

Hancock Wellness Center

Member Guidelines

At Hancock Wellness Center, we are committed to helping you achieve your health and fitness goals, whether they involve enhancing your overall appearance, bettering your health, improving athletic performance, or decreasing your risk of chronic disease. Hancock Wellness Center offers a wide array of services to help meet all of your health and fitness needs. From our professional staff of certified trainers and instructors, to our state-of-the-art equipment, our swimming pool, and our group exercise classes, you will discover new ways of enhancing your health. We offer outstanding programs and we are constantly adding more. If there is anything we can do for you, just ask any of our friendly staff members. Feel free to let us know how we can better serve you. We wish you luck in all your health and fitness endeavors. We hope you will continue to enjoy the services and amenities we can provide you.

It is our hope that every member can get the maximum benefit from membership at Hancock Wellness Center and our policies are established to help make that happen. This packet highlights the key policies, rules, and regulations of the Center and is not meant to be a complete list of all member and guest policies. From time to time, policies will be subject to change by the Center at its sole discretion.

1. MEMBER CHECK-IN

All members are required to check in at the front desk with your Hancock Wellness Center ID card each time you visit the Center. All members must have their photograph taken for security purposes.

2. GUESTS

Hancock Wellness welcomes the opportunity to share the benefits of health and wellness with your friends and relatives. All guests will be charged the daily guest fee of \$10. Registration must be on file for all guests in our software system, including a signed Guest Waiver of Liability service agreement. All guests must provide their name (and photo ID upon request) to the front desk staff each time they use the Center. Local residents within a 25 mile radius of the Center may be a guest to the facility for a maximum of 6 visits in a 12-month period. Out of town guests may visit the facility for an unlimited amount of visits. Guests who are age 10-15 must be accompanied by their parent/guardian, who must stay with the child while in the facility.

3. AGE REQUIREMENTS

Persons of age 9 or under will not be allowed to use the Wellness Center, except within Jungle Club or in the pool/basketball court for Kids Fit during designated times. Persons of age 10 to 15 years old may use the Wellness Center under direct supervision of their parent/legal guardian. Direct supervision means that the parent/legal guardian must be in the facility with the child. For the free weight room, pool, and spa area (sauna/steam room/hot tub), the parent/guardian must be in the same room with the child.

4. COMMENT CARDS

The success of Hancock Wellness Center is dependent upon the feedback of our members. We encourage members to submit their ideas, comments, and recognition of staff. Comment cards will be reviewed by the management team weekly, and responses to cards that include legible names and contact information will be made by a manager of the Center.

5. MEMBER SURVEY

Member satisfaction is a top priority for Hancock Wellness Center, and the staff wants our members to meet their health and wellness goals. A member satisfaction survey will be available at regular intervals throughout each year. In order for us to continually improve our services and programs, we ask that you take a moment and complete the survey to let us know how we are doing. When the survey is completed, management will review the aggregate results and individual comments, develop action plans to address items, and share the results/plans back to our membership.

6. MEMBER NEWSLETTER

A monthly member e-newsletter will be published with news, reminders, group exercise class schedules, upcoming programs, health information, and more.

7. GIFT CARDS

Hancock Wellness Center has gift cards available for purchase for a variety of services ranging from personal training and massage to complete membership. Gift cards may be purchased at the front desk.

8. HOLIDAYS

Hancock Wellness Center will post hours of operation in advance of holidays. We will have reduced hours or will close on several major holidays, including, but not limited to, New Year's Eve/Day, Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, and Christmas Eve/Day. Our group exercise classes will be limited or cancelled on most holidays.

9. MEMBER CONDUCT

In order to ensure the safety and enjoyment of all members, the Center has established a code of conduct for its members and guests. In certain instances when a person's behavior threatens safety, or causes harm/discomfort/disruption to members, guests, or staff, the Center reserves the right to suspend, terminate, or expel that individual without refund. Specific infractions include, but are not limited to: fighting, violent/abusive behavior, use of offensive/abusive language, unauthorized solicitation/distribution, theft/damage of Center property, use of tobacco/smoking products, use of alcohol/illegal drugs, or having a gun on the property.

10. MEMBER ETIQUETTE

Please be courteous to other members and guests to maintain a comfortable setting for everyone.

