

Center Handbook



CHELSEA
WELLNESS
CENTER



DEXTER
WELLNESS
CENTER



STOCKBRIDGE
WELLNESS
CENTER

WELCOME!

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

At our centers, 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, participant's or guest's personal needs. Our progressive fitness environment, comprehensive programs and certified professionals will assist you in reaching and maintaining your health and fitness goals.

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

This handbook features key policies and procedures of the center, but it is not meant to be a complete list. We may change policies as necessary and appropriate based on health and fitness considerations and guidelines and to benefit all members, participants and guests. Our teams are happy to explain any of the policies and procedures contained in this handbook at your convenience.

From all of us at Chelsea, Dexter, and Stockbridge Wellness Centers, 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 AND FACILITY EXPECTATIONS

Please wear athletic attire appropriate for the space in all areas and at all times when using the facility. The standards include shirts, shorts, sweatpants, and athletic shoes on the fitness floor and in the group exercise studios. In addition, swimming attire is required in the pools. Open-toed shoes or sandals are not permitted on the Fitness Floor. Bare feet are allowed only in the locker room and aquatic areas. The use of shower sandals in the locker room and pool areas is recommended. Members, participants and guests are expected to conduct themselves in accordance with the highest standards. Our centers reserve the right, in its sole discretion, to determine what is appropriate attire and appropriate member, participant and guest conduct. Our centers reserve the right to revoke membership privileges based on improper conduct or behavior that might interfere with others use and enjoyment of the facility or is otherwise contrary to orderly center operations and is at the sole discretion of the center.

If you have experienced symptoms of communicable illness, including but not limited to, a fever, runny nose, cough, sore throat, sneezing, diarrhea or vomiting, please stay home until your symptoms have subsided. Center policy states those entering the facility should use discretion and be 24 hours without fever and otherwise symptom-free prior to entering the facility.

MEMBER SERVICES

Your membership provides you with access to all of the 5 Healthy Towns Foundation Wellness Centers - Chelsea Wellness Center, Dexter Wellness Center, and Stockbridge Wellness Center. Our center Member Service teams are here to assist our member, participant and guest in any way possible. Please refer to our Member Service Desk if you have questions or concerns so that we may provide you with the best possible experience. Our Member Service Team may assist with membership-related issues, program enrollment and scheduling, Fit Shop and cafe purchases, and member, participant and guest feedback. In addition, Virtual Comment Cards are located on center websites to provide additional opportunities for members, guests and participants to communicate with center management in written form. We encourage you to meet with our Member Service Manager or Center Director whenever you have a concern.

CENTER TERMS AND CONDITIONS

All members, participants and guests shall comply with any and all terms and conditions. The rules contained herein are not inclusive. Amendments to the Center Handbook, Terms and Conditions and Rules and Regulations may be made from time to time as necessary. The decision of the Centers shall be final regarding the interpretation of the Center 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 7 of this handbook.

CENTER MOBILE APP

Everyone has access to the Center Mobile App. To download, simply search 'URFitAP – 5 Healthy Towns' in the App Store on your iPhone or Google Play™ on your Android. This app will give you easy access to the people and programs that keep you healthy. Check in with a virtual membership card, view our schedule, stay up to date with announcements and notifications, access our virtual programming offerings, and so much more. See a Member Service Associate for more information or assistance.

YOUR MEMBERSHIP ACCOUNT

All members' personal, financial and health-related information is strictly confidential and may require updating from time to time. Our centers utilize 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.

MEMBER SELF-SERVICE PORTAL

The Member Self-Service Portal is an online tool members can use to update their personal contact information and billing form of payment, review check-in and account history and make online payments. Please see a Member Service Associate for more information or assistance.

ACCOUNT SETTLEMENT METHODS

Once a member provides their 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. Our centers reserve the right to refuse entry to any member whose account has not been settled. Any questions regarding membership accounts may be directed to our center accounting department.

HOUSE CHARGE

Our centers provide house charge privileges for members' convenience. House Charge Accounts 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 Service Desk at your convenience.

GUEST POLICY

Members are welcome to bring a guest anytime, unless prohibited by the center for security and/or health related reasons. Our centers reserve the right to require all guests to complete and sign a guest registration card. Each guest must:

- Present a valid center guest pass or pay a guest fee per visit.
- Be 18 years of age or accompanied by a parent or legal guardian if 12-17 years of age.
- 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.

