



MEMBER HANDBOOK

Experience fitness made for you



The Health & Fitness Center
.....
AT WASHTENAW COMMUNITY COLLEGE

Live life to the fittest.

CONGRATULATIONS

You have taken an important step towards enhancing your health and well-being. Soon you will discover many ways The Health and Fitness Center at Washtenaw Community College can positively impact the quality of your life.

At The Health and Fitness Center at Washtenaw Community College, 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 degreed and certified professionals will assist you in reaching and maintaining your health and fitness goals.

This handbook will provide you with the information you need to have an enjoyable and safe experience. We want you to enjoy all the courtesies, comforts, privileges and services you deserve. Our team will maintain and oversee these policies for your benefit and for all our members.

This book features key policies and procedures of THFC, but it is not meant to be a complete list. We may change policies to benefit all members.

The THFC team is happy to explain any of the policies and procedures contained in this handbook at your convenience.

From all of us at THFC, we would like to welcome you to our Center. We hope that your membership experience will result in a healthier mind and body for many years to come!

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PROPER ATTIRE & CONDUCT

Please wear appropriate athletic attire in all areas of the facility. The standards include shirts, shorts, sweat pants, and athletic shoes. Open-toed shoes or sandals are not permitted on the fitness floor. Bare feet are allowed only in locker room and aquatic areas. The use of shower sandals in the locker room and pool areas is recommended. THFC reserves the right, in its sole discretion, to determine what is appropriate attire and appropriate member conduct. THFC 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 is otherwise contrary to orderly Center operations in the sole discretion of the Center.

MEMBER SERVICE

Our Member Services team is here to assist our members in any way possible. Please visit our Member Services desk if you have questions or concerns so we can provide you with the best possible experience. Member Services can assist with membership-related issues, program enrollment and scheduling, Logo Shop purchases, and member feedback. In addition, comment cards are located at the Member Services desk to provide additional opportunities for members to communicate to Center Management in a written form. We encourage you to meet with our Member Services Manager or Center Director whenever you have a concern.

MEMBER TERMS & CONDITIONS

All members shall comply with this Member Handbook and all THFC Terms and Conditions. The rules contained herein are not inclusive. Amendments to THFC Member Handbook, Terms and Conditions and Rules and Regulations may be made from time to time as necessary. The decision of THFC shall be final regarding the interpretation of THFC Member Handbook, 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 may require updating from time to time. THFC utilizes different methods to settle your account depending on the type of membership. Electronic Funds Transfer (EFT) or prepayment is used for all membership types via MasterCard, Visa, Discover, or the bank draft method of payment.

ACCOUNT SETTLEMENT METHODS

Once you provide your account information and authorization, we will automatically debit the pre-defined accounts for the appropriate monthly dues and house charges as designated in any program or the membership agreement. THFC reserves the right to refuse entry to any member whose account has not been settled.

Any questions regarding membership accounts may be directed to THFC accounting department.

HOUSE CHARGE

THFC provides house charge privileges for members' convenience. House charges allow members to use their membership card to bill products and services to their Center account. Settlement of house charge accounts occurs via EFT at the beginning of each month for the previous month's charges. Membership accounts with dues settlement methods other than EFT will be required to provide the accounting department with the account information necessary to allow for EFT collection of house charges. For more information and to establish your house charge account, please stop by Member Services at your convenience.

GUEST POLICY

Members are welcome to bring a guest anytime. Individual guests are limited to the number of visits determined by Center policy. THFC reserves the right to require all guests to complete and sign a guest registration card. Each guest must:

- Present a valid THFC guest pass or pay a guest fee per visit.
- Be 18 years of age or accompanied by a parent or guardian if 16 or 17 years of age.
- Present a driver's license or valid form of identification. (State issued photo ID).
- 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 Membership Sales for additional information.

AGE REQUIREMENTS

THFC is an adult facility. You must be 18 to have an individual membership. THFC allows family memberships to include secondary members ages 16 years and older (with a parent member).

SENIOR MEMBERSHIP

Senior memberships for those 65 years or older are available at a reduced rate.

STUDENT MEMBERSHIP

College students are eligible for short-term usage of the Center. One-week passes are available, as are extended terms for one, two or three months during college breaks and holidays. Certain restrictions apply. See a Member Service representative for details.

WCC STUDENT MEMBERSHIP

Student enrolled in three credit hours or more at Washtenaw Community College during a term are eligible to sign up for THFC student membership for that term.

Student Account Settlement Methods

In order to receive the student rate, a student must register to join THFC via the academic registration process established by Washtenaw Community College (WCC). Once the student authorizes the change, WCC will place a charge on the student's account for the related academic term. The student will only receive a refund if cancellation is requested within the 100% refund deadline as designated by WCC. **No refunds of any kind will be granted after the designated deadline.** Any questions regarding your account may be directed to THFC accounting office.

MEMBERSHIP CHANGES

(NOTE: This section does not pertain to WCC student memberships.)

TO UPGRADE

To add a family member to an existing membership, please contact a Member Services Associate or Membership Sales. 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. Members may downgrade their membership at any time without a fee; however, members must provide an advance written notice.