- Proper Attire: Appropriate, modest clothing, and athletic shoes are required in the Center. No open-toed shoes will be allowed in workout areas. Shoes must be worn in all areas except for the locker rooms and pool areas. During classes such as yoga, members may remove their shoes only during class and while in the Group Exercise Room. Non-marking shoes are required for use in the group fitness studios and gymnasium.
- Fitness Room: Wipe down equipment when finished. If others are waiting for cardiovascular equipment, please limit use to 30 minutes. If performing multiple sets on strength training equipment, allow others to work in (share) during rest periods between sets. If using heavy free weights, please ask for a spotter. Please re-rack free weights when finished.
- Professional Instruction: For your safety, only Hancock Wellness Center staff can prescribe, instruct, or supervise exercise. No outside trainers or instructors are permitted to offer services in the Center. Before using unfamiliar equipment or performing unfamiliar exercises, ask a staff member for proper instruction.
- Food and Drink: For the convenience of our members and guests, healthy snack food/drinks are available for purchase in our vending machines. Only bottled water and sports drinks in spill-proof, non-glass containers are permitted in the fitness areas. All food and coffee must be kept in the front lobby. Glass containers are not permitted anywhere in the Center.
- Cell Phone Usage: Due to the picture taking capability of cellular phones, cell phone use in the locker rooms or family changing areas is specifically prohibited. Cell phones may be kept on in the facility for emergency purposes, but prolonged use of cell phones in the exercise or pool areas is not permitted. Cell phone ringers must be kept on silent mode in all areas of the Center.
- Perfumes and colognes: Please refrain from wearing strong perfume and colognes in the Center.

11. LOST AND FOUND

As a courtesy to our members, we will hold any personal items found, or turned in to staff, for a period of up to one month. After this time, any items that remain unclaimed will be donated to charity. Hancock Wellness Center is not responsible for lost or stolen items, or items that are turned in and subsequently donated, after the one month holding period. We strongly discourage bringing valuables into the Center.

12. LOCKER ROOMS

For the convenience of our members, Hancock Wellness offers two options for locker usage. The first option is at no charge and is available on a first come, first service basis. The second option is to rent a locker monthly. Rentals are available at the Greenfield facility only. To cancel a rented locker, the Center must receive a written notice 30 days prior to the billing date. All other lockers are for day-use only. All day-use lockers left locked after closing will be opened by the closing staff, and the locker's contents will be removed and placed in the lost and found. Please be respectful and do not leave trash in your lockers after use.

Children 3 and older are not permitted to be in the locker room of the opposite gender. A family locker room is available for children and parents needing to use the locker room together.

13. FAMILY LOCKER ROOMS

To provide a fair and comfortable environment for everyone, usage of the family locker room is limited to 20 minutes during our kids fit hours. Usage may be restricted at other times as deemed necessary by management. Because the family locker room is open to all members and guests and is not a private locker room, staff has authorization to enter at all times, but will provide a courtesy knock prior to entering.

14. CHILDCARE (Jungle Club)

The Jungle Club area is for children ages 3 months to 11 years of age. Hancock Wellness Center requires that all parents checking children in or out have proper identification. The Center reserves the right to deny admittance to children when Jungle Club is determined to be full or when a suspected illness poses a health risk to others. Full guidelines for Jungle Club are available in a separate document. Operating hours and fees for Jungle Club are available at the front desk and Jungle Club.

15. AQUATICS AREA (Natatorium)

Please observe all posted rules and regulations. Appropriate, conservatively-styled swimwear is required. The lap-swimming pool is designed to be used as part of an exercise program such as water walking, lap swimming, aquatic classes, or other structured programs. It may also be used by our Physical therapy department for patient treatments (primarily at the Greenfield facility). The therapy pool (located at the McCordsville facility), is to be used for physical therapy patients, designated classes, or other approved purposes. Physical therapy staff has the right to dismiss members from the therapy pool as needed when treating patients. Other guidelines are as follows:

- Class instructors have the responsibility for deciding how many lanes will remain open during a class, based on safety, class integrity, and consideration of all participants.
- Particular consideration will be given to classes that “travel” (i.e., water walking, etc). In these cases, it may be necessary to close lap swimming lanes.
- For safety reasons, management may request that casual exercisers and walkers give the lane “right of way” to lap swimmers, and move to alternate location in the pool.
- Under all circumstances, Wellness Center staff will make final determination on lap swimming availability based on safety and the above guidelines.
- Kids Fit hours are posted in the facility, allowing members’ children / grandchildren ages 3 months to 11 years to participate in parent-supervised swimming. Swimming diapers are required for all children not potty trained. Kids Fit swim time is only allowed in the lap swimming pool; the therapy pool (McCordsville) is excluded.

16. GROUP EXERCISE CLASSES

Hancock Wellness Center offers a wide variety of group exercise classes at no additional charge for members. Full schedules will be posted in our e-newsletter and on our website (www.HancockWellness.org). Day schedules will be posted at the front desk. Members of all fitness levels are welcome. Participants should arrive on time to avoid disrupting other class members and to get the maximum benefit from the warm-up. Instructors may use substitutes and change class format, as necessary. Class attendance is regularly reviewed, and low attendance may cause a class to be removed from the schedule. For the safety of all participants, class size may be limited when overcrowding occurs.

17. FITNESS ASSESSMENT

Upon joining, members are entitled to go through a complete health and fitness assessment (physician clearance may be required) performed by a Wellness Center exercise specialist. Included in the assessment are a consultation based on the health history questionnaire, measurement of body composition, strength, and aerobic fitness. Periodic re-evaluations are available to make adjustments to your workout, and may be scheduled at the fitness desk.