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 a Member Service Associate for additional information.

AGE REQUIREMENTS

Our centers require you to be 18 years of age to have an individual membership. Our centers allow family memberships to include secondary members ages 12 years of age and older (with a parent member).

SENIOR MEMBERSHIP

Senior memberships for those 60 years of age and older are available at a reduced rate.

YOUTH MEMBERSHIP

Youth members 12-17 years of age can be added to a parent's or legal guardian's membership. Youth members 14-17 years of age may have an independent membership with parent authorization. All youth ages 12-17 years of age must complete an equipment orientation prior to using the centers. All youth members 12-17 years of age are required to complete a Youth Consent and Conduct form.

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 Associate for details.

MEMBERSHIP CHANGES

To Upgrade

To add a family member to an existing membership, please contact a Member Service Associate. 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

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 advance written notice of intent to cancel a member to the Member Service 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.

Our centers will allow a member to cancel their agreement in the event of the death or disability of the member. In the event a member cancels for any of the aforementioned reasons, the center has the right to require and verify reasonable evidence of a members death or disability.

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.
- Members on an approved medical freeze will have their dues suspended if paying monthly, or their membership expiration date extended for yearly or paid-in-full memberships.

MEMBERSHIP BRIDGE

- Requests must be submitted in writing by the 20th of the month prior to the bridge start date.
- Bridges are honored in full month increments for a minimum of (1) one month and a maximum of (6) six months due to relocation or a maximum of (3) months for other reasons and must begin on the 1st day of a month. Backdated bridge requests will not be accepted, and retro bridge credits will not be issued.
- Month-to-month members on an approved bridge will be charged a monthly processing fee throughout the hold period. Yearly or paid-in-full members will incur a one-time processing fee at the time the hold is requested. Holds are charged in full-month increments, regardless of the return date. Should members return early from bridge, processing fees for the current month are non-refundable. If you plan to return early, please notify us by the 20th of the prior month to avoid charges for the next billing cycle.
- Multiple bridge requests may be submitted, however total bridge duration cannot exceed 6 months in a calendar year.
- During the bridge period, members still have access to our Virtual Programming, including Move Virtual Fitness Classes and Volt Guided Fitness.

All membership hold requests must be submitted in writing and are subject to approval. To be eligible for a membership hold, the account must be current with no past-due balance and a valid payment method on file. A membership hold is not a cancellation. Your membership will automatically resume at the end of the bridge or freeze period.

For more information, please visit the Member Service Desk.

MEMBER CHECK-IN AND ID CARD POLICY

All members are required to check-in using the membership card tile inside the center mobile app upon entrance. If a physical membership ID card is desired, members may visit the Member Service Desk to obtain one. Memberships and ID cards are non-transferable.

LOST AND FOUND

Our centers maintain a “Lost and Found”. Inquiries can be made at the Member Service Desk. Members, participants and guests may turn in or claim items. Items will be kept for one month before being donated to charity. Intimate items including underwear, soaps, brushes/combs will be discarded. Our centers are not responsible for lost or stolen items.

FACILITY TOURS

Tours of the facility are available. Please inquire at the Member Service Desk.

ADDITIONAL SERVICES

Personal Training

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

Remote Health and Fitness Coaching

Our centers offer Remote Health and Fitness Coaching*, tailored for those on the go. Powered by the Volt Guided Fitness app, this add-on to your facility membership ensures personalized fitness guidance wherever you go. Our Remote Health and Fitness Coaches hold nationally certified credentials from an NCCA-accredited program and possess a 4-year degree in a health-related field. Their expertise covers various areas such as post-rehabilitation, functional training, strength training, weight management, and support for lifestyle habits. With Volt, a guided fitness platform, you can connect with your Remote Health and Fitness Coach from anywhere.

Massage Services

Our licensed 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. To obtain additional information about these services, visit the Member Service Desk.

**Only at CWC and DWC.*

Cancellation Policy

Personal Training and Massage Therapy sessions must be paid for in advance. We respectfully ask for 24-hour notice for any cancellation or schedule change. Individuals who cancel less than 24 hours in advance or miss their appointment will be charged for the session. Please note: All sessions expire one year from date of purchase unless otherwise indicated. Pre-paid Massage and Personal Training services may only be used at the center where session(s) were purchased.

