



# **THE FITNESS CENTER**

**Sports • Fitness • Wellness**

504 Sixth Ave NW  
New Prague MN 56071  
**952.758.8199**

[www.newpraguefitnesscenter.com](http://www.newpraguefitnesscenter.com)

## **MEMBER HANDBOOK**

Revised 01/2014

## WELCOME FROM THE CAO

I am pleased to welcome you to The Fitness Center, our community's finest workout facility. We want all of our members to find The Fitness Center a welcoming place where you can meet all of your goals for a healthy lifestyle.

With over 1,000 members of all ages and fitness levels, The Fitness Center offers something for everyone. Whether you want to enjoy the camaraderie of our group exercise classes or just want to strap on your headphones and run on one of the treadmills, know that our personal trainers and experienced staff are here to support you along the way. They are experts in fitness and are truly what sets our club apart from others.

Our members comment time and again that it's our staff that makes them successful in their quest to be healthy and fit. For many, it's the accountability they can't receive anywhere else.

When you join The Fitness Center you will receive many complimentary services, including a fitness evaluation and orientation. These are designed to acquaint you with the facility so you can take full advantage of all The Fitness Center has to offer. You will find detailed information about the facility, services and fees in this guide. I invite you to join us and find out what so many in the community already know... The Fitness Center is truly the best place to belong, workout and succeed!

With warmest regards,

A handwritten signature in black ink that reads "Mary Klimp". The signature is written in a cursive, flowing style.

Mary Klimp,  
CAO, Mayo Clinic Health System in New Prague

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## HOURS OF OPERATION

Monday – Thursday	4:55 a.m. – 9:00 p.m.
Friday	4:55 a.m. – 7:00 p.m.
Saturday	<i>See "Policy and Rates" sheet at front desk.</i>
Sunday	<i>See "Policy and Rates" sheet at front desk.</i>

## HOLIDAY HOURS

The Fitness Center is closed on Easter, Memorial Day, Independence Day, Labor Day and Christmas Day.

## DIRECTOR OF FITNESS

Please contact Jill Rohloff, Director of Fitness, at 952.758.8199 with any questions or concerns.

## FREQUENT VISITOR

### HEALTH INSURANCE REIMBURSEMENT

The frequent visitor program, created to encourage members to take charge of their health by exercising, pays members \$20 a month when they use The Fitness Center a minimum required number of times as specified by their health insurance carrier. The Fitness Center is currently associated with the insurance providers listed below for the purpose of fitness center frequent visitor reimbursement:



To enroll in health insurance reimbursement, bring your insurance card and a photo ID to The Fitness Center front desk. A voided check may also be necessary for direct deposit.

Members are encouraged to check with their plan administrator to find out if the frequent fitness center reimbursement benefit is offered with their group plan. Questions regarding requirements or reimbursement amount can also be directed to the plan administrator. Rules subject to change per insurance company.

## MEMBERSHIPS

Medicare-eligible recipients or group retirees may sign-up for a FREE SilverSneakers® or Silver&Fit® membership. In addition to a free membership to The Fitness Center, SilverSneakers® and Silver&Fit® members receive guidance from a senior advisor, specially designed group fitness classes and access to events that promote a healthy lifestyle. Speak to the front desk for more information.

## PRIVILEGES OF MEMBERSHIP

Included in a Fitness Center membership:

- Complimentary childcare *See "Childcare" on page 6*
- Free weights, cardiovascular and resistance equipment
- Day use lockers
- Discounted rates for special programs
- Group exercise classes
- Monthly e-newsletter
- Sauna and whirlpool
- Showers, soap and towels
- 12 free guest passes *"Guest Privileges" on page 8*

## ADDITIONAL SERVICES

The Fitness Center offers the following services for an additional fee. (Prices may be obtained at the front desk.)

- Body composition/assessment
- Guest pass *See "Guest Privileges" on page 8*
- Home gym personal training
- Personal training

## GETTING STARTED

### Club Entrance

An electronic check-in station is located by the front desk. Upon entering, all members must scan their membership barcode at this check-in station. There will be no exceptions to this rule. Members without a barcode will be turned away unless they purchase a new barcode for \$10 or pay \$3 to use the facility for that day. Members attending a group fitness class must scan-in at the front desk and also sign-in on the group fitness class sheet outside of the appropriate studio.

There is a \$10 fee to replace any lost, damaged or stolen cards (with the exception of one free replacement card.)

Children younger than the eighth grade cannot workout at The Fitness Center. Children in the eighth grade must be accompanied by a guardian. Children who have completed the eighth grade may workout unaccompanied.

