

***Thank you and congratulations for choosing HBU's Bradshaw Fitness Center!***

Out of reverence for the dignity of every member, employee, student, child and visitor, HBU-Bradshaw Fitness Center staff is dedicated to providing outstanding service and programming to promote and encourage holistic, comprehensive fitness. Building health habits, which promote better health, is our number one goal.

We pledge to provide you with a wide variety of quality programs and options aimed at positively impacting the physical, social, psychological and spiritual arenas of your life. With this in mind, we are committed to treating each member, patient and visitor with respect and dignity. Our balanced approach creates healthy lifestyles that reduce health risks and encourage personal growth.

We are committed to providing service to all with sensitivity, compassion and commitment to help each individual fulfill their potential. Our services include: outstanding fitness equipment, inclusive group exercise programs, supportive, caring staff, meditation garden with Labyrinth, and healthy vending options. These components provide you with a wide array of products and services to address every aspect of an individual's well-being (i.e., mind, body and spirit).

The Fitness Center was built to create and sustain a leading practice of fitness for students, employees, members, and the community. The Fitness Center exists to strengthen physical, social, psychological and spiritual health. Every aspect of the center is dedicated to the fundamental goal of assisting persons as they continue reaching for the fullness of life!

If you have any questions or concerns, please visit with any member of our Fitness Center leadership team. We are here to help and glad you are here! We look forward to hearing your success story.

## **POLICIES AND PROCEDURES (UPDATED JULY 2014)**

The following policies have been developed to ensure a safe and comfortable environment for all members and guests. The Fitness Center reserves the right to amend policies, prices, programs, schedules and hours of operations without prior notice as deemed necessary.

### **INTRODUCTION**

The Fitness Center is meant to be a place of enjoyment for a diverse population of members. Therefore, all members should treat each other with respect and expect to be treated as such by others. Non-observance of the policy and procedures may result in temporary or permanent revocation of membership privileges. The rules contained herein are not all inclusive. Amendments to the Fitness Center policies and procedures may be made as deemed necessary. We reserve the right to cancel memberships for any reason at any time.

### **CURRENT HOURS OF OPERATION**

Monday to Friday	5 a.m. to 10 p.m.
Saturday	8 a.m. to 5 p.m.
Sunday	Noon to 5 p.m.

The Fitness Center is closed on New Year's Day (January 1), Good Friday, Easter Sunday, Memorial Day, Independence Day (July 4), Labor Day, Thanksgiving Day, Christmas Day (December 25) and one annual cleanup day. The Fitness center will close at 4 p.m. on Thanksgiving Eve, Christmas Eve, and New Year's Eve. Additional holiday hours will be posted prior to day or time of closing.

### **FREE FAMILY HOURS**

Fridays	6 p.m. to 10 p.m.
Saturdays	12 p.m. to 5 p.m.
Sundays	12 p.m. to 5 p.m.

During our family hours, members and their children are welcome, with the following stipulations: **Children age 17 years and under may use gymnasium and aquatic area with parent or guardian supervision only. Children 12 and under are to dress in the Family locker room, aquatic hallway bathroom or changing areas only. Any child not supervised by parent will be required to exit the pool. Then, the parent or guardian will be notified via intercom or Fitness Center employee. Failure to abide by these policies can result in the forfeiture of free family hour privileges.** More information concerning family hours and children can be found on page 5.

## **MEMBERSHIP**

It is the policy of the Fitness Center to accept applications for membership from any person or business of good character and responsible credit background without regard to race, religion, creed, color, sex, age, disability or national origin.

We offer a variety of programs to address the mind/body/spirit in an effort to enhance Fitness. Your ideas and suggestions are always welcome. Please request a comment card from the front desk staff to share a new idea, a concern, or to brag about a wonderful experience you had here.

**Check in policies:** All members and guests are required to check in at the front desk. Membership ID cards and/or HBU ID cards are required for admission to the Fitness Center and are necessary for daily locker entry. The Fitness Center prohibits the use of the membership/HBU ID card by anyone other than the person named hereon and the Fitness Center reserves the right to confiscate the card. Replacement of a lost, stolen, or destroyed membership card will require a replacement fee. Unauthorized use by a non-member may result in immediate termination and/or a \$75 fine. If you forget your card, you must show your driver's license (or other legal picture ID) for entry. You may not work out without one of these. If you lost your card, you must replace it as soon as possible. Please notify a Member Services representative when you need a new card. Management reserves the right to request identification in addition to membership card.