FITNESS ASSESSMENT

The BodyScript™ Body Composition Analyzer* features near-infrared technology that provides accurate Gold Standard body measurements for muscle, fat, and water. No need to remove shoes or socks. No meal or beverage restrictions. Please see a Fitness Specialist at the Fitness Desk to schedule your first fitness assessment and introduction to the BodyScript system. Afterward, you can test at any time of day.

GROUP EXERCISE

Our centers 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 (see page 15). 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. Our centers reserve the right to change class times and instructors and to add or remove classes.

Our centers reserve the right to limit the number of participants in each class for the safety (health and wellness) of our members, participants, guests and staff. Participants are expected to wipe down equipment both before and after use in a group exercise studio.

Our centers reserve the right to close the area for health and wellness reasons at their sole discretion.

AQUATICS

A variety of aquatic programs and pool areas* are available for member, participant and guest use. Health department standards require individuals to shower with soap and water before use of any pool, sauna or steam room. Members, participants and guests must follow all posted rules and regulations. Proper swim attire is required in all pools. 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, participants and guests be courteous and restrict their workouts to a reasonable time frame.

Our centers reserve the right to limit the number of participants in the swim lanes and pools for the safety (health and wellness) of our members, participants, guests and staff.

Pools will be closed annually for mandatory maintenance and cleaning. Our centers reserve the right to close the area for health and wellness reasons at their sole discretion.

**Only at CWC and DWC.*

FAMILY SWIM PROGRAM

CWC and DWC offer Family Swim days for members and their children to swim together. Parents must accompany children at all times and swim diapers are mandatory for infants.

Dates and times are posted for swimming and are available at the Member Service Desk. A child who is not enrolled as a member of the centers will be charged the posted drop-in fee. Each adult and child guest will be charged the posted drop-in fee. Our centers reserve the right to close the pools for health and wellness reasons at their sole discretion.

Schedule and availability subject to change.

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 ages 6 months to 11 years old.
- Limit one visit per day, per child, up to 90 minutes per visit.
- Parents or guardians must remain on center premises while a child is in Kids in Motion.

Our centers reserve the right to close the area for health and wellness reasons at their sole discretion.

GYMNASIUM

Shirts are required at all times in the gymnasium*. Our gymnasium is available for basketball, volleyball, pickleball and center activities. Please refer to the posted gymnasium schedule for availability. Our centers reserve the right to close the area for health and wellness reasons at their sole discretion.

**Only at DWC.*

TRACK

Please read track signs carefully and comply with the direction designated for the day; signs are located at each entrance to the track. As a matter of safety, please do not stand and converse in any lane of the track. Walk in the designated walking lane and run in the designated running lane; yield right of way to others using the track at a higher pace. Our centers reserve the right to close the area for health and

wellness reasons at their sole discretion.

VIRTUAL PROGRAMMING

Move Virtual Fitness Classes†

Access this library of workout videos anywhere and anytime you want at no cost. Download the center mobile app and select the Move tile to get started. See a Member Service Associate for more information or assistance.

Volt Guided Fitness†

A guided fitness platform our members can access at no cost. Volt provides a single location to virtually connect with a fitness specialist or personal trainer. You and your fitness specialist can see your workout results in real time. Download the center mobile app to access Volt. Then see a Fitness Specialist at the Fitness Desk to get started with your personal 12-week wellness plan within the Volt Guided Fitness app.

†Only at CWC and DWC.

WHIRLPOOLS, STEAM AND SAUNA ROOMS

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. Exercise/Stretching is prohibited in the steam or sauna rooms. Appropriate attire should be worn. Street shoes and full clothing are not allowed in the sauna or steam room. Our centers reserve the right to close the whirlpool, steam or sauna room for health and wellness reasons at their sole discretion.

**Only at CWC.*

LOCKER ROOMS

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

Lockers are provided for members, participants and guests 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, participants and guests for their convenience. Please assist us in keeping the locker rooms clean.

Use the disinfectant wipes provided in the locker room areas to remove perspiration from benches/chairs/stools before and after each use; disinfectant wipes are available throughout the locker room area.

Our centers reserve the right to close the area for health and wellness reasons at their sole discretion.

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.

