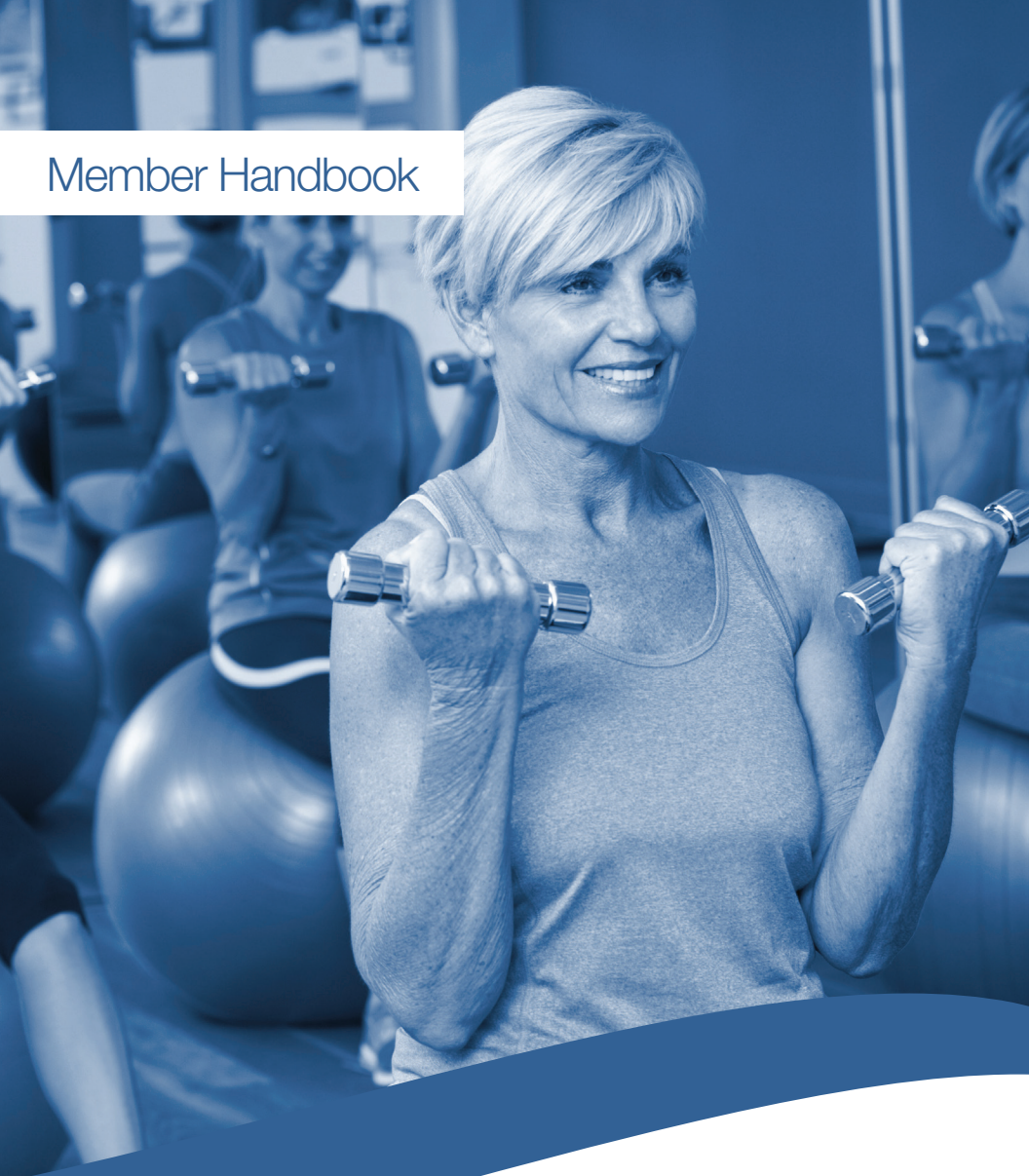


Member Handbook



 **ValleyHealth**
Wellness & Fitness

Welcome

You've taken an important step towards enhancing your health and well-being. There are many ways Valley Health Wellness & Fitness Center can positively impact the quality of your life.