**Lockers:** You may get a free day locker with your membership card and/or HBU ID. If you prefer, you may bring your own lock, but remember to please remove it before the end of the day (or risk losing it as we periodically cut off personal locks after 24 hours). A limited number of lockers are available for rental for an additional fee. Please see the front desk if you interested in this option.

**Guest policy:** All guests must complete a liability release, submit a picture ID and pay a \$15 guest fee prior to use of the facility. A photo ID (driver's license) is required with all guests. Out of town guests (with proper ID) may purchase a limited guest pass with management approval. Violation of any of The Fitness Center rules shall be grounds for refusing that person from further guest privileges.

**Member Input:** We have chosen to incorporate a member Advisory Committee, a diverse group of members, to help steer our decisions, and act as our eyes and ears. If you have suggestions, ideas, or need a place to get clarity on things, please feel free to contact any of our Committee Members. This is a volunteer role, and they are here to help because they believe in the value of Fitness and want to see the center continue to remain strong and vital. We also have comment cards available at the front desk that are reviewed regularly and will give you a chance to share your thoughts and ideas with the management.

**Physician Consent:** Physician consent to commence an exercise program is strongly encouraged and in some instances required. All new members are also encouraged to

have a base-line blood pressure screening before beginning any fitness program. Also, it is the responsibility of the members who experience a change in health status during membership to notify a fitness specialist to determine appropriate modifications to their exercise program. In some cases a physician consent form may be required to continue participation.

**Limitations of Service:** We do not have staff available to assist with wheelchairs, help guests or members in and out of cars, or assist with helping members dress (or undress). Should you need personalized assistance, you will need to bring along a caretaker. Please see member services to set up this person under your account. If you fail to acquire an assistant after it was determined necessary by the management team, the Fitness Center reserves the right to terminate your membership without a refund.

The Fitness Center is not responsible for a member's physical impairments or limitations, athletic injuries or other injuries sustained while using the facility.

**Security:** The Fitness Center is not responsible for articles lost, stolen, or damaged in the parking lot or on the Fitness Center premises. Please do not leave valuables in open sight. Lockboxes are available for a fee at the front desk. Do not leave items in an open locker, or leave anything out on the seat or floor of your car that could be perceived as "valuable" (car phones, purses, gym bag, laptop computers, etc.). Lock your personal items in your trunk.

For your protection, any accident or incident must be reported immediately to a Fitness Center staff member and an incident report will be completed. If we perceive the situation to be of an emergency nature, we will call 911. Members have a right to refuse, but we will offer and make the call.

**Attire and Fitness Etiquette:** Proper attire is to be worn at all times while on the premises. We follow a conservative dress code and one that places safety above comfort. For that reason, proper footwear must be worn whenever you are working out. Also, good etiquette requires that you take a sweat towel with you when you exercise and wipe off your equipment as needed. At the end of your workout, please discard towels in the appropriate bin marked throughout the building. Please allow other members to utilize the amenities by sharing resources. Additional guidelines can be found on page 7.

**Comment Box:** A comment box is located at the front desk. Please use this as a way to inform us of what is going well, and what needs attention. We also provide bulletin boards for member communication and event sign up. The Fitness Center welcomes all comments and suggestions from its members.

## **FAMILY HOURS**

Friday            6p.m. to 10p.m.

Weekends 12 p.m. to 5 p.m.

### **Family Hours, 17 and Under (Children Defined)**

Family Hours are available for members to bring their non-enrolled children. *All children must have a legal guardian or parent co-signature with their waiver & release form.* Please keep all waivers and submit to the front desk. **Children 17 and under** have access to gymnasium and aquatics (except therapy pool) with parental or guardian supervision only during family hours. **Children 17 & under** have no access to fitness floor and equipment. *User assumes all risks associated with amenities of the facility.* Locker room privileges for children ages 17 and under are restricted to the family locker room. *A parent or guardian must be with the child at all times.* There are no additional monthly dues required for youth to utilize family hours.

