

Member Handbook



CHELSEA
WELLNESS
CENTER



WELLNESS
CENTERS

DEXTER
WELLNESS
CENTER

CONGRATULATIONS!

You have taken an important step towards enhancing your health and well-being. Soon you will discover many ways Chelsea (CWC) and Dexter Wellness Centers (DWC) can positively impact the quality of your life.

At CWC and DWC, we approach health and fitness from a medically integrated perspective. We believe that our centers are unique in their 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. CWC and DWC proudly support the mission of the 5 Healthy Towns Foundation.

The CWC and DWC member handbook has been created to provide members with information to promote an enjoyable and safe experience. Our principal responsibility is to assure members a safe environment in which to enjoy all the courtesies, comforts, privileges and services to which they are entitled. CWC and DWC Teams have an obligation to maintain and oversee these policies for the good of all members.

This handbook was designed to highlight key policies and procedures of CWC and DWC, and is not meant to be a complete list. From time to time, policies may change at the discretion of CWC and DWC Management Teams.

CWC and DWC Teams are happy to explain any of the policies and procedures contained in this handbook at your convenience.

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

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AGE REQUIREMENTS

CWC and DWC are adult facilities. A minimum age of 18 years is required for an individual membership. CWC allows family memberships to include secondary members age 14 years and older and DWC allows secondary members age 12 years and older. Children 12-15 years old must complete an assessment and equipment orientation prior to using the Centers.

PROPER ATTIRE & CONDUCT

CWC and DWC require 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. Members are expected to conduct themselves in accordance with the highest standards. CWC and DWC reserve the right to determine what appropriate attire is. CWC and DWC reserve the right to rescind membership privileges based on improper conduct or behavior which might interfere with other members' enjoyment of the facility.

MEMBER SERVICES

Your CWC or DWC membership provides you with access to all of the 5 Healthy Towns Foundation Wellness Centers - Chelsea Wellness Center, Dexter Wellness Center, Manchester Wellness Center and Stockbridge Wellness Center. The Center Member Service teams are here to assist our members in any way possible. Please refer to our Member Service desk if you have questions or concerns so that we can provide you with the best possible member experience. Member Service can assist with membership-related issues, program enrollment and scheduling, logo shop and cafe purchases, and member feedback. In addition, Member Comment Cards are located throughout the facility to provide additional opportunities for members to communicate with Center management in a written form. Appointments to meet with the Member Service Manager or Center Director to discuss any concerns are welcome.

MEMBER TERMS & CONDITIONS

All members shall comply with any and all CWC and DWC Terms and Conditions. The rules contained herein are not inclusive. Amendments to CWC and DWC Terms and Conditions and Rules and Regulations may be made from time to time as necessary. The decision of CWC and DWC shall be final regarding the interpretation of CWC and DWC Terms, Conditions, Rules and Regulations. ***Monthly dues shall continue regardless of use. Please note that all membership cancellations require an advance written notice. 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.***

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 Center staff. From time to time, Center staff may require updated health and account information. This information will be gathered at the Member Service Desk and forwarded to the appropriate department.

ACCOUNT SETTLEMENT METHODS

CWC and DWC utilize different account settlement methods 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.

Once members provide the appropriate account information and authorization, CWC and DWC 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. CWC and DWC reserve the right to refuse entry to any member whose account has not been settled.

Any questions regarding membership accounts may be directed to CWC or DWC accounting department.

HOUSE CHARGE

CWC and DWC provide 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 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 the Member Service Desk at your convenience.

GUEST POLICY

Members are welcome to bring a guest anytime. CWC and DWC reserve the right to require all guests to complete and sign a Guest Registration card. Each guest must:

- Present a valid CWC and DWC guest pass or pay a guest fee per visit
- Be 18 years of age or accompanied by a parent or guardian if 14-17 years of age at CWC or 12-17 years of age at DWC
- Present a driver's license or valid form of identification
- Complete and sign a guest registration and waiver. Parent or legal guardian must sign a minor's waiver.

Individual guests are limited to three visits per calendar year.

MEMBERSHIP CHANGES

To Upgrade

To add a family member to an existing membership, please contact the Member Service Desk. Adding members to an existing membership will require payment of a re-activation fee when applicable and prorated first month's dues. Add-ons are allowed for family members 14 years and older at CWC and 12 years and older at DWC. Any minors on a membership account must be children of a primary member, living at the same address as the primary membership holder.

To Downgrade

To cancel or remove a family member from a membership account, all requests must be submitted in writing. You may downgrade your membership at any time without a fee. 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

All membership hold requests for medical, relocation or extenuating circumstances must be made in writing and are subject to approval by the Center Director. CWC and DWC will not honor back-dated bridge requests. Bridge/Freeze time will be approved in full month increments only. A member may not use the facility during the freeze/bridge period.

