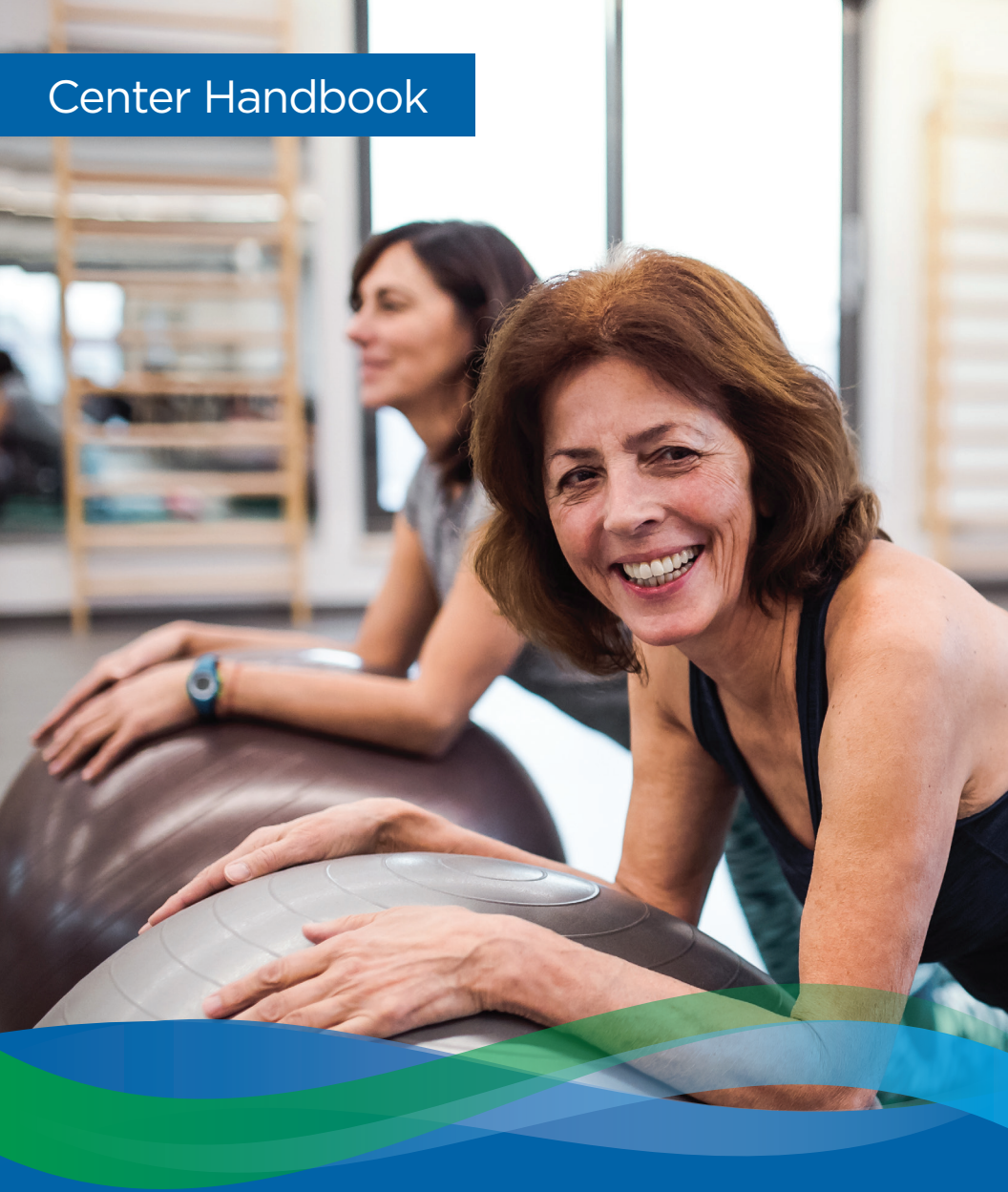


# Center Handbook



**MERCYHEALTH**

HealthPlex

# Welcome!

You have taken an important step towards enhancing your health and well-being. There are many ways Mercy HealthPlex can positively impact the quality of your life.

At Mercy HealthPlex, 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 and 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 member's, participant's and guest's.

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 that benefit all members.