*\*Please note that on Sundays, from Noon to 1pm, the therapy pool is off limits to youth if there is anyone who requests its use for therapeutic recovery reasons.*

### **YOUTH MEMBERSHIPS**

No youth memberships (under the age of 18) will be offered. Individuals under the age of 18 may attend family hours with their parent or guardian who is a member of the Fitness Center.

### **BEHAVIORAL EXPECTATIONS**

As a proponent of healthy lifestyles and preventative healthcare, we strive to make our environment both “smoke-free” and “stress-free.” Members, guest and staff are all expected to demonstrate healthy attitudes, responses and behaviors. Types of behavior that are not acceptable include: inappropriate flirtatious behavior or comments, smoking on the premises, excessively loud yelling and/or cursing, skimpy workout attire, overtly amorous behaviors by couple and intimidating behavior due to an unwillingness to share community resources.

If you are upset/concerned with something or someone, please let us know – either by writing a comment card (available at the front desk) or ask to speak with the Manager on Duty (MOD). It is our goal to make your experience a positive one. The expectation is for all to speak at a “peaceful” level so as not to bring your personal discomfort onto others. Failure to show respect to any person at the Fitness Center may result in loss of membership. No one member’s needs are more important than any others.

Proper etiquette, language, respect and courtesy are to be observed at all times. This includes following time limits on equipment or facilities (where applicable) and adhering to rules in a positive and timely manner. Proper etiquette suggests you keep your workout shoes clean and reserved for fitness only. If you are wearing shoes found tracking in dirt, or causing streaks on the floor (due to black soles), you will be asked to leave the facility.

Proper footwear is to be worn at all times. No sandals, bare feet or open-toed shoes on the fitness floor, track or courts please. On the contrary, this is not the rule for mind/body classes where barefoot is best!

Showers are to be taken before entering any public wet area including pools, sauna, and steam room. You may not take photographs (including cellular phones) on the property without approval, and never in the locker rooms!

**Smoking:** The Fitness Center is a smoke-free campus. Smoking is prohibited in the Fitness Center and surrounding parking lot.

### **Membership Obligation**

A member's obligation to pay monthly dues is not dependent on the availability of facilities or equipment. Leagues, seminars, repairs and/or maintenance of the facilities may make it necessary, from time to time, to restrict use of one or more of the facilities or to temporarily close the Bradshaw Fitness Center, which will not reduce or suspend a membership obligation for payment of dues. It is our intent to notify members of these situations as far in advance as possible.

## DRESS CODE

We ask all members to adhere to our modest dress code – comfortable T-shirt or tank top (with minimum 2” strap) and fingertip (or longer) length shorts or work out pants. For reasons of hygiene and safety, no jeans, jean shorts, work clothing, work boots, sandals, bare feet, or long skirts are allowed on the fitness floor. Long t-shirts are to be worn over all spandex or form fitting clothing (including leotards and tights) while walking through the facility. Shorts must be longer than the tips of the fingers when arms are held in a straight-down position with fingers extended downward. Running shorts, butterfly shorts, or shorts slit up the side have to be worn with non-see through spandex under garments. Shirts must have finished edges, cover the midriff, and be non-see through. No scoop neck or razorbacks. No skimpy clothing allowed. We require that t-shirts with potentially controversial slogans NOT be worn in the Fitness Center. Proper athletic footwear (i.e. tennis, basketball, court sports, jogging or cross trainers) must be worn on the first and second floor. No work, street, or flip-flop shoes, nor sandals or socks will be permitted on the fitness floor or exercise areas. Black-soled shoes are not permitted, unless they are non-marking. Mind/body classes (Pilates and yoga exercise) may wear yoga-style attire (with midriff covered) and yoga-style pants or shorts. Please wear a t-shirt or jacket while utilizing other areas of the building if you choose to wear a spaghetti strap top for these classes. For men, Jammer, Full brief and Square Leg Speedo style suits are fine for the aquatic area. **No Racer Speedo style suits. For women one piece or two piece bathing suits are fine. No string bikinis or thongs allowed.** Heavy perfume or cologne is prohibited, as some of our guests are allergic to scents.