At Valley Health Wellness & Fitness Center, we approach health and fitness from a medically integrated perspective. We believe that our 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 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 Valley Health Wellness & Fitness Center team is happy to explain any of the policies and procedures contained in this handbook at your convenience.

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

Contents

Age Restrictions	4
Proper Attire, Conduct & Facility Expectations	4
Member Services.....	4
Member Terms & Conditions	5
Your Membership Account	5
Account Settlement Methods	5
House Charge	5
Guest Policy	6
Membership Changes	6
Membership Bridge/Medical Freeze.....	6
Student Membership.....	7
Senior Membership	7
Right to Cancel Membership	7
Member ID Card & Replacement.....	7
Getting You Started	8
Personal Training.....	8
Massage Therapy	9
Kids Zone	9
Group Exercise.....	9
Aquatics.....	10
Steam, Sauna & Pools	10
Locker Rooms.....	10
Healthy Way Cafe.....	11
Internet.....	11
Pro-Shop	11
Lost and Found	11
Cleanliness	12
Member Etiquette	12
Assistance	15
Useful Phone Numbers	15
Hours of Operation	15

AGE RESTRICTIONS

A minimum age of 18 years is required for an individual membership. The Center allows family memberships to include members ages 12-25 years. A parent must accompany members between the age of 12 and 15 at all times in Valley Health Wellness & Fitness Center. Please inquire regarding our Kids Zone Program and family memberships available for children ages 6 months to 11 years.

PROPER ATTIRE, CONDUCT & FACILITY EXPECTATIONS

Valley Health Wellness & Fitness Center requires 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. Bare feet are allowed only in locker rooms and aquatic areas. The use of shower sandals is recommended. Open-toed shoes or sandals are not permitted on the fitness floor. Valley Health Wellness & Fitness Center reserves the right to determine what is appropriate attire. Members are expected to conduct themselves in accordance with the highest standards. The 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.

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. 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

The Member Services Team is here to assist in any way possible including membership-related issues, program enrollment and scheduling, point of sale purchases, and member feedback. Should you need to discuss concerns with the Member Services Manager or Center Director, an appointment will be necessary.

MEMBER TERMS & CONDITIONS

All members shall comply with any and all of the Center's Terms and Conditions. The rules contained herein are not all-inclusive. Amendments to Center's Terms and Conditions, and Rules and Regulations, may be made from time to time, as necessary. The decision of the Center shall be final regarding the interpretation of the Center's Terms and Conditions, and Rules and Regulations. Please note all membership cancellations require a notice by the 20th of the month to be effective on the first of the following month. Notice received after the 20th will be effective the end of the following month.

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 the Valley Health Wellness & Fitness Center team. From time to time, the team 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

Once members provide the appropriate account information and authorization, the Center will automatically debit the pre-defined accounts for the appropriate monthly dues and house charges as designated in the membership contract and/or the house charge pre-authorized form.

Any questions regarding membership accounts may be directed to the Valley Health Wellness & Fitness Center member services or accounting departments.

HOUSE CHARGE

Valley Health Wellness & 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 Center 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 business office with the account information necessary to allow for EFT collection of house charges. For more information and to establish a house charge account, please stop at the Member Services Desk at your convenience.

GUEST POLICY

Guest are welcome anytime unless prohibited by the Center for security and/or health related reasons. Guest passes can be purchased at the Member Services Desk for the established fee.

The Center requires all guests to complete a Guest Registration card. Each guest must:

- Be over 18 years of age (Minors may use the facility as a guest ONLY if accompanied by their parent/legal guardian)
- Complete and sign a guest registration and waiver

MEMBERSHIP CHANGES

TO UPGRADE: To add a family member to an existing membership, please contact Member Services. Adding members to an existing membership typically will require payment of a prorated enrollment fee and first month dues. All add-ons are allowed for family members living at the same address as the primary membership holder. All family members 18 years or older must be present.

