



*We're here for you*

Welcome to The Zone Wellness Center at Clarendon Health System. We are proud to be a part of your commitment to personal health and look forward to helping you meet your wellness goals.

This membership booklet is intended to answer most questions you may have about our facility and programs. If you have other questions or need more information, please see any member of our staff.

Our commitment is to you, our members, to provide the highest quality services possible. Please help us to serve you better by making suggestions for improvements.

We look forward to seeing you often throughout the facility. We're here for you!

The Zone Staff

## Membership Cards

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Your membership card is your passport to the facility. When you arrive at the front desk, the receptionist will enter your card into our computer. We will use this information to make sure we are offering enough equipment, programs, and services when you need them the most. By ensuring that all persons entering the facility present a membership card, we are better equipped to protect your security and maintain the value of your membership.

Please be sure to present your card at the front desk every time you enter the facility. There will be a \$5.00 charge for replacement cards.

## Guest Privileges

The Zone welcomes your friends or family who visit with you. We also welcome others visiting the area to utilize the facility. We simply ask that guests abide by the following when visiting the facility.

1. We request that each individual guest living within a thirty-mile radius not exceed four (4) visits to the facility during a calendar year.
2. Guests are to register at the front desk before each visit and complete the physical readiness questionnaire.
3. The guest fee of \$5.00 must be paid when visiting with a current member. Visitors without a current member host are charged \$10.00 per visit. Members with club accounts may charge the fee to their account.
4. The guest fee includes use of all facilities and equipment. Additional fees may apply for child care service, personal training, special programs, or pre-registered events.

## Proper Attire

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Clean workout attire, including shirts and shoes, is to be worn in the building at all times. Non-marking shoes are to be worn when using the aerobics studio. Closed-toed shoes such as athletic shoes are required in the gym area. No flip flops or other sandal type shoes are allowed in the gym while exercising. Members may be asked to leave who do not adhere to the proper attire for exercising.

## Hours of Operation

Monday through Friday	6:00 a.m. – 8:30 p.m.
Saturday	8:00 a.m. – 12:00 p.m.
Closed on Sunday	

Please note that there may be revisions to this schedule with holidays or special events.

## Parking

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Parking is provided in lots located on Hospital and Bozard Streets. Please observe the dedicated spaces and park only where indicated. Violators will be towed.

## Tobacco Products

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The Zone is proud to be a department of Clarendon Health System. Our system is proud to be tobacco free. Smoking is not allowed on the grounds of the facility. The Zone is a smoke-free and tobacco-free facility. Tobacco products are prohibited in any area of the facility.

## Food and Drink

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Water fountains are available throughout the facility. You may also purchase beverages at the vending machine located in the lobby area of The Zone.

Food and drink are not allowed on the pool deck. Absolutely no glass is allowed in the swimming or child care areas.

## **FACILITIES**

### Equipment Area

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The Zone Wellness Center offers cardiovascular and strength training equipment for our members and guests. Our exercise staff and fitness instructors are available in the fitness area to answer your questions while you work out.

We appreciate your help in keeping the equipment area neat and clean by replacing weights and equipment when you are finished with them. Please be kind to other members and wipe off equipment when you are done. Personal bags and items should be kept in the locker rooms and not be brought into the equipment area.

### Group Exercise Classes

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The group exercise program offers a variety of classes with throughout the day. Class schedules are available at the front desk. Class size will be limited to ensure your well-being and comfort, so you may want to arrive early. To avoid interrupting class participants, please do not enter a class more than five (5) minutes after it has started.

If you are new to our group exercise program, or have special needs that require modification of movement, don't hesitate to let the instructor know before the class begins. Non-marking shoes are to be worn on the aerobics floor. For safety reasons, children are not allowed in the aerobics studio.

## Use of the Pool and Family Swim Night

The pool will be available during regular operational hours. During group water classes, a limited portion of the pool will be available for members lap swimming or other adult members doing water exercise in the pool.