## **LOSS OF MEMBERSHIP PRIVILEGE**

The Fitness Center reserves the right to discontinue membership at any time, for any of the following reasons, but not limited to:

1. Intentional misuse of equipment or facility.
2. Destruction of equipment or property.
3. Theft on Fitness Center property.
4. Failure to follow proper safety practices and precautions.
5. Fighting on Fitness Center property.
6. Use of profanity or offensive language or gestures.
7. Unauthorized possession of alcohol on Fitness Center property.
8. Possession of illegal drugs or drug paraphernalia.
9. Smoking or use of tobacco products on Fitness Center property.
10. Failure to pay membership fees.
11. Repeated violation of club policy.
12. Inappropriate behavior to members or staff or disruptive conduct.
13. Inappropriate disregard of a request or directive from an on-duty staff member.
14. Any negativity that creates a hostile or “non-well” environment.
15. Unkindness or disrespect to another member or staff person.

The Fitness Center is not responsible for refunds, initiation fees or dues because of membership termination due to violation of rules and regulations or member non-use.

## **MISCELLANEOUS**

**Locker rooms:** This area is accessible to members and guests age (18) and older only. All babies and younger children are to use the family changing room or individual changing rooms outside of the aquatics area. Please do not leave articles overnight on or in the general lockers since items will be removed nightly. Members and guest are allowed up to 4 towels per visit per person. Please return all soiled towels to towel bins. Bath and exercise towels are available for your use.

**Cautions:** Do not exercise or steam/sit/soak while under the influence of alcohol, tranquilizers, or other drugs that cause drowsiness or that raise or lower blood pressure. If you are feeling light headed, queasy, or weak, do let a staff person know immediately.

**Lost and Found:** Items in the lost and found will be stored for fourteen (14) days. Items not claimed in fourteen (14) days are given to a charitable organization. It is the member’s responsibility to claim lost articles. We are not responsible for lost items.

**Locker Keys:** A charge will be assessed for a lost locker key (\$50). If you lose your key, please complete the necessary forms at the front desk. Please note: identification verification is required.

**Telephones:** For your convenience, private telephones are located inside the locker rooms, in the lounge areas just inside the first door. **YOU MAY NOT USE THE PHONE LINES AT THE FRONT DESK AREAS.** As a courtesy to fellow members, calls may not exceed three (3) minutes. Also, the Fitness Center staff is not a message center and is not responsible for incoming calls to members or guests. Cell phones that have the capability to take photos are prohibited throughout the facility. No cell phones on the fitness floor, in the locker room or in any of the wet areas please- it is both a distraction and a safety issue.

**Outside Food:** Food and beverages are available at the vending machines around the facility. Food is prohibited beyond these areas, with the exception of the classroom area. (Food may be brought in from outside of the facility with advance permission only.) You may not eat at the PCs located in the café area. If it is contained in plastic containers with spill-proof caps, water is permissible throughout the facility. Those under sixteen (16) years of age are not allowed in the café without adult supervision (well-mannered teen members ages 13 and up may utilize this area).

**Parking Lot:** Please drive cautiously and slowly. The speed limit is 10 mph

#### **AMENITIES**

Aquatic Center: In accordance with the American College of Sports Medicine and Texas Department of Health Guidelines, all guests and staff must shower before entering the steam room, sauna, pools, or whirlpool per City of Houston guidelines.

- You may not use any of the pool areas if you have open cuts or sores.
- Pregnant women, elderly persons and persons suffering from heart disease, diabetes or high or low blood pressure should not use the steam room, sauna or whirlpool without prior medical consultation and permission from their doctor.
- Allow yourself at least five (5) minutes after exercising to cool down before entering the steam room, sauna or whirlpool. Confer with your physician before using. Observe reasonable time limits (never more than 10 minutes) and cool down before returning to activity.
- For your safety, please remove all jewelry before entering the pool.
- No diving in the pool area.
- A handicap lift is available should you need it. Please see a lifeguard for assistance.
- Lockers with wristbands, unisex bathroom & individual changing areas are located behind the pool area.

