

## **MEMBER HANDBOOK**

### **BUILDING BODEEZ FITNESS AND WELLNESS CENTER**

Any monthly membership client of Building Bodeez Fitness Center is a “member” of the Fitness Center with the understanding of the provisions below.

#### **CUSTOMER SERVICE Facility Hours (including Tanning Services)**

Monday	8am-12p	4pm-830pm
Tuesday	8am-12p	5pm-830pm
Wednesday	8am-12p	4pm-830pm
Thursday	8am-12p	
Friday	8am-12p	
Saturday	7am-11a	

\*One day passes, purchases, facility tours, etc are made by appointment where otherwise needed.

Contact: [buildingbodeez@gmail.com](mailto:buildingbodeez@gmail.com) for info.

Customer Service hours will be limited on Easter, Memorial Day, 4th of July, Thanksgiving, Christmas, and New Years Day, New Years Eve. The gym may change its hours without notice at any time. See bulletin boards for posted closings.

**CLIENTS WITH AN UP TO DATE GYM MEMBERSHIP may access the gym 24/7.**

#### **GENERAL GYM MEMBERSHIPS**

All clients shall undergo a complete physical examination by a medical doctor prior to initiating a workout regime at Building Bodeez. All gym members must sign a waiver of liability prior to initiating training at Building Bodeez.

#### **CHILDREN**

All children less than 13 years of age must be supervised or guided by a parent/guardian at all times.

Some children may wish to spend time in our BUDDIEZ ROOM.

Other children may wish to sit quietly in our client lounge (and may do so granted their behavior does not impact the integrity of our classes and does not disrupt others).

*Children (<13) who wish to exercise alongside the parent may only do so during non-busy times, and may not use equipment or a reservation for a class unless the child is registered and paid for as any other gym client (prior approval of gym owner may impact this statement).*

Any client less than 17 years of age must have their waiver of liability cosigned by a parent/guardian before training at Building Bodeez. Both the parent/guardian and then minor will be held responsible in the event of inappropriate behavior (see below).

### **TYPES OF MEMBERSHIPS**

Student – 13 to 18 year old

Individual – 19 year old to 64 year old

Senior Citizen -- > 65 year old

Family – 4 to 8 HOUSEHOLD members

“SPOUSAL” Discount – any two family members residing in ONE HOUSEHOLD

Silver n Fit™, Silver Sneakers®, and Healthways - appropriate health insurance

CORPORATE GYM Discount – any 5 (or more) employees of the same company

\*Currently enrolled companies listed on website.

### **GENERAL GYM MEMBERSHIP FEES**

All fees are listed on the website and in the Fitness Center. Electronic Funds

Transfer (EFT) agreements are strictly *voluntary*. Be advised that

management reserves the right to change membership fees at any time.

All new members are required to pay a once-per-lifetime FACILITY ACCESS FEE of \$35.00 upon first purchase.

### **MEMBERSHIP LENGTHS**

Available membership lengths include:

One day pass (all age ranges)\* *only during Customer Service Hours*

One month

Three months

One year

### **MEMBERSHIP PURCHASE**

Membership dues are to be paid in full prior to the initiation of the membership.

Acceptable payments include cash, personal check, debit, VISA, MASTERCARD, DISCOVER, and AMERICAN EXPRESS.

EFT (electronic funds transfer) memberships are voluntarily made with the understanding that client is signing an agreement that funds will automatically be deducted from personal checking account or credit card on the first or fifteenth of each month during length of agreement. EFT paperwork should be read carefully and kept in a safe place. EFT agreements are not canceled automatically – refer to your agreement for details.

### **CANCELLATION OF MEMBERSHIP PACKAGE**

All month to month memberships are non-refundable. The owner of the gym may revoke a client's membership at any time related to inappropriate behavior (as indicated below) **WITHOUT REFUND!**

### **MEMBERSHIP CARDS**

All general gym members shall receive a swipe-in card upon purchase of their first membership (1st card free with purchase). This card shall be used with each gym visit to “log into” our gym database. The front desk supervisor will verify your up-to-date gym membership and alert you of upcoming renewal dates. If a client loses his/her swipe-in card, the front desk personnel can log the member into the database temporarily; however, the card must be replaced for a fee of \$15.00.

### **MEMBERSHIP RENEWAL POLICY**

All members will receive notification of gym membership renewal as noted above. Members shall not be permitted to enter the gym unless their membership is up to-date and paid in full.

### **GROUP FITNESS CLASSES**

All clients (members or non-members) wishing to participate in aerobics classes must sign a waiver of liability prior to class. Clients shall select a class comparable to their personal fitness level and physical needs. Clients should adhere to class format and respect the instructor’s movements and choreography; CELL PHONE USE OR INAPPROPRIATE PERSONAL CONVERSATIONS ARE REASON FOR DISMISSAL FROM CLASS.

All general aerobics classes shall be listed on the website, emailed to “email roster” clients, as well as the bulletin board at the gym. Members are responsible for verifying class dates/times. Clients are encouraged to sign up ahead of time for classes (as some classes are space-limited – see CLASS SIGN UP POLICY BELOW).

Fees for class must be paid for in full prior to participating. Fees are based on one Session, five and ten session class packages. Contact the front desk or review the website for current fees.

Upon purchase of one session or a class package, clients shall receive a personalized record of their account (which is kept at the front desk). Clients are required to verify their record prior to each class to ensure their account is up to date. Clients shall arrive approximately 10 minutes before the start of class.

Clients wishing to sign up may do so by notifying the front desk either in person or via telephone, and are highly encouraged to utilize our unique online reservation system at [www.mindbody.com](http://www.mindbody.com).

If a client does not show within 5 minutes of class start time, his/her spot WILL BE GIVEN to a client who is ready to take class.