Members may request that their membership be placed on hold in accordance with the following restrictions:

Medical Freeze

- Member must provide written authorization from member's physician indicating the inability to use the facility within 30 days of the event. Upon return, member must provide written authorization from member's physician to resume facility use.
- A freeze is honored for a minimum of 2 months and a maximum of 6 months. With additional physician notice for extenuating circumstances, a freeze may exceed 6 months but not one year.
- Members on an approved medical freeze will have their dues portion suspended and no monthly account processing fee will be assessed.
- Yearly or Paid in Full members will have their membership expiration date extended.

Relocation Bridge

- Membership bridge is allowed only to those relocating.
- Requests must be submitted in writing 30 days in advance of the bridge start date.
- A bridge is honored for a minimum of 2 months and a maximum of 6 months.
- **Monthly Memberships***: Members on an approved bridge will have their dues portion suspended. An account processing fee will be charged during the bridged period. A member may not use the facility during the bridge period.
- **Yearly or Paid in Full Memberships***: Yearly or Paid in Full members on an approved bridge will have their membership expiration date extended minus the account processing fee.

**see Member Service Desk for details*

SENIOR MEMBERSHIP

Senior memberships for those 60 years of age and older are available at a reduced rate. An additional family member must reside at the same address.

STUDENT MEMBERSHIP

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

RIGHT TO CANCEL MEMBERSHIP

You may cancel your membership contract without penalty within three business days after your initial contract signing with a full refund. All membership cancellations after this period will require advance written notice of intent to cancel. 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.

MEMBER ID CARD & REPLACEMENT

All members are required to present membership ID cards upon entrance to the Center at the Member Service Desk. CWC and DWC membership cards that have been lost or stolen will be replaced through Member Service for an additional fee. The fee for replacement is due upon receiving your card. ID Cards are non-transferable.

FACILITY TOURS

Tours are available for your convenience at the Member Service Desk.

ADDITIONAL SERVICES

Personal Training

CWC and DWC offer a variety of personal training services and packages provided by degreed and certified fitness staff for an additional fee. Contact Member Service for additional information or to schedule an appointment.* Only CWC and DWC trainers are eligible to conduct personal training in the Centers; 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.

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 Service Desk.*

*Cancellation Policy

For Personal Training and Massage services, 24-hour notice is required when canceling appointments. Should less than 24 hours notice be provided, the client will be charged the full cost of the session.

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. Our childcare staff provides quality care in a safe, kid-friendly atmosphere with activities ranging from arts and crafts to physical fitness. CWC and DWC members' children between the ages of 6 months and up to 12 years old are eligible for this ancillary program. A child may use Kids in Motion one visit per day at either CWC or DWC for up to two hours per visit. Parents or guardians must remain on CWC or DWC's premises when a child and/or children is/are in the Kids in Motion area. Please see the Kids in Motion staff for current information.

GROUP EXERCISE

CWC and DWC provide a wide range of group fitness programs, both on land and in our aquatics area. Schedules are available at the Member Service Desk and on our websites (www.chelseawellness.org/www.dexterwellness.org). Class participants should arrive on time to avoid disrupting other class members and to get maximum benefit from the warm-up. Group exercise classes are all-inclusive with membership; however, there may also be specialty classes that may require a fee for attendance. CWC and DWC reserve the right to change class times and instructors and to add or remove classes.

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 body of water. Members must follow all posted rules and regulations. Proper swim attire is required in all pools. The use of swim sandals in the aquatics area and locker room is recommended.

STEAM & SAUNA ROOMS

Steam room* and sauna are provided in each locker room to enhance your fitness experience. No shaving, oils or creams are allowed in these areas. Members must follow all posted rules and regulations.

** Only at CWC*

LOCKER ROOMS

CWC and DWC feature 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, towels, soap, shampoo, lotion, deodorant, combs, 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.

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

CELL PHONE / PHOTOGRAPHY / VIDEOGRAPHY

As a courtesy to fellow members and for your own safety, cell phone use is strictly prohibited in the locker rooms. Cell phone use for music and fitness apps is allowed on the fitness floor. Cell phone conversations should be taken to the designated lobby areas.

Photography and videography is strictly prohibited in CWC and DWC unless authorization has been granted by the Center Manager.

THE HEALTHY CAFÉ

Choose from a variety of healthy food and beverages. Enjoy your healthy snack in our comfortable seating area or take it with you.

LOGO SHOP

The Logo Shop offers a wide 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 Service Desk.

MEMBER ETIQUETTE

CWC and DWC asks members to please abide by the basic rule of “courtesy to fellow members.” Please also refer to the signs posted on the fitness floor for details.

- Limit time on any one piece of cardiovascular equipment to 30 minutes.
- Limit your use of circuit training equipment to one set per machine when other members are waiting. Allow other members to “work in” with you.
- Please use clean athletic shoes to keep the Center and equipment clean for others.
- Use the towels and/or wipes provided in the exercise areas to remove perspiration from equipment before and after each use.
- Please re-rack your free weights after use and avoid dropping weights and dumbbells on the floor.
- Allow other members to share swim lanes following guidelines provided.
- Avoid the use of strong smelling colognes, perfumes, or lotions.
- Food is prohibited outside the lobby area. Beverages must be stored in plastic bottles with secure tops.



WELLNESS

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