- Water wings and flotation vests are permitted under close adult supervision.
- Shaving, bathing, or utilizing body lotions are prohibited in the steam room.
- Newspapers and/or any glass objects are not permitted in sauna and wet area
- Children under the age of seventeen (17) are allowed in the indoor pool area only during designated swim lessons or family hours. Children under the age of seventeen (17) are not permitted in the sauna, steam room, or whirlpool. An adult must accompany children under the age of seventeen (17) at all times.
- Temperatures will be maintained as recommended by ACSM: Lap pool near 82, Exercise pool near 85 degrees, Therapy pool near 88, Whirlpool near 103, 100-110F in the steam room, and 170-180 in the sauna. Members are not allowed to touch thermostat controls. If any area feels extra cool or extra warm, please notify the staff, and they will check to see if it is within range.

**Pools:** All participants must shower before entering pool. Appropriate swimming attire is required. *Racer Style Speedos, Thong bathing suits and string bikinis are not permissible.* Street shoes are not permitted in the aquatic area. Water shoes are permitted. We do allow solid color T-shirt and staff approved shorts/pants in special cases (religious and/or other special needs). No horseplay – including running, pushing, dunking and throwing. Food, drinks, and chewing gum are prohibited. Plastic water bottles with spill-proof caps are permitted. No diving in the aquatic center. Please do not hang on the lane dividers. The Center will provide pool supplies for class and leisure including kickboards, noodles, pool buoys and fins when available. Please note that on Sundays, from Noon to 1pm, the therapy pool will temporarily be closed to families if there is anyone who requests its use for therapeutic recovery reason. After that, families have priority usage.

**Steam Room:** The steams room offers high temperatures with 100% humidity. Risk: because of high humidity, sweat cannot evaporate and cool the body. Please limit your time in the steam room to no more than 10 minutes. No exercising in steam room.

**Sauna:** The sauna combines very high temperatures with low humidity. The heat creates a higher skin temperature than core body temperature, thus allowing perspiration. Risk: The heat causes vasodilatation which can increase heart rate, decrease blood pressure, and may lead to fainting. Please limit your time in the sauna to no more than 10 minutes. No exercising in sauna.

**Whirlpool:** The whirlpool offers massaging heat action. Although, the whirlpool is beneficial therapy for specific injuries, it is recommended that you limit your time in the whirlpool to 3 – 5 minutes, and no more than 10 minutes.

**Walking/Running Track:** Enter and exit track at designated locations, always giving the right-of-way to runners. Check the directional arrow prior to using the track. Please use the inside lane for walking and outside lane for running. Please walk/jog/run in a single

line. When someone says “track” or “runner” please move to the inside of your lane and allow the member to pass on the outside shoulder.

**Personal Training:** One on one and small group personal training are offered at the Fitness Center for an additional charge. Training is available for strength building, balance enhancement, core strengthening, weight management, as well as sports specific drills and skills building. It is available to both members and guests. Information on pricing is available at the fitness service desk. Unauthorized trainers or physical trainers are not permitted. Bringing your own trainer is grounds for membership termination.

**Gymnasium/Racquet areas:** Consult the front desk and schedule for open gym, open basketball, open volleyball, open courts, league play and class times. Non-marking athletic shoes must be worn. Shirts must be worn when leaving the court. Equipment and balls will be provided by the center. Kicking of basketballs is not permissible. Balls should not be thrown or bounced against the walls. Dunking is permissible, but hanging on the nets or rims is unacceptable. If an injury or accident occurs, please report it immediately to the Manager on Duty (MOD). Food, drinks and chewing gum are prohibited. Profanity, spitting, or fighting is not permitted. The gymnasium schedule is subject to change to accommodate program usage. Recreational leagues will be available.

**Corporate Groups/Outside Leagues:** We reserve the right to selectively limit parts of the Fitness Center.

## GENERAL FITNESS GUIDELINES

For the safety and enjoyment of all members, the following general guidelines apply:

**Signage:** Members and guests should observe all posted signs and use caution when exercising. Exercise equipment must be used according to its intended purpose and design. Please re-rack all weights after use (i.e., dumbbells, barbells, plates, etc.). The Fitness Center reserves the right to prohibit members from using equipment incorrectly or using equipment that increases the likelihood of injury. Food, drinks, cell phones and gum are prohibited in exercise areas with the exception of water bottles with spill proof caps. Please respect the rights of others. Please be courteous to others by wiping perspiration from equipment when applicable and restrain from holding equipment for others. Profanity is prohibited.

