

## Membership

General membership questions and/or membership freeze questions can be directed to the Member Service team by contacting the front desk at 309-433-WELL (9355).

Memberships dues are drafted on the 1<sup>st</sup> day of each month. This date cannot be changed.

Monthly dues are paid using an automatic EFT from a debit, checking or Credit Card account. A 12-month, Paid in Full is available.

Enrollment and upgrade fees are subject to change without notice.

**Cancellation/Processing policy:** Cancellations of a membership or a particular member on your account can be submitted in person at the member service desk or through our online cancellation form. Any signed notice, request, or submission received by the Center on or before the 20th day of the month will become effective on the last day of that month. Any signed notice, request, or submission received by the Center *after* the 20th day of the month will become effective on the last day of the following month.

- Cancellations submitted the 1<sup>st</sup> through the 20<sup>th</sup> of the month will be cancelled that same month.
- Cancellations submitted the 21<sup>st</sup> through the end of the month will be billed for another month.

If a cancelled member chooses to return to the Center within one month of cancellation, their enrollment fee will be waived.

A request to downgrade or upgrade your membership can be completed at any time at our member service desk. Additional enrollment and monthly fees will apply if you wish to upgrade your membership.

At the time of enrollment, each member, 13 years and older, will be asked to complete a Health History Questionnaire. Based on your risk stratification, physician clearance may be necessary prior to use of the facility or designing your individualized exercise prescription. Carle Health & Fitness Center will obtain physician clearance with the member's approval. Members may be asked to complete a new Health History Questionnaire each year.

Replacement key tags are available at the front desk for \$5.00. Replacement Wellness Keys are available at the front desk for \$20.00. Key tags and barcodes are member specific and cannot be shared with others. Sharing key tags or barcodes with non-members could result in a \$30 fee per occurrence, membership suspension, or termination.

All guests will be required to present a guest pass to the Member Service team or pay the appropriate guest fee. Daily and weekly guest passes are available for purchase. A valid photo ID and completion of a liability waiver are required for all guests. Individuals 17 years or younger will need their parent or legal guardian to complete paperwork prior to facility use or program participation.

We reserve the right to deny entrance to anyone who exhibits signs or symptoms of being under the influence of alcohol, controlled substances or recreational drugs. Use of tobacco or cigarettes, including

electronic cigarettes is strictly prohibited anywhere on the property of the Carle Health & Fitness Center and Training and Performance Center.

To maintain a safe, healthy, and welcoming environment, members must refrain from conduct that disrupts operations or other members' experience. This includes an environment free from disruptive odors and/or substances that may cause discomfort or health issues such as:

- Cannabis odor, tobacco smoke, vaping residue.
- Strong fragrances (perfumes, colognes, scented lotions, essential oils).
- Any substance that creates an unpleasant or disruptive smell.

Guns and weapons of any kind are strictly prohibited anywhere on the property of the Carle Health & Fitness Center and Training and Performance Center.

The center maintains a zero-tolerance stance toward any form of theft. Any confirmed instance of theft will result in immediate termination of membership, with no opportunity for future membership privileges.

Aggressive, unwelcome, and disrespectful behavior, as well as the use of profanity while in the center, is not acceptable and will not be tolerated. Membership privileges may be suspended or revoked. Decisions are made on a case-by-case basis, and the decision of management is final.

Cell phone usage, including cameras, video and use of speakerphone, is not allowed anywhere in the facility. Phones may be used as a music device with headphones. Please move to an appropriate area if you must answer a phone call.

Be courteous to other members and refrain from foul language, controversial subjects, inappropriate or offensive actions and/or conversations.

Due to the high number of patients and members with ambulatory challenges, parking or waiting to pick up members is not allowed in the circle drive at the entrance to the facility. Parking is allowed in the designated parking spaces, and loading and unloading is allowed along the curbs outside of the circle drive.

### **Fitness Floor**

Proper athletic attire must be worn at all times. No sandal-type shoes are permitted. Your modesty is expected and appreciated; any clothing allowing excessive exposure is prohibited.

Please limit your total exercise time on cardiovascular equipment to 30 minutes if another member is waiting. Allow others to work in with you on strength equipment.

Cell phone usage, including cameras, video and use of speakerphones, is not allowed anywhere in the facility. Phones may be used as a music device with headphones. Please move to an appropriate area if you must answer a phone call.

No food is permitted on the fitness floor. Water and/or sports drinks are permitted provided they are in a sealable, plastic container.

All members and guests are required to wipe equipment after each use with the cleaning wipes provided. Do not use any chemicals on the display screens.

Return all fitness equipment to its proper place of storage.

Members 12 years or younger are not permitted on the fitness floor unless they are participating in a program supervised by a Carle Health & Fitness Center team member.

Any person between the ages of 13-17 must undergo an Assessment to utilize the fitness floor. Any person under the age of 13 is not permitted to be on the fitness floor unless they are participating in a program supervised by a Carle Health & Fitness or Training & Performance Center Team Member.

Members are strongly encouraged to report any unsafe exercise conditions or malfunctioning equipment immediately to the Fitness Services Desk.

All participants are to comply with the Carle Health & Fitness Center team members and the enforcement of policies related to safety, programming, and exercise techniques.

Carle Health & Fitness and the Training & Performance Center are not responsible for lost, stolen or damaged property. Members are encouraged to lock all personal belongings in a day-use locker.