Members are allowed to bring their children or grandchildren for Family Swim Night on Fridays between 5:30 p.m. and 7.30 p.m. An adult member of the facility must stay with their children at all times. There is not a lifeguard on duty and we are not responsible for childcare services in the pool area. Food is not allowed on the pool deck. We do not supply toys, floats or other pool type games during this time. Members are welcomed to bring their own. All members utilizing this time to swim with family are required to check in with the front desk upon arrival to the facility. One towel per person will be available through the front desk staff. If you require more, please plan to bring your own towels. Be sure to leave the borrowed Zone towels in the baskets designated.

After the hours of Family Swim Night, members are expected to leave the facility with children. Active members are allowed to work out or use the facility until closing time, but children are not allowed in the gym or other work out areas. Please do not walk through the gym in bathing suits. Anyone not adhering to these guidelines will be asked to leave the facility.

All members are required to shower prior to using the pool, and we ask that you refrain from using the pool if you have a skin abrasion, contagious skin condition, or a communicable disease.

There is not a lifeguard on duty. Any potential hazard or problem should be reported to a staff member immediately.

## **SERVICES**

### Personal Training

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As an active full-access member, you are entitled to two free orientations to all of the exercise equipment with gym staff. If you prefer additional one-on-one attention you may purchase personal training sessions with our staff.

Personal training is a wonderful way for you to get specific individual exercise routines to help you reach your overall wellness goals. All new members will be given two opportunities with a gym staff to learn about the equipment and options throughout the facility. After the initial orientation sessions, personal training is available for \$35.00 per hour or \$18.00 per half hour. Packages are available which offer a discount to the service. The service must be pre-purchased with front desk staff. You will be given a card for each service which should be presented to your personal trainer. Please be sure to make an appointment with the personal trainer of your choice. The front desk staff will be happy to help you with appointment and rate information.

## Locker rooms/Lockers/Towels

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Locker rooms are available for members and guest of the Zone Wellness Center.

Locker room etiquette guidelines:

- 1) Please be mindful of leaving personal items in the locker rooms.
- 2) Please close shower curtains when you exit the shower area.
- 3) Please gather all personal shower supplies you may have used. Anything left behind in the shower will be disposed of. Personal clothing will be put into lost and found for up to two weeks, but then disposed of permanently.
- 4) Please feel free to utilize the personal items we have supplied in the baskets. Be sure to place them back in the basket after using.
- 5) Please return all Zone towels in the appropriate baskets.
- 6) Please be sure to notify the front desk staff if you notice an area of the locker room which needs attention.

Lockers are available in the men's and women's locker rooms for use at no charge to members and guests. We ask that you remove all personal items from the lockers each time you use the facility. The Zone will not be responsible for items lost or stolen in the facility.

If you would like to have a permanent locker for your use, please see the front desk. There is a charge of \$10.00 and you will need to purchase your own lock for security of your locker.

The Zone provides towels for all members and guests at no additional charge. When you have finished your workout, please return towels to the appropriate towel bins.

## **GENERAL INFORMATION**

### Wellness Evaluation

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A wellness evaluation consists of a health questionnaire, body fat measurement, blood pressure, pulse, height, weight, and lipid and glucose screening. This data is compiled by our exercise physiologist staff. After evaluation of your results and in consultation with you, the exercise physiologist will provide suggestions for improvements and a plan to reach your wellness goals. This basic wellness evaluation is included in your membership and offered yearly to you as an active and full member of the facility. Please schedule your evaluation at the front desk.

If you are interested in another wellness evaluation, glucose or lipid panel screening, please see us for prices for these services.

## Membership Cancellation Rights

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Your membership agreement may be cancelled only for the following reasons:

1. Upon physician's advice, with written documentation of physical or mental disability for a period in excess of three (3) months.
2. Relocation of permanent residence thirty (30) or more miles from the existing facility.
3. At the one year anniversary of the date you joined, your membership continues on a month-to-month basis. If you want to cancel your membership at this time, you must notify The Zone.