18. INITIAL WORKOUT

Following the health and fitness assessment, members have the option of being lead through an initial workout with an exercise specialist. Results from the assessment and your specific goals will be used to develop an individualized exercise prescription. Although not required, it is strongly recommended to go through this appointment to determine appropriate machine settings and proper technique, especially for new, untrained, or deconditioned individuals.

19. PERSONAL TRAINING

One-on-one personal training services are available on-site for an additional fee. Our trainers have a nationally accredited certification and/or a degree in exercise physiology. They will motivate you to reach and exceed your goals, and will tailor a workout program to meet your needs. This includes weight loss, post-rehabilitation training, cardiovascular fitness, and sport-specific conditioning. A variety of packages are available for your convenience. Multi-session packages are reserved for members only. Single sessions may be purchased by non-members who pay the prevailing day guest fee and follow all guest policies. Appointments can be scheduled with the trainer or at the front desk. Cancellations of less than 24 hours before the scheduled time will result in the full charge for the session.

20. MASSAGE THERAPY

Massage therapy services are available on-site for an additional fee. Sessions are performed by a certified and licensed massage

therapist and are scheduled at the front desk. All medical conditions, medications taken, and other health concerns must be disclosed to the therapist prior to your session. Cancellations of less than 24 hours before the scheduled time will result in the full charge for the session.

21. NUTRITIONAL SERVICES & WEIGHT MANAGEMENT

Weight management services are available on-site for an additional fee. A licensed and registered dietitian performs one-on-one nutritional consultations and periodic nutritional education seminars. Appointments for consultations can be scheduled at the front desk. Periodic weight management programs may also be offered for an additional fee.

22. GYMNASIUM

We have a multi-purpose full court gymnasium available to members for a variety of activities. These resources must be shared by all members. Full court pickup basketball has priority during the posted Full Court times only. Management reserves the right to override the schedule due to special events and classes. Basketballs should be returned to the rack after use. Hanging on basketball rims and profane language is not permitted.

23. EQUIPMENT MAINTENANCE

Occasionally, exercise equipment may be marked out-of-service. When this occurs, please ask a Wellness Center staff member to recommend alternate exercises. If you notice a problem with a piece of equipment, please inform a staff member.

24. MEMBERSHIP DUES CHANGES

Hancock Wellness Center pledges to work hard to bring value to its members. From time to time, it may be necessary to adjust dues and fees. Changes in dues will be posted on the facility bulletin board at least 60 days prior to the change. Changes in other fees may occur at any time, without prior notice.

25. MEMBERSHIP CANCELLATIONS

In order to cancel a membership, a written 30-day notice must be provided to Hancock Wellness Center. Cancellations will become effective only after the 30-day notice. Cancellations requested prior to the end of the membership term will result in an early termination fee for each membership account, and will be permitted only if one of the following criteria is met: (a) today is within three business days from the date of signing the Membership Agreement, (b) the member has moved more than 25 miles from Hancock Wellness Centers, or (c) the member is medically unable to continue exercising. If canceling due to medical reasons, the member must have a letter from the treating doctor stating he/she is physically unable to continue for 12 months or longer. Prorated refunds will be made to members who have paid in full if one of the criteria listed is met.

26. MEMBERSHIP FREEZES

As a courtesy to our members, Hancock Wellness Center allows members to place their membership account on freeze by paying a \$10 monthly fee per person and completing a Freeze Request Form available at the front desk. The minimum freeze duration is one month and the maximum freeze duration is 12 months out of a rolling 12 month period. Retroactive freeze requests will not be accepted. There must be at least one (1) month remaining on the membership at the time of freezing before the renewal date. Your original membership expiration date will be revised to correspond with the duration of the freeze. Your membership will be activated on date listed on the form or upon early return, whichever comes first. Payment of membership dues will be suspended during the listed freeze period for all members listed on the freeze, and will automatically resume after that date. The monthly fee of \$10 per person listed on the freeze will be deducted during monthly billing for the duration of the freeze. If only the main member listed on a double or family membership account freezes, one sub member will pay the main member rate until the original main member returns.

27. EMERGENCY PROCEDURES

Hancock Wellness Center maintains an emergency action plan and policy, which provides guidelines for a consistent and timely response to members that are in need of medical assistance in the Center. All Wellness Center staff members must be currently certified in the American Heart Association's Basic Life Saving (BLS) for Healthcare Providers. 9-1-1 emergency personnel will be utilized in most situations. Specific procedures are in place for responding to unconscious and conscious people for both major and minor injuries. An AED (automated external defibrillator) is onsite for cardiac emergencies. The first staff person at the scene (the primary responder to the event) will complete the online Event Management System (EMS) report and the accident injury report for all emergency/injury situations, so that a thorough review can be conducted by management and hospital safety officers. Staff will follow established hospital policies regarding fire, tornado, and other disasters for appropriate safety responses.