RIGHT TO CANCEL MEMBERSHIP

(NOTE: This section does not pertain to WCC student memberships.)

Members may cancel their membership agreements without penalty within three business days after your initial agreement signing with a full refund. All membership cancellations after this period will require in person, advance written notice of intent to cancel to a member of the Member Services Team. If written notice is received by the 20th of the month, membership will be terminated at the end of that month. If received after the 20th of the month, membership will be terminated at the end of the following month. Members are responsible for paying their monthly dues for the period until cancellation becomes effective.

MEMBERSHIP HOLD

Members can place their memberships on “hold” in accordance with the following restrictions:

MEDICAL FREEZE

- Members must provide written authorization from member’s doctor indicating the inability to use the facility within 60 days of the event. Upon return, the member must provide written authorization from his or her physician to resume facility use.
- Medical freezes are honored for a minimum of 1 month and a maximum of 6 months.

MEMBERSHIP BRIDGE

- Requests must be submitted in writing 30 days in advance of the bridge start date.
- Bridges are honored for a minimum of 2 months and a maximum of 4 months per calendar year.

All bridge requests for medical or extenuating circumstances must be made in writing and are subject to approval by the Center Director. THFC will not honor backdated bridge requests.

MONTHLY MEMBERSHIPS

Members on an approved membership bridge or medical freeze will have their dues portion suspended. (See Member Services desk for details). **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 the Center at the Member Services desk. THFC 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 card. ID Cards are non-transferable.

LOST & FOUND

The 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 four weeks before being donated to charity. Intimate items including underwear, soaps, brushes / combs will be disposed of. THFC is not responsible for lost or stolen items.

FACILITY TOURS

Tours are available at the Member Services desk.

ADDITIONAL SERVICES

PERSONAL TRAINING

THFC offers a variety of personal training services and packages provided by degreed and certified fitness staff for an additional fee. Contact the Member Services desk for additional information or to schedule an appointment. Only THFC trainers/instructors are eligible to conduct personal training/instruction in the Center; therefore members who do not comply with this policy (by participating in and/or providing training/instruction) are subject to having their membership revoked.

MASSAGE SERVICES

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.

To obtain additional information about these services, visit the Member Service desk.

PILATES REFORMER

THFC offers a variety of Pilate training services and packages provided by certified Pilates trainers for an additional fee. Packages include both one on one sessions and group classes. Contact the Member Services desk for additional information or to schedule an appointment.

SWIM INSTRUCTIONS

THFC offers a wide variety of swim classes and sessions suitable for all swimming levels. A menu of swim services is available at our Member Services desk.

NUTRITIONAL COUNSELING

Nutritional counseling is available for an additional fee. Our registered dieticians provide professional consultations for both individuals and groups. Contact Member Services for additional information or to schedule an appointment.

CANCELLATION POLICY

When cancelling appointments for session based services, 24 hours' notice is required. Should less than 24 hours' notice be provided, the client may be charged the full portion for the scheduled service.

Please note: All sessions expire one year from date of purchase unless otherwise indicated.

GROUP EXERCISE

THFC provides a wide range of land and aquatic group exercise programs. Schedules are available at the Member Service desk, mobile app and on our website. THFC 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. THFC reserves the right to change class times and instructors and to add or remove classes.

CARDIO THEATER

Some of the cardiovascular equipment is outfitted with Cardio Theater. Cardio Theater allows members to listen to televisions or music stations during workouts. Headsets plug into the programming box attached to the equipment. The station number corresponds with the number displayed below each TV. Members provide their own headsets. Headsets are available to purchase in the Logo Shop.

AQUATICS

A variety of aquatic programs and pool areas are available for member use. Health department standards require that members shower with soap and water before use of any pool, sauna or steam room. Members must follow all posted rules and regulations. Proper swim attire is required in all pools and whirlpools. The use of swim sandals in the aquatics and locker room is recommended.

Please refrain from wearing fragrances while using the pools.

Lap pool lanes should be shared during peak hours. The proper lap swimming etiquette is to “circle swim” using a counter-clockwise rotation of the lane in use. If all lanes are being used to full capacity, it is requested that members be courteous and restrict their workouts to a reasonable time frame.

Pools will be closed annually for mandatory maintenance and cleaning.

KIDS IN MOTION

Kids in Motion is a supervised child activity area where children enjoy a fun experience while their parents or grandparents are using the facility. Children receive quality care in a safe, kid-friendly atmosphere with activities ranging from arts and crafts to physical fitness.

- For members' children and grandchildren ages 6 months to 11 years old
- Limit one visit per day, per child, up to two hours per visit
- Parents or guardians must remain on THFC's premises while a child is in the Kids in Motion area
- Children are not permitted on the fitness floor, locker rooms, or in the pool areas

SAUNA/STEAM ROOM/WHIRLPOOL

A sauna, steam room and whirlpool are provided in each locker room to enhance your fitness experience. No shaving or use of scents, oils or creams in these areas. Swimsuits are required in the whirlpool and towel coverage required in steam room and sauna. Street shoes and full clothing are not allowed in the whirlpool, sauna or steam room.