The Mercy HealthPlex team is happy to explain any of the policies and procedures contained in this handbook at your convenience.

From all of us at Mercy HealthPlex, we hope that your membership experience will result in a healthier mind and body for many years to come!

# Contents

- Proper Attire, Conduct, and Facility Expectations ..... 4
- Member Services ..... 4
- Terms and Conditions..... 5
- Center Mobile App..... 5
- Your Membership Account ..... 5
- Account Settlement Methods..... 6
- House Charge..... 6
- Guest Policy ..... 6
- Membership Options..... 7
- Age Requirements ..... 7
- Senior Membership..... 7
- Young Professionals Membership..... 7
- Youth/Student Membership ..... 7
- Membership Changes..... 7
- Right to Cancel Membership..... 8
- Membership Hold ..... 8
- Member Check-in ..... 9
- Lost and Found ..... 9
- Facility Tours..... 9
- Additional Services..... 10
- Group Exercise..... 12
- Fitness Assessment..... 12
- Aquatics..... 13
- Family Swim Program..... 13
- KidTown..... 14
- Gymnasium..... 14
- Track..... 14
- Virtual Programming ..... 15
- Sauna, Steam Room, and Whirlpool..... 15
- Locker Rooms ..... 15
- Fit Shop..... 16
- Cell Phone, Photography, and Videography..... 16
- Tobacco, Alcohol, Controlled Substances, and Weapons..... 16
- Member, Participant, and Guest Etiquette..... 18
- Assistance ..... 19
- Hours of Operation ..... 19

## Proper Attire, Conduct, and Facility Expectations

Please wear 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. Mercy HealthPlex reserves the right, in its sole discretion, to determine what is appropriate attire and appropriate member, participant and guest conduct. Mercy HealthPlex reserves the right to revoke membership privileges based on improper conduct or behavior that might interfere with other individuals' use and enjoyment of the facility or is otherwise contrary to orderly Center operation 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 seventy-two hours without fever and otherwise symptom-free prior to entering the facility.

## Member Services

Our Member Services team is here to assist our members in any way possible. Please visit our Member Services desk if you have questions or concerns so we can provide you with the best possible experience. Member Services can assist with membership-related issues, program enrollment and scheduling, FitShop purchases, and member feedback. In addition, comment cards are located at the Member Services desk to provide additional opportunities for members, participants and guests to communicate to Center Management in a written form. We encourage you to meet with our Member Services Manager or Center Director whenever you have a concern.

## Terms and Conditions

All members, participants and guests shall comply with this Center Handbook and any and all Mercy HealthPlex Terms and Conditions. The rules contained herein are not inclusive. Amendments to Mercy HealthPlex Center Handbook, Terms and Conditions and Rules and Regulations may be made from time to time as necessary. The decision of Mercy HealthPlex shall be final regarding the interpretation of Mercy HealthPlex 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 8 of this handbook.

## Center Mobile App

Everyone has access to the Center Mobile App. To download, simply search **URFitAP - Mercy HealthPlex** 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 services representative 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. Mercy HealthPlex utilizes 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, American Express or the bank draft method of payment.

## Account Settlement Methods

Once you provide your account information and authorization, we'll automatically debit the pre-defined accounts for the appropriate monthly dues and house charges as designated in any program or the membership agreement. Mercy HealthPlex reserves the right to refuse entry to any member whose account has not been settled.

Any questions regarding membership accounts may be directed to the Mercy HealthPlex accounting department.

## House Charge

Mercy HealthPlex provides house charge privileges for members' convenience. House charges 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 Services 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. Individual guests are limited to three visits per year. Mercy HealthPlex reserves the right to require all guests to complete and sign a guest registration card. Each guest must:

- Present a valid Mercy HealthPlex guest pass or pay a guest fee per visit.
- Be 18 years of age or accompanied by a parent or guardian if under 18 years of age.
- Present a driver's license or valid form of identification.
- Complete and sign a guest registration and waiver.
- Primary members receive four complimentary guest passes per year. Members under 18 are not eligible for guest passes.

## 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 Membership Representative for additional information.

## Age Requirements

Mercy HealthPlex offers standard individual memberships to those 18+ years old. Mercy HealthPlex allows family memberships to include secondary members through 22 years old (with a parent member).