TO DOWNGRADE: Downgrade requests must be submitted by the 20th of the month to be effective on the first of the following month. Downgrade requests submitted after the 20th will be effective the end of the following month.

MEMBERSHIP BRIDGE/MEDICAL FREEZE

Requests for placing a membership on hold may be honored for a temporary bridge or medical reasons. All requests for membership bridge/medical freeze must be submitted in writing prior to the 20th day of the month and approved by the Center.

Center access is not permitted during the membership bridge/medical freeze. Bridge requests will be approved in full month increments for a minimum of two months and a maximum of 6 months. Members on an approved bridge will have their portion of dues suspended for the amount equal to the number of approved months.

A medical freeze request will be approved for a minimum of one month and a maximum of 6 months. Members on an approved medical freeze will have their portion of dues suspended for the amount equal to the number of approved months. If the member's last month equals less than a full month, the member will be charged prorated dues for the remaining days in the month. A medical freeze request requires written authorization from the member's physician indicating the inability to use the facility.

Yearly or paid-in-full members on an approved bridge/medical freeze will have their membership expiration date extended in accordance with our freeze extension schedule.

STUDENT MEMBERSHIP

Local college students 18 and older interested in a year-round membership must provide current valid college identification. College students home temporarily during vacation breaks can purchase a guest pass. All college students must provide current valid college identification.

SENIOR MEMBERSHIP

Senior memberships for those ages 62 and over are available at a reduced rate. An additional family member must reside at the same address.

RIGHT TO CANCEL MEMBERSHIP

Membership contracts may be cancelled without penalty within three business days after the initial contract signing. All membership cancellations after this period must be done by the 20th of the month to be effective on the first of the following month. Cancellation requests submitted after the 20th will be effective the end of the following month. See the Terms and Conditions on your signed agreement for more details.

MEMBER ID CARD & REPLACEMENT

All members are required to present a membership card upon entrance to the 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 the new card. ID cards are non-transferable.

GETTING YOU STARTED

Once you are a member, we want to help you get started to experience the positive impact exercise can have on your life. We invite you to participate in our New Member Onboarding program which includes:

- A comprehensive fitness assessment to determine your current fitness level and guide us in developing a customized exercise program designed to help you reach your goals.
- An exercise orientation to learn how to implement the exercise plan and use the equipment safely and effectively. Depending on your need, this can be land or aquatics-based.
- A follow-up session to review your progress, address any concerns you have and make any necessary adjustments to keep you moving in the right direction.

This adds up to 3 sessions with a fitness team member whose goal it is to help you get started off right. Our staff is eager to help you and to answer any questions, so we encourage you to take advantage of these steps towards success!

PERSONAL TRAINING

Valley Health Wellness & Fitness Center offers personal training for an additional fee. Only Center trainers are eligible to conduct personal training in the Center. Contact Member Services for additional information.

Packages must be purchased prior to the onset of training and are subject to expiration. Packages are non-refundable and non-transferrable. Notification of cancellation/reschedule for a booked training session must be made at least 24 hours prior to a scheduled appointment or we reserve the right to deduct the session from your pre-purchased package.

MASSAGE THERAPY

Massage Therapists are available and trained in a variety of techniques. Please schedule an appointment at the Member Services Desk. Payment for is required at the time of scheduling. Massage services are available for those ages 12 and up. For adolescents (ages 12-15), a parent or legal guardian must be in the room for the entire massage.

CANCELLATION POLICY: 24-hours notice is required to cancel appointments. If less than 24-hour notice is provided, the client will be charged the value of the session or the session will be deducted from his/her account. If more than 24-hour notice is provided, the client will be given 30 days to reschedule.

KIDS ZONE

Kids Zone is a supervised child activity center. The Valley Health Wellness & Fitness Center team provides quality care in a safe, pleasant atmosphere. Activities range from arts and crafts to physical fitness. Center members' children between the ages of 6 months and 11 years are eligible for this program. A child may use Kids Zone for up to two hours per day. Parents or guardians must be on Center premises when a child is using the facility. Many Kids Zone activities and programs are available. Please see the Kids Zone team for current information.