LOCKER ROOMS

THFC features an advanced keyless locker system for your protection and convenience. In addition, the locker rooms provide a number of fine amenities including: saunas, steam rooms, whirlpools, towels, soap, shampoo, lotion, deodorant, hair dryers, hair spray, shaving cream and a lounge area.

Lockers are provided for members on a "per use" basis. These lockers must be emptied of their contents after each visit to the Center. A limited number of lockers will be available for long-term rental.

Complimentary towel service is provided to members for their convenience. Please assist us in keeping the locker rooms clean for your fellow members.

PRIMO CAFÉ

Choose from a variety of salads, sandwiches and beverages. Enjoy your healthy snack in our comfortable seating area or take it with you. Our café is open to the public. Payment for café items can be made at the café counter or Member Service Desk via house charge.

LOGO SHOP

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

CELL PHONE/PHOTOGRAPHY/VIDEOGRAPHY

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

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

TOBACCO, ALCOHOL, CONTROLLED SUBSTANCES & WEAPONS

THFC 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 or guest who violates this policy.

MEMBER ETIQUETTE

Please abide by the basic rule of “courtesy to 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 and fitness floor.
- 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.

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 towels and/or 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.

GYMNASIUM

Shirts are required at all times in the gymnasium. Our gymnasium is available for basketball, volleyball and Center activities; please note posted schedule in gymnasium for availability.

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.

ASSISTANCE

If you have any questions or need assistance on the Fitness Floor, feel free to ask one of the Fitness Team members wearing a green shirt or jacket.

Personal trainers wearing red shirts or jackets provide a one-on-one service and should not be interrupted unless there is an emergency.

USEFUL PHONE NUMBERS

Member Services Desk:	734-975-9950
Membership Department:	734-975-3311
Fitness Desk:	734-975-3307
Kids in Motion:	734-975-3315

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.	(9/1/-4/30)
Saturday – Sunday:	7 a.m. – 6 p.m.	(5/1-8/31)

MEMBERSHIP

Monday – Thursday:	8 a.m. – 8 p.m.
Friday:	8 a.m. – 7 p.m.
Saturday – Sunday:	9 a.m. – 5 p.m.

KIDS IN MOTION

Monday – Thursday:	8 a.m. – 8 p.m.
Friday – Saturday:	8 a.m. – 4 p.m.
Sunday:	9 a.m. – 2 p.m.

ENVIRONMENTAL FEATURES

Washtenaw Community College has made a commitment to overall community health and well-being. That commitment extends to the environment, as well. As you know, WCC's grounds are surrounded by unspoiled, picturesque terrain –surroundings that we aim to preserve. That is why we have developed a green building on our grounds – a structure that is completely environmentally friendly. Here is just a taste of what we have planned.

COMMON-SENSE CONSTRUCTION AND LANDSCAPING

When building a green structure, the focus is to do so with as little disturbance as possible to the surrounding areas. Our facilities are designed with a minimal footprint to conserve the existing natural landscape and preserve a habitat for local animal and plant life. In addition, the landscaping on our grounds is designed to use indigenous plants that do not require a complex irrigation system. This will help conserve water.

EARTH-FRIENDLY BUILDING SUPPLIES AND METHODS

All of the materials used for construction of the structure have been chosen carefully from an environmentally friendly standpoint. For example, 50% of all wood used for the structure was obtained under the strict guidelines of the Forest Stewardship's Council. Fifty percent of all building materials were acquired regionally, thus supporting the local economy and reducing pollution that comes from transporting materials from far away. Many of the materials contain recycled content and 75% of all construction waste was recycled, instead of sent to landfills.

ENERGY AND WATER CONSERVATION

The Center will function as an eco-friendly facility. The building is designed for optimal water and energy conservation –including continuous metering to keep us on track. Reflective roofing helps reduce the need for air-conditioning; special architectural features allow more natural light to reduce electricity usage. Low-flow shower heads, waterless urinals and dual flush toilets reduce water use by 30%. Twenty percent of the building’s electricity comes from photovoltaic technology, a green-friendly, energy-renewable source. We look forward to furthering our commitment to your health, the health of the community, and the health of the environment.

MEMBER’S ROLE IN ENERGY CONSERVATION

With these above-mentioned efforts to reduce water and energy usage we ask members to please limit the usage of towels during their visit to THFC. These efforts will allow us to remain committed to our environmental mission of conserving water and energy.

WASHTENAW COMMUNITY COLLEGE EEO/TITLE IX/SECTION 504 STATEMENT

Washtenaw Community College does not discriminate on the basis of religion, race, color, national origin, age, sex, height, weight, marital status, disability, veteran status, sexual orientation, gender identity, gender expression, or any other protected status in its programs and activities. The following office has been designated to handle inquiries regarding non-discrimination policies, Title IX or ADA/504 inquires: Vice President of Student & Academic Services, SC 247, 734-973-3536. **Facility access inquiries:** V.P. for Facilities, Grounds and Campus Safety, PO 112, 734-677-5322



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4833 East Huron River Drive • Ann Arbor, MI 48105

734-975-9950

wccfitness.org