## Senior Membership

Senior memberships, for those 65 years, or older are available at a reduced rate.

## Young Professional Membership

Young Professional memberships, for those ages 23-29, are available at a reduced rate.

## Youth/Student Membership

Youth/Student memberships, for those 8-22 years old, are available at a reduced rate. Parent or guardian signature is required. *Youth memberships at the Queen City location start at 13 years old.*

## Membership Changes

### To Upgrade

To add a family member to an existing membership, please contact a Membership Representative. Additional family members must reside at the same address and be age appropriate based on Center policy. Enrollment fees may apply.

### To Downgrade

Members may downgrade their membership at any time by providing advance written notice. If written notice is received by the 20th of the month, the membership downgrade will be made effective at the end of that month. If written notice is received after the 20th of the month, the membership downgrade will be made effective at the end of the following month. Members are responsible for paying their monthly dues for the period until the cancellation becomes effective.

## 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 in person, advance written notice of intent to cancel to a member of the Member Services 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. Enrollment fees may apply upon rejoining.

Mercy HealthPlex will allow a member to cancel this contract in the event of the death or disability of the member or moving more than 25 miles away. In the event member cancels for any of the aforementioned reasons, Mercy HealthPlex has the right to require and verify reasonable evidence of member's death or disability or proof of relocation.

## 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.

### Membership Bridge

- Memberships may be bridged for a minimum of two months and a maximum of six months per calendar year.
- Members on bridge will be charged \$10 per month per person with a maximum of \$30 per family membership.
- Membership bridges start on the first of the month and are approved in full month increments only.
- Membership bridges begin the first of the month. Bridge request must be received by the 20th of the preceding month. If your membership bridge request is received after the 20th your bridge will begin the first of the month after next.
- Members must be in good standing with no outstanding balances.



- Members returning from a bridge before meeting the two-month minimum will be charged full dues.
- Members will have access to online feature MOVE while bridged.

All bridge requests for medical or extenuating circumstances must be made in writing and are subject to approval by the Center Director. Mercy HealthPlex will not honor backdated bridge requests.

## Monthly Memberships

Members on an approved relocation bridge or medical freeze will have their dues portion suspended. A membership-processing fee will be charged during the bridged period (see Member Services desk for details). A member may not use the facility during the bridged period.

## Yearly or Paid in Full Memberships

Yearly or Paid in Full members on an approved bridge or medical freeze will have their membership expiration date extended per the Bridge/Medical freeze extension schedule for yearly/paid in full memberships.

## Member Check-in

Members are required to download the Mercy HealthPlex mobile app and enter their Member ID into the Card tile of the app. The digital barcode must be scanned upon entrance to the Center at the Member Services desk.

## Lost and Found

The Center maintains a “Lost and Found”. Inquiries can be made at the Member Services desk. Members 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 disposed of. Mercy HealthPlex is not responsible for lost or stolen items.

## Facility Tours

Tours are available at the Member Services desk.

## Additional Services

### Personal Training

Mercy HealthPlex offers a variety of personal training services and packages provided by degreed and certified fitness staff for an additional fee. Contact the Member Services desk for additional information or to schedule an appointment. Only Mercy HealthPlex 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

Mercy HealthPlex offers a variety of personal training options, including 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.

### Spa Services

Mercy HealthPlex offers comprehensive spa services including massage therapy, skin care and nail services. Our massage therapist, estheticians and nail technicians focus on your individual needs to improve overall health and encourage relaxation. Schedule one of these services and experience for yourself our unique approach. A menu of spa services is available at our Member Services desk.

Skin care and nail services are available at the Anderson location only.

### Swim Instruction

Mercy HealthPlex offers a wide variety of classes and sessions suitable for all swimming levels. Please contact the Member Services desk for pricing and more information.

- Children that are not toilet trained are required to have a swim diaper on at all times.
- Children under 13 must use family room lockers only.

## Master's Swim

Adults 18 years and older may attend scheduled lap swimming workouts each week for an additional fee. These Master's Swim sessions focus on competitive performance and endurance. Please contact the Member Services desk for pricing and more information.

## Tennis and Pickleball

Mercy HealthPlex offers the region's top tennis programs for players of all ages and skill levels. We have six professional indoor tennis courts, PTR and USPTA certified tennis professionals and innovative programs to keep you on top of your game.