**Resistance Equipment:** When doing multiple sets, please be considerate and allow other members to “work in” between sets. If a piece of equipment does not work properly, please discontinue use and notify a staff member immediately. A towel must be used to wipe perspiration off equipment immediately after use. Members following the strength circuit have priority. Please reset equipment when exercise set is complete. Chalk is not allowed. Collars should be used at all times. Do not leave weights on bars. Please remove after use and return to racks. Do not sit, lean, or stand on bars. Spotters are required. We highly advise hiring personal trainers to do your spotting if you do not already work with someone.

**Spotter Guidelines:** Check bar for proper weight distribution. Agree on lift count and number of repetitions. Always remain ready to assist lifter. Do not release bar until after lifter has full control. Use both hands when assisting with lift.

**Lifter Responsibilities:** Communicate with spotters regarding lift count number and repetitions. Stay with the bar on a missed lift. With assistance from spotter, finish the lift and stay with the bar until it is safely back on the rack. Do not drop weights. This includes dumbbells and any other weight equipment.

**Special Needs Assistant:** If a member requires one-on-one help, it is the members’ responsibility to furnish their own attendant. The Fitness Center does not have staff to assist with pushing, dressing, moving member from machine to machine, and/or setting up machines. We will help with getting members in and out of the pool, but that is the extent of their duties. There are several options: The special needs member can hire a personal trainer to assist (at the members expense) or we will allow a family member, nurse, or other attendant to assist as long as they have membership.

**Cardiovascular Equipment:** Please follow guidelines and directions such as sign-up &/or time restrictions such as 30 minute limit during prime hours. Please wipe off equipment after each use. If you have questions about how to operate specific equipment, check with a Fitness Staff Member. The Audio/Broadcast system allows access to TV

audio via a Walkman or other brand of FM receiver while working out in select areas of the floor.

**Restricted Usage Areas:** Pilates Reformer and Spinning rooms may not be utilized outside designated instructor lead class hours or private pre-paid personal training.

**Personal Development Classes:** Many of our programs are available to non-members (generally for an additional fee). We encourage you to bring friends and co-workers to our facility.

## **BUSINESS OFFICE AND PAYMENT OBLIGATIONS**

Hours of operation are from 9 a.m. to 5 p.m., Monday through Friday. Should you need to reach someone in the Business Office, you may call 281-649-3509. In the event of any change in policy or procedure concerning business operations, these changes will be posted for the member's information.

A member's obligation to pay monthly dues is not dependent on the availability of facilities or equipment. Leagues, seminars, repairs and/or maintenance of the facilities may make it necessary, from time to time, to restrict use of one or more of the facilities or to temporarily close the Fitness Center, which will not reduce or suspend a membership obligation for payment of dues. It is our intent to notify members of these situations as far in advance as possible.

Members must contact a member service representative to add or drop individuals from membership or to change membership status. Additional enrollment fees will be required when adding family members. Individuals 18 and older are allowed to be added as a family add-on.

**Updating Information:** For membership records and mailing purposes, members are required to notify the Fitness Center of name, address, telephone, and/or banking changes. Please share your updated email address with us, as this is our most effective way to communicate our monthly activities and announcements to you.

**Dues:** Dues will be withdrawn no earlier than the tenth (10<sup>th</sup>) of the month. If the tenth (10<sup>th</sup>) falls on a weekend or holiday, the monthly dues transaction may take place on the first business day following the tenth (10<sup>th</sup>). There is no month-to-month cash payment option. Members may opt to pay advance (1 year, or 6 months), or have funds electronically drafted from their checking account or credit card draft. Employees of MHHS, may use automatic payroll deduction options to pay for dues.

A service charge will be assessed for a returned check or credit card transaction due to insufficient funds, closed account, unavailable credit line or other similar circumstances. Memberships may be revoked if continual billing problems arise. If you have lost or

stolen credit card, please notify us immediately to change your billing process and avoid service charges. Memberships may be transferable with a small administration fee.