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

GROUP EXERCISE

The Center provides a wide range of group exercise programs, both on land and in our aquatics area. Schedules will be available at the Member Service Desk, on the website (www.vhwellfit.com), and will be posted by each studio door. Class participants should arrive on time to avoid disrupting other class members and to get the maximum benefit from warm-up. The Center reserves the right to change class times/instructors and to add or delete classes without notice.

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.

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

AQUATICS

A variety of aquatic programs and pool areas are available for member use:

- 25-yard/5-lane lap pool
- Warm-water exercise and therapy pool
- Members must follow all posted rules and regulations

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.

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

STEAM, SAUNA & POOLS

Health standards recommend a soap shower before use of the pools, sauna and steam room. No shaving oils or creams are allowed in these areas. Swimsuits are required in the pools and towels should be worn in the steam rooms and saunas. The use of shower sandals is recommended. Center reserves the right to shut down the sauna, steam rooms and pools for health and wellness reasons at its sole discretion.

LOCKER ROOMS

Valley Health Wellness & Fitness Center features a keyed locker system for our members' convenience. In addition, the locker rooms provide a number of fine amenities such as saunas, steam rooms, oversized towels, soap, shampoo, lotion, deodorant, hair dryers, hair spray and shaving cream.

Lockers are provided for members on a "per use" basis. 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 the Center by 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.

Due to technical advances and as a courtesy to fellow members, use of any electronic device is prohibited in the locker rooms. Please use the main lobby to make and receive all cell phone calls, texts, and e-mails.

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.

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

HEALTHY WAY CAFE

The Healthy Way Café provides a selection of healthy foods and beverages that can be enjoyed in our lobby area or grab & go to take on the run. Items include freshly prepared salads, sandwiches and sushi. Starbucks coffee is served as well. Members with house charging privileges can use this to conveniently pay for Café purchases.

INTERNET

Valley Health Wellness & Fitness Center provides Internet accessibility to all members. Please visit the Member Services Desk for details.

PRO-SHOP

The Pro-Shop offers a selection of fitness equipment and apparel. The Pro-Shop is open to members as well as the general public. Purchases may be made at our Member Services Desk.

LOST AND FOUND

As a courtesy to our members, the Center will hold any personal items found, or turned in to the staff, for a period of 2 weeks. After this time, any items that remain unclaimed will be donated to charity. The Center is not responsible for lost or stolen items, or items that are turned in and subsequently donated, after the 2 week hold period. Lockers are provided for members on a “per use” basis. Lockers must be emptied of their contents after each visit to the Center.

CLEANLINESS

At the Center, we pride ourselves in maintaining a very clean facility for our members and guests and your contribution towards that goal is appreciated. When in the Center, we ask that you properly wipe down your exercise equipment after each use with the pre-moistened anti-bacterial wipes provided. We also ask that you properly place soiled towels in one of the towel returns located in the locker rooms and on the fitness floor.

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 center for details.

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 and your 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. Center policy, states those entering the facility should use discretion and be seventy-two hours without fever prior to entering the facility.

Safety and Wellness

At Valley Health Wellness & 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, 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 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 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 are prohibited from the Fitness Floor and stairs leading to the Fitness Floor for safety reasons; please use the elevator if escorting children to another level.
- 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 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 blue, black, or grey polo or jacket).

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

USEFUL PHONE NUMBERS

Member Services Desk	540-536-3000
Fitness Desk	540-536-3073
Kids Zone	540-536-3055

HOURS OF OPERATION

Center

Monday—Friday	5 am to 9:30 pm
Saturday and Sunday	7 am to 5 pm

Membership

Monday—Thursday	8 am to 7 pm
Friday	8 am to 5 pm
Saturday	9 am to 3 pm

Kids Zone

Monday—Thursday	8 am to 1 pm and 3 pm to 8 pm
Friday	8 am to 1 pm and 3 pm to 7 pm
Saturday	9 am to 1 pm



Valley Health Wellness & Fitness Center
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