### **Aquatics**

Per the Illinois Department of Public Health, all patrons using the swimming pools or whirlpool are strongly recommended to take a soap shower before entering the water.

At times of high utilization, you will be asked to share a lane and circle swim with others of similar skill level and ability.

No children are permitted in the pool except during designated Family Open Swim and without adult supervision. Adults are responsible for the safety of their children when using the pool.

Extended breath-holding activities are not permitted.

Any person having an infectious/communicable disease or open sores/wounds is prohibited from using the pool.

Spitting, blowing nasal secretions, urinating or defecating in the pool is prohibited. Any individual who is not toilet trained or suffers from incontinence must wear a swim diaper.

Per Illinois Department of Public Health recommendations, anyone entering the pools or whirlpool are strongly encouraged to take a soap shower before entering the water. Please remove all Band Aids, tape and other easily removable items.

Proper swimwear is required in the form of swimsuits or swim trunks. Aquatic shoes are strongly recommended and are the only footwear permitted in the pool. Workout clothing is not allowed in the pool.

No inflatables are allowed except for Coast Guard approved lifejackets or Puddle Jumpers. No running on or diving from the pool deck.

No glass bottles or aluminum cans are allowed in the pool area. Bottled water, sports drinks, or juice in an unbreakable self-contained container is permitted. Alcohol is not permitted. Anyone exhibiting signs of intoxication or under the influence of any substance will be asked to leave the facility.

No food, chewing gum, or tobacco products are permitted in the pool area.

Pushing, wrestling, dunking, splashing, or any other form of horseplay is not permitted.

Do not hang on the lane lines.

Please return all pool equipment to the correct storage area after use.

When lifeguards are not provided, swimmers under the age of 16 must be accompanied by a parent, guardian, or other responsible person at least 18 years of age.

## **Group Fitness**

Group Fitness classes are included in all memberships unless indicated as a specialty program.

Group Fitness studios have estimated capacities per room as indicated below:

- Group Fitness Room – 45 participants
- Cycling Room – 20 participants
- Mind & Body Room – 20 participants

Studio doors open 15 minutes before the start of first class in the morning and/ or afternoon.

Studio doors close right after a class has begun. No admittance is allowed after the doors have closed and class is in progress.

For your safety late, entries are not allowed, especially when classes require equipment setup.

For safety reasons, personal items and bags are not permitted in the Group Fitness studios.

Clean your equipment before returning it to its proper place of storage.

No food is allowed in the Group Fitness studios. Water and sports drinks are permitted provided they are in a sealable plastic container.

Members are strongly encouraged to immediately report any unsafe exercise conditions or malfunctioning equipment to the Member Services desk.

Participants must comply with the Group Fitness instructors and enforcement of policies related to safety, programming, and exercise techniques.

Proper athletic attire must be worn all the times. No sandal-type shoes. Please change out of your street shoes and into clean fitness shoes before using our main workout floor and Group Fitness studios.

Your modesty is expected and appreciated, any clothing allowing excessive exposure is prohibited.

### **Locker Room**

Members are encouraged to lock their belongings in a daily-use locker. Carle Health & Fitness Center is not responsible for lost, stolen or damaged property.

Available lockers are for daily use only. Please remove your belongings at the end of your visit. All lockers are opened at facility closing time and belongings will be removed.

Rental lockers are available for a monthly fee. Please see Member Services for more information.

Refrain from storing belongings in a shower stall until you are ready to shower.

Cell phone usage, including cameras, video and use of speakerphones, is not allowed anywhere in the facility. Phones may be used as a music device with headphones. Please move to an appropriate area if you must answer a phone call.

Members and guests, ages 5 and older, are required to use the gender appropriate locker room. Families may choose to use the assisted changing room located near the entrance to the locker rooms.

Children 8-12 years old may use the ABC restroom, the assisted changing locker room or the gender appropriate locker room with parental supervision during special programming times.

All locker room services are eligible only for individuals 13 years or older except for during Family Swim times.

Bath and sweat towels are complimentary during your visit. Please return towels to the appropriate laundry bins prior to leaving the facility. Refrain from leaving towels in the shower stalls, sauna, steam room or on the floor.

Per the Illinois Department of Public Health, all patrons using the swimming pools or whirlpool are strongly recommended to take a soap shower before entering the water.

### **Steam and Sauna**

Our goal is to provide premium amenities in a safe and respectful atmosphere for all members. Please adhere to the following guidelines for the best experience for all.

Shower prior to entering the steam or dry sauna areas.

**Private areas must be covered while in the steam or dry sauna.** Acceptable attire includes a clean bathing suit, clean clothing, or a bath towel. Natural, breathable fibers like cotton, bamboo, or linen are the best options. No street shoes.

Any actions to modify heating systems or equipment could result in immediate membership termination.

Do not place or hang any personal items in the sauna, including but not limited to clothing, swimsuit, hats, or shoes.

Use a towel when sitting or lying down on the bench in the dry sauna. This will protect your body from the heated surface of the bench, and the bench will stay protected from sweat.

Sit back, unwind, and relax. No exercising or stretching.

Refrain from phone usage, playing music or using your cell phone to project sound from any source.

No shaving or other personal grooming behaviors.

Enter and exit quietly so you don't disturb another member's relaxing experience.

Make sure to close the door quickly when entering or exiting to maintain optimal temperature.

Limit time to 15 minutes and hydrate appropriately after your session.