FIT SHOP

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

TOBACCO, ALCOHOL, CONTROLLED SUBSTANCES AND WEAPONS

Our centers are designated as smoke-free environments. Smoking cigarettes, pipes, cigars or use of any other tobacco product including E-Cigarettes and vaping 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, participant and guest who violates this policy.

CELL PHONE / PHOTOGRAPHY / VIDEOGRAPHY

As a courtesy to fellow members, participants and guests 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 the centers unless authorization has been granted by the Center Director.

MEMBER, PARTICIPANT AND GUEST ETIQUETTE

Please abide by the basic rule of courtesy to and safety of your fellow members, participants and guests. 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 our 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.
- Personal belongings - including but not limited to cash, credit cards, jewelry, electronic devices and clothing should not be left unattended at any time. We recommend locking your items in the lockers provided or leaving your valuables at home. Wellness Centers are not responsible for lost or stolen items.
- If you have experienced symptoms of communicable illness, including but not limited to, a fever, runny nose, cough, sore throat, or sneezing, please stay home until your symptoms have subsided. Center policy, states those entering the facility should use discretion and be 24 hours without fever prior to entering the facility.

Safety and Wellness

At our centers, we view safety and wellness as a “team sport”. By using the centers, you acknowledge that it is impossible to completely eliminate the risk of injury, illness, disease, and viruses and you assume the risks that you might get ill or sick when using communal space. To help stop the spread of germs, please review and act in accordance with CDC guidelines:

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Throw used tissues in the trash.
- If you don't have a tissue, cough or sneeze into your elbow, not your hands.
- Remember to immediately wash your hands after blowing your nose, coughing or sneezing.
- Washing your hands is one of the most effective ways to prevent yourself and your loved ones from getting sick, especially at key times when you are likely to get and spread germs.
- Wash your hands with soap and water for at least 20 seconds.
- If soap and water are not readily available, use an alcohol-based hand sanitizer that contains at least 60% alcohol to clean hands.

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 others to “work in” with you.
- Use the disinfecting wipes/products in the exercise area to wipe touched surfaces and perspiration from equipment 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 on 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 if 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.
- 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.
- Use the disinfectant wipes provided in the locker room areas to remove perspiration from benches/chairs/stools and lockers before and after each use; disinfectant wipes are available throughout the locker room area.
- 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.

ASSISTANCE

If you have any questions or need assistance on the Fitness Floor, please feel free to ask one of our Fitness Specialist team members wearing team shirts or jackets.

Personal Trainers wear specific jackets and shirts when providing one-on-one service to a paying member and should not be interrupted unless there is an emergency.

USEFUL PHONE NUMBERS

Chelsea Wellness Center

Member Service Desk	734-214-0220
Fitness Desk	734-214-0225
Kids in Motion	734-214-0240

Dexter Wellness Center

Member Service Desk	734-580-2500
Fitness Desk	734-580-2550
Kids in Motion	734-580-2503

Stockbridge Wellness Center

Member Service Desk	517-851-4486
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HOURS OF OPERATION*

Chelsea Hours

Monday–Thursday	5:00am–9:00pm
Friday	5:00am–8:00pm
Saturday and Sunday	7:00am–5:00pm

Dexter Hours

Monday–Thursday	5:00am–8:00pm
Friday	5:00am–7:00pm
Saturday and Sunday	7:00am–3:00pm

Stockbridge Hours[†]

Monday – Thursday	5:30am–1:00pm and 3:00pm–8:00pm
Friday	5:30am–1:00pm

WEBSITES

Chelsea Wellness Center	chelseawellness.org
Dexter Wellness Center	dexterwellness.org
Stockbridge Wellness Center	stockbridgewellness.org

*Hours subject to change. Please check center for details.

[†]Stockbridge members have the ability to use Chelsea Wellness Center from 3:00pm–8:00pm on Fridays and 7:00am–5:00pm on Saturdays and Sundays or Dexter Wellness Center 3:00pm–7:00pm on Fridays and 7:00am–3:00pm on Saturdays and Sundays.



14800 E. Old U.S. 12, Chelsea, MI 48118
734-214-0220 • chelseawellness.org



2810 Baker Road, Dexter, MI 48130
734-580-2500 • dexterwellness.org



5116 S. M-106, Stockbridge, MI 49285
517-851-4486 • stockbridgewellness.org

