

A photograph of a woman with short blonde hair, smiling while lifting two small dumbbells in a gym setting. Other people and exercise balls are visible in the background. The image has a blue color cast.

## Center 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, 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 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 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!

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## **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, participants and guest 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 24 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.

## **CENTER TERMS & CONDITIONS**

All members, guests and participants 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. 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 7 of this handbook.

## **CENTER IMPROVEMENT FEE**

We are committed to continuously improving your fitness experience and are excited to better serve you by making necessary upgrades to the center's exercise equipment. To support these improvements, an annual Center Improvement Fee is included in each membership agreement. This fee will be billed annually in April of each year to current primary membership holders. We appreciate your understanding and support in helping us enhance your fitness experience.

## **CENTER MOBILE APP**

Everyone has access to the center Mobile App. To download, simply search 'URFitAP – Valley' 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 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.

## **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 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 OPTIONS**

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

## **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.

## **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.

## **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.

## 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.
- Members on an approved bridge will have their dues suspended if paying monthly, or their membership expiration date extended for yearly or paid-in-full memberships.
- Multiple bridge requests may be submitted, however total bridge duration cannot exceed 6 months in a calendar year.

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. A member may not use the facility during the membership hold 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 center mobile app upon entrance. If a physical membership ID card is desired, members may visit the Member Services desk to obtain one, if available. Memberships and ID cards are non-transferable.

## ADDITIONAL SERVICES

### PERSONAL TRAINING

Valley Health Wellness & Fitness 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 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.

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.

### REMOTE HEALTH AND FITNESS COACHING

Valley Health Wellness & Fitness 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.

### 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.

## 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 center provides a wide range of group exercise programs, both on land and in our aquatics area. Schedules are available on the center mobile app, on the website ([www.vhwellfit.com](http://www.vhwellfit.com)), and 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, participants, guests and staff. Members, participants and guests 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, guest and participant use:

- 25-yard/5-lane lap pool
- Warm-water exercise and therapy pool
- Members, participants and guests 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, participants, guests and staff.

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

## VIRTUAL PROGRAMMING

### MOVE VIRTUAL FITNESS CLASSES

Access this library of workout videos anywhere and anytime you want at no cost. Download the 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 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.

## 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. Steam room, saunas, and pools close 15 minutes prior to the center closing.

## **LOCKER ROOMS**

Valley Health Wellness & Fitness Center features a keyed locker system for your protection and 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, guests and participants 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, guests and participants for their convenience. Please assist the center by keeping the locker rooms clean. 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, guests and participants, 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 CAFÉ**

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, participants and guests. Please visit the Member Services desk for details.

## **FIT SHOP**

The Fit Shop offers a selection of fitness equipment and apparel. The Fit 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, participants and guest, 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, participants and guests on a “per use” basis. Lockers must be emptied of their contents after each visit to the center.

## **CELL PHONE/PHOTOGRAPHY/VIDEOGRAPHY**

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

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

## **TOBACCO, ALCOHOL, CONTROLLED SUBSTANCES & WEAPONS**

Valley Health Wellness & Fitness 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.

## MEMBER, PARTICIPANT AND GUEST ETIQUETTE

Please abide by the basic rule of “courtesy to and safety of your fellow members, guests and participants.” 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 24 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 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 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.
- Human Performance Area closes 15 minutes prior to center closing.

## 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 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—Friday | 8 am to 7 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                  |







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