There will be a cancellation fee of \$35.00 when a member cancels for any other reason prior to the completion of the initial year. A minimum of thirty (30) days advance written notice is required. Refunds will be prorated, and any fees accrued or incurred are due at the time of cancellation. All membership cards must be returned to The Zone. We would like to know why you are ending your membership with us. Please complete an exit form before you leave so we may use your suggestions to continually improve our performance.

## Freeze Rights

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A membership freeze is available to full time members who for medical or other reasons will be unable to exercise for 30 days. Temporary members are excluded from this service.

### **COMMENT/PROCEDURES:**

1. A freeze Application should be completed. It should include freeze start date and end time. If end time is not known, it is the responsibility of the member to notify staff when they return. (A continuous 6 month freeze is the maximum amount of time allowed.) A Zone membership expires at the end of a continuous 6 month freeze.
  2. All members will pay a fee of \$15 per month to freeze. Paid In Full members will need to pay at the time of freeze and monthly members will be billed monthly.
  3. Freezes are limited to full time active members only.
  4. A freeze is limited to a maximum of 6 continuous months and a minimum of 30 continuous days.
  5. Members should notify the Zone staff at the time of their return to re-activate membership.
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## Membership Agreement

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Your membership will automatically continue on a month-to-month basis when you complete your initial twelve (12) month agreement.

Please be certain to notify The Zone at least thirty (30) days in advance should you need to cancel your membership for any reason. There may be a cancellation fee charged depending on the reason for cancellation.

### Child Care Facility Guidelines

The child care facility is to be used only when a Zone staff member is present. The facility will be locked at all other times. Any member utilizing this service will be asked to read and acknowledge intention to adhere to all of the guidelines specific to using the child care services with The Zone.

- 1) Children between the ages of six weeks and twelve years old may utilize the service.
- 2) The fee for child care is \$2.50 per child, per day.
- 3) There is a two hour time limit for any given child, per day.
- 4) Child care is available to all members on:
  - Monday-Thursday - 9:00 a.m.-12:00 p.m. and 3:30 p.m. to 7:00 p.m.
  - Friday – 9:00 am – 12:00 pm only
  - Closed on Saturday and Sunday
- 5) Parents of children in child care should not leave the facility.
- 6) Parents are expected to make payment for child care services each time you utilize the service or purchase a child care pass for visits in advance. Purchased passes are non-refundable.
  - a. 1 pass/1visit = Per day, per child – not to exceed 2 hours = \$2.50
  - b. Pass for 5 visits – not to exceed 2 hours per visit = \$12.50
  - c. Pass for 10 visits – not to exceed 2 hours per visit = \$25.00
  - d. Pass for 20 visits – not to exceed 2 hours per visit = \$50.00
  - e. Pass for 40 visits – not to exceed 2 hours per visit = \$100.00
- 7) Purchase all passes from the front desk staff of The Zone.
- 8) Child Care staff will retain your passes and record usage as you use the service.
- 9) Child Care staff will alert you when you have two visits remaining on your current pass. You must have an active and paid pass to utilize the child care services.
- 10) Child Care staff will make every effort to keep children happy and engaged with activity, but we reserve the right to request a parent intervene when we have exhausted all of our efforts to control a child.
- 11) Parents must provide all personal items and supplies per child.

- 12) Child Care staff does not accept children who are sick. Please be mindful of not bringing children with fever or other contagious infections to our facility. We reserve the right to refuse the child.
- 13) Child Care staff will allow snacks. No open drink containers are allowed. Please provide spill-proof cups and bottles for children.
- 14) All members bringing children to the facility under the age of thirteen must utilize the child care service unless the children are otherwise enrolled in a program of The Zone.
- 15) Children can not be left alone or with an older sibling in the Zone at any time. During regular child care hours, children under thirteen years of age require supervision and the parent/member must pay for the service.

### **Massage Therapy**

Licensed massage therapists are available to provide thirty minute or one hour therapy sessions. Massage charges are \$55.00 for one hour and \$35.00 for thirty minutes. This service is available to members and non-members by appointment only. Gift certificates are available.