### **“NO SHOW POLICY”**

Any client who has reserved a class spot for ANY class type MUST CANCEL HIS/HER RESERVATION by 8pm (morning classes) or 3pm (same day evening) by telephone or online. All clients who do NOT cancel before this time frame and do not show for class will be charged \$5.00. A “HOLD” will be placed on this client’s account until this penalty fee is paid in full. More than TWO “no show” charges incurred in ONE 30 day period will result in **ONE FULL 30 DAY SUSPENSION of SIGN UP PRIVELEDGES.**

If a client feels he or she has been charged in error for “no show” this must be communicated in writing to Hayley via email at [buildingbodeez@gmail.com](mailto:buildingbodeez@gmail.com). Those that are unable to cancel at least 24 hours in advance due to EMERGENCY ONLY can present a written memo to Hayley via the front desk or email in order to avoid the 30 DAY SUSPENSION which will occur if not rectified.

### **TANNING**

All clients (members or non-members) wishing to participate in tanning services must sign a waiver of liability prior to tanning sessions. Clients are encouraged to sign up ahead of time for tanning (in person or online); however walk-ins are welcome.

Fees for tanning must be paid for in full prior to participating. Fees are based on one session, five session and ten session packages. Contact the front desk or review the website for current fees.

Upon purchase of one session or a tanning package, clients shall receive a personalized record of their account. Clients are required to sign their record prior to each session to verify their account and remaining sessions.

Clients must sanitize the tanning bed before and after use with the provided tanning bed sanitizer. Clients are encouraged to utilize the provided eye protection with every tan.

**TANNING IS ONLY AVAILABLE DURING CUSTOMER SERVICE HOURS**

### **PERSONAL TRAINING**

Building Bodeez Fitness Center’s personal trainers are Certified Fitness Trainers. All appointments scheduled are a contract between the trainer and the client. The front desk shall handle all financial affairs related to personal training; however, the trainer will be solely responsible for scheduling and is the sole contact for personal training issues.

Cancellation Policy: All appointments must be canceled at least 12 hours before the scheduled time or the member will be billed the full amount of the scheduled service.

## **FACILITY POLICIES**

- The owners of Building Bodeez ask that members refrain from use of personal cell phones while utilizing the facility for personal safety and for the consideration of other clients.
- In addition to the guidelines listed here, all postings in the Fitness Center shall be adhered to by all clients.
- TVs and radios/CD players are to be shared by all members. Each piece of equipment has a "MAXIMUM VOLUME" listed on it; members are to adhere to this guideline. Vulgar or inappropriate language/content will not be permitted.
- All members must limit use of aerobics equipment to a maximum of 30 minutes during busy times.
- "Saving equipment" with personal items is inappropriate.
- Free weights must be replaced after use. Please do not drop or throw weights.
- Please clean the entire cardiovascular and resistance equipment after use with the provided paper towels and sanitizer. Please DO NOT spray cleaner directly onto consoles. Also, please clean gym mats (personal and group) after use with provided sanitizers.
- Proper footwear and LAUNDERED athletic attire is required. Personal hygiene is important; please utilize provided hygiene products when necessary.
- Gym bags are not allowed in the fitness area. They must be left in the locker room or in the provided lockers located in the free weight and/or aerobics rooms.
- Please refrain from shaving in the showers.
- TOBACCO PRODUCTS OF ANY KIND ARE STRICTLY PROHIBITED IN THE FITNESS CENTER. THEY WILL BE CONFISCATED AND DISPOSED OF. REPEAT OFFENDERS SHALL HAVE THEIR MEMBERSHIP REVOKED.
- Please clean up garbage as able. Littering can result in revocation of gym membership without refund.
- Please refrain from use of vulgar or threatening language; violent behavior shall result in immediate revocation of general membership without refund.

## **LOST AND FOUND POLICIES**

Building Bodeez is not responsible for lost or stolen items. The owners of the gym strongly encourage members to refrain from bringing expensive items to the gym. Car keys, cell phones and iPods can be stowed at the front desk (the Fitness Staff is not responsible for lost or stolen items).

## **GIFT CARDS**

Gift certificates are available for all services. Members and non-members may purchase gift cards at the front desk. Gifts cards generally require a 6-month expiration date from date of purchase.

## **BUILDING BODEEZ ATHLETICS WORKOUT GEAR**

Purchases are made quarterly throughout the year via personal merchandise order forms. All purchases are non-refundable and cannot be exchanged.

## **EMERGENCY PROCEDURES**

Be advised that all Fitness Staff members are CPR certified. Therefore, in the event of an emergency clients are required to report findings to the Fitness Staff immediately. In the event of an emergency and the alarms are activated, all clients must evacuate the building without hesitation and must follow instructions from the Fitness Staff for their personal safety. An AED is located on-site for client use.

### **LOCKER ROOMS**

Men's and Women's locker rooms are available; however, the owners are not responsible for items lost or stolen in the locker rooms or Items placed in the lockers.

### **WORKOUT TOWEL SERVICE**

Personal daily towels are provided free of charge to all clients. Please maintain the integrity of the towels and avoid using them for general cleaning purposes. All towels should be placed in the black bin near the front desk after use. Report tears, rips, and/or stains to the Fitness Staff immediately. **If you happen to take a towel home please return it during your next visit.**

### **GYM SHOES**

Gym shoes are not to be worn into the gym, especially during inclement weather. Please wear street shoes into the gym and change shoes prior to use of the facility. Salt, rain and mud damage equipment and flooring.

### **GYM COMMUNICATION**

All gym members are highly encouraged to utilize the gym's suggestion box frequently, and to join the "email roster" as well as the Facebook Page "BUILDING BODEEZ FITNESS CENTER" online.