Pickleball is a fun, social sport that's great for beginners to advanced players. Our professionals offer a variety of instruction and play opportunities for all levels.

Courts are available by reservation only. Members enjoy free walk-on court time for reservations made within the hour. Court fees apply for all other reservations and are non-refundable. See Member Services for details on how to reserve courts.

Members are limited to one complimentary walk-on court reservation per day. Please be courteous and enter and exit the court according to your reserved time. Fees may be charged for no shows. Multiple reservations for the same member will be automatically cancelled. Abuses of our reservation policy may result in suspension or membership termination.

Only Mercy HealthPlex instructors are eligible to conduct tennis and/or pickleball training in the Center; therefore, members who do not comply with this policy (by participating in and/or providing instruction for a fee) are subject to having their memberships revoked.

Please contact Member Services for more information on Tennis and Pickleball programs. Tennis is available at the Anderson and Fairfield locations only.

### Cancellation Policy

When canceling appointments for session-based services, 24 hours' notice is required. Should less than 24 hours' notice be provided, the client may be charged the full portion for the scheduled service.

Please note: All sessions expire six months from the date of purchase unless otherwise indicated.

## Group Exercise

Mercy HealthPlex provides a wide range of land and aquatic group exercise programs. Schedules are available at the Member Service desk, on our website, or our mobile app. Class participants should arrive on time to avoid disrupting other class members and to get maximum benefit from the warm-up. Group exercise classes listed on class schedule are all-inclusive; however, there are specialty classes that require a fee for attendance. Mercy HealthPlex reserves the right to change class times and instructors and to add or remove classes.

Mercy HealthPlex reserves the right to limit the number of participants in each class for the safety of our members and staff. Registration may be required to attend class. Participants are expected to wipe down equipment both before and after use in a group exercise studio.

Mercy HealthPlex reserves the right to close the area for health and wellness reasons at its sole discretion.

## Fitness Assessment

Partner with a Fitness Specialist to schedule your Fitness Assessment and program development session. Our complimentary Fitness Assessment incorporates our BodyScript™ Body Composition Analyzer, which 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.

## Aquatics

A variety of aquatic programs and pool areas are available for member, participant and guest use. Health department standards encourage 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 are available by reservation at the Front Desk or through the Member Log In tile on the mobile app. Members are limited to one reservation per day up to 60 minutes. Please be courteous and enter and exit the pool according to your reserved time. Mercy HealthPlex reserves 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.

Cancellations must be made at least one hour prior to the start of your appointment. Fees may be charged for no shows and/or late cancellations. Multiple reservations for the same member will be automatically cancelled. Abuses of our reservation policy may result in suspension or membership termination.

Pools will be closed annually for mandatory maintenance and cleaning. Mercy HealthPlex reserves the right to close the area for health and wellness reasons at its sole discretion.

## Family Swim Program

The Center offers Family Swim times for members and their children to swim together. Parents must accompany children at all times, and swim diapers are mandatory for infants. Lifeguards are present in accordance with local laws. No lifeguards present at Queen City location.

Dates and times are posted at the Member Service desk. A child who is not enrolled as a KidTown Member will be charged the posted drop-in fee. Members may bring guests and their children to Family Swim. Each adult and child guest will be charged the posted drop-in fee.

Mercy HealthPlex reserves the right to close the pools for health and wellness reasons at its sole discretion.

## KidTown

KidTown is a supervised child activity area where children enjoy a fun experience while their parents or guardians 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 ages 6 weeks to 12 years old.
- Limit one visit per day, per child, up to two hours per visit.
- Parents or guardians must remain on Mercy HealthPlex's premises while a child is in KidTown.

Mercy HealthPlex reserves the right to close the area for health and wellness reasons at its sole discretion. KidTown available at Anderson and Queen City locations. Hours of operation and availability may vary.

## Gymnasium

Shirts and non-marking gym shoes are required at all times in the gymnasium. Our gymnasium is available for basketball, volleyball and Center activities; please note posted schedule in gymnasium for availability.

Only Mercy HealthPlex trainers are eligible to conduct basketball 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.

Mercy HealthPlex reserves the right to close the area for health and wellness reasons at its sole discretion.