**Health Change Status:** If because of your health, you must temporarily or permanently stop exercising, your membership may be placed “on hold” (starting with the next billing period) with a letter from your physician stating “why” and the proper paperwork filled out with a Member Services representative. It is the member’s obligation to notify us in writing of when hardships happen. We have a no refund policy and will not give a credit or refund for lack of notice.

**Cancellations:** A membership is cancellable by filling out paperwork in person at the Fitness Center or sending a letter in writing along with your membership card(s) via Certified Mail. The cancellation will take place within 30 days after written notice. If you cancel your membership, and later decide to rejoin the Fitness Center, you will be required to pay an enrollment fee at the prevailing rate. Memberships are only cancellable after the completion of an existing contract and/or for medical reasons as noted by a physician (i.e., medical documentation).

**“On Hold” Status:** those who would like to place their memberships “on hold” for personal or business reasons, may do so with a monthly fee. Or you may also transfer your membership to another (with a small administration fee) for the duration of time you need to temporarily hold your membership. Membership status can be placed “on hold” without charge to members who, as a result of injury or illness, cannot participate (with a physician letter documenting the nature of the injury/illness and expected length of incapacitation). In all cases, the “On Hold” status comes into effect only after the member has notified the Member Services office with a written request at The Fitness Center. **Any member may put membership on hold for up to 3 months in any 12 month period for a medical reason.**

**Billing of Non-member Items:** Members are welcome to submit paperwork to request the ability to charge goods and services (such as personal training or locker services) and add it to their billing. Only members in good financial standing will be allowed this privilege.

**Solicitation:** Solicitation of products or services in any form is prohibited when in the Fitness center or on the center’s property, by members, guests, or employees. We do not participate in outside fundraising unless it is HBU approved.

**Donations:** If you have a not-for profit group that you are affiliated with, we may be able to donate limited guest passes or a one month complimentary membership, if it is within a certain mileage range to our center, and if we have the budget to do so. Please check with our member services group if you have a request. You may purchase a gift card at member price and make the donation in your name.

**Refund Policy:** The Fitness Center has a “No Refund” policy and we do not give cash refunds on monies collected for any reason. If deemed appropriate by the Business

Office, a BRADSHAWBUCKS exchange may be made for such items as personal training coupons (due to member relocation). We do not give BRADSHAWBUCKS for lack of use of membership, failure to notify in writing and in person (or certified mail) of cancellation, or failure to follow “freeze” policies resulting in bill-able month(s). BRADSHAWBUCKS are transferable and may be used Personal Training. BRADSHAWBUCKS will not be replaced if lost or stolen.

**Transfer of Membership:** Your membership may be transferred to another person for a *small administration fee*, as long as there is not any negative history (lack of payment &/ or discipline issues) between parties. This is a great option for those who are temporarily being transferred, who need an indeterminate amount of personal time off to take care of family or business.

### **OUTSIDE PARTNERSHIPS**

Consult the list of Exchange Program participants available at the Fitness Center desk to locate a participating center near your destination. Call before you visit. Most centers will charge a reduced guest fee and a few may require a physician’s referral. When you call for the facility’s address and directions, inquire about convenient times to visit and confirm if there are guest fees. Take our current center membership card to the center you are visiting. The first commitment of each participating center is, of course, its own members. Please honor that commitment and be a courteous guest. You must observe all regulations of the host center including guest fees, usage times, court fees, special program fees and liability waivers. Inquire about these conditions before you visit. To have guest privileges, your home center must be at least 50 miles from the center you are visiting. The exchange program is not to be used for temporary or dual membership privileges.

*Thank you!*

The Fitness Center thanks you again for choosing us as your place of health and Fitness development. We look forward to serving you here and encourage you to challenge yourself to reach your fullness of life.

**HBU-Bradshaw Fitness Center  
Policies and Procedures  
Acknowledgement Page**

I, \_\_\_\_\_, have received the policy and procedure manual for HBU-Bradshaw Fitness Center, revised July 2013. I (and those under my membership) agree to follow its terms so that all members and guests have a positive and rewarding experience.

Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Staff Witness: \_\_\_\_\_ Date: \_\_\_\_\_

For updates on classes and general information, please call us at **281.649.3501**