Gymnasium available at Anderson and Fairfield locations only.

## Track

Please read the track signs carefully and comply with the direction designated for the day; signs are located at the entrances of the track. As a matter of safety, please do not stand and converse in any lane of the track. Walk in the inside lanes and run in the outside lanes; yield right of way to members using the track at a higher pace. Mercy HealthPlex reserves the right to close the area for health and wellness reasons at its 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 services representative 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.

## Sauna, Steam Room and Whirlpool

No shaving or use of scents, oils, or creams in these areas. Swimsuits are required in the whirlpool and towel coverage required in the steam room and sauna. Street shoes and, at a minimum, towel coverage is required in the steam room, sauna and when using locker room seating.

Mercy HealthPlex reserves the right to close the sauna, steam room or whirlpool for health and wellness reasons at its sole discretion.

## Locker Rooms

Mercy HealthPlex features 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, hair dryers, hair spray, and shaving cream.

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.

Children under 13 should only use the Family Locker rooms.

Mercy HealthPlex reserves the right to close the area for health and wellness reasons at its sole discretion.

## **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 Services desk.

## **Cell Phone, Photography and Videography**

As a courtesy to fellow members, participants and guests and for your own safety, talking on cell phones is discouraged in the facility. Please use lobby areas, and refrain from using speaker mode to make and receive cell phone calls.

Photography and videography is strictly prohibited in Mercy HealthPlex unless the Center Director has granted authorization. Multiple offenses of this policy can result in loss of membership privileges.

## **Tobacco, Alcohol, Controlled Substances, and Weapons**

Mercy HealthPlex is a designated smoke-free environment. Smoking cigarettes, pipes, cigars or use of any other tobacco product or use of any other tobacco or smoke-producing products including E-Cigarettes and are not allowed. Alcohol and drugs are NOT permitted on the premises. Strong smells related to smoke products and drugs that might interfere with other individuals' use and enjoyment of the facility may result in suspension or termination of membership. 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 members, participants and guests who violates this policy.

## **Member, Participant, and Guest Etiquette**

Please abide by the basic rule of "courtesy to fellow members, participants and guests." Please also refer to the signs posted on the fitness floor and other locations throughout the Center for details. Mercy HealthPlex reserves the right at any time to terminate immediately the membership of any member for failure to comply with the rules and regulations adopted by the center. Mercy HealthPlex also reserves the right to terminate a membership for conduct which is detrimental to Mercy HealthPlex or to the health and safety of the staff, other members, participants and guests.



## General

- Children under the age of 13 must be within arms length of a parent at all times unless checked in to Kidtown or a HealthPlex program.
- Strong odor from smoking products will not be tolerated.
- Please use clean athletic shoes to keep the 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, and jewelry), should not be left unattended at any time.
- 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 seventy-two hours without fever prior to entering the facility.

## Safety and Wellness

At Mercy HealthPlex, we view Center safety and wellness as a “team sport”. By using the Center, 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 provided in the exercise areas to remove perspiration from equipment before and after each use; disinfectant wipes are available 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 under 13 are prohibited from the Fitness Floor for safety reasons.
- Please do not leave treadmills running 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.
- Street shoes are not permitted in the shower and spa areas.
- Fingernail cutting, toenail cutting, and exfoliating are prohibited in the locker room.
- Haircutting 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, feel free to ask one of the Fitness Team members wearing blue.

Personal trainers (wearing blue) provide a one-on-one service and should not be interrupted unless there is an emergency.

## Hours of Operation

Holiday hours of operation may be subject to change.

### Anderson

P: 513-624-1871

Monday-Friday:	5:00 a.m.-9:00 p.m.
Saturday:	7:00 a.m.-5:00 p.m.
Sunday:	8:00 a.m.-5:00 p.m.

### Fairfield

P: 513-682-1212

Monday-Friday:	5:00 a.m.-9:00 p.m.
Saturday:	7:00 a.m.-5:00 p.m.
Sunday:	9:00 a.m.-5:00 p.m.

### Queen City

P: 513-389-5600

Monday-Friday:	5:00 a.m.-9:00 p.m.
Saturday:	7:00 a.m.-5:00 p.m.
Sunday:	9:00 a.m.-5:00 p.m.



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