### **Attire**

Members are expected to wear shirts and appropriate shoes when utilizing the fitness areas. Bare feet, socks or sandals/flip flops are not permitted except for locker rooms, sauna and whirlpool areas.

### **Website and Social Media**

Visit our website at [www.newpraguefitnesscenter.com](http://www.newpraguefitnesscenter.com) to e-mail feedback/questions to The Fitness Center staff and to find information on:

- Hours
- E-newsletter sign-up
- Group fitness class schedule and descriptions
- Staff names and titles
- Upcoming events

Join us on Facebook at **The Fitness Center** for updates, new exercises and healthy recipe ideas from The Fitness Center.

### **Lost and Found**

A lost and found box is located in a storage closet at The Fitness Center. Please ask an employee to bring it out if you are missing anything. Articles of clothing and valuables will be held three months and then given to charity. All items must be identified in person. No confirmation of lost articles will be given over the phone.

### **Locker Rooms**

Our facility has a men's locker room and a women's locker room. The sauna/whirlpool area does not contain a locker room. Members may use the shower room in this area to change in before using the sauna/whirlpool. Towels and soap are available in the locker rooms and sauna/whirlpool shower room. Good personal hygiene is required! Members will be informed of any complaints regarding their personal hygiene and must comply with the guideline. Lockers are available to store your valuables while using the facility. Locks are available at the front desk and should be returned to the front desk before leaving The Fitness Center. Lockers are to be shared by all members/guests and are not permanent. Please do not leave a lock on overnight as it will be removed. We will not be held liable for the loss or theft of, or damage to the personal property of members or guests.

# CHILDCARE

The Fitness Center offers childcare for children five months and older. Maximum capacity is 12 children. Three infants 12 months and younger are allowed at one time. Childcare is free to members while using equipment or services at The Fitness Center. Entry to the childcare area is located opposite The Fitness Center's inner entrance. Ring the doorbell to notify the attendant and check-in your child in the check-in/check-out book.

If the local schools are closed or there is an early dismissal, childcare will be closed or will close early. We will send out e-mail notifications and Facebook posts to inform you. Listen to KCHK 1350AM, 95.5FM and WCCO 830 for school closing announcements.

# FITNESS FLOOR

For the safety of children, all members must be actively in 8th grade to use our facility.

## Cardio Equipment

The cardio floor requires signing up for equipment before using. Please follow these guidelines when signing up for equipment:

- 30-minute maximum time limit per machine.
- May NOT sign-up for two timeslots in a row on the same machine.
- May only sign-up one hour in advance.
- Staff cannot take reservations over the phone.

*After using cardiovascular equipment, please show consideration for the next person by wiping off the machine with the provided towels and disinfectant solution.*

## Free Weights

When using free weights, please remember to return the weights and dumbbells to their proper racks when finished.

## Televisions

Televisions on the fitness floor are equipped with a remote stationed on the television stand that may be used by members. Televisions are equipped with wireless audio. Members must provide their own FM receivers to tune into the desired audio. No radios allowed without headphones.

## Assessments

Assessments include weigh-in, circumference measurements and a body fat assessment. Also included is a one-time nutrition analysis. There is no charge for a member's first assessment or nutrition analysis. All assessments/analysis after that will be \$10 each. Please schedule at the front desk.

## **Fitness Orientation**

Those actively in the eighth grade or older are entitled to a complimentary one-hour fitness orientation to the equipment and cardio floor. Appointments are made at the front desk.

## **Workout Card Logging System**

Workout cards allow you to chart your progress and see your gains as you develop good workout habits. Workout cards will be stored in the WOMEN and MEN file boxes alphabetically by last name. You may choose whether to discard your old cards or ask a staff member to file behind the front desk.

## **Personal Training**

The Fitness Center offers personal training to fit your needs and your schedule. Personal training is a fantastic way to get started with a fitness program or to gain direction and motivation. Speak with the front desk for a free consultation. All personal training sessions are done with a certified personal trainer by appointment only. Personal training is offered in 30- and 60-minute sessions. Appointments must be cancelled 24 hours in advance or you will be charged for the session.

For pricing, please refer to our Personal Training brochure or inquire at the front desk.

## **GROUP EXERCISE**

Two group exercise studios allow for a variety of classes at The Fitness Center. Class descriptions and a schedule can be found online at [www.newpraguefitnesscenter.com](http://www.newpraguefitnesscenter.com).

All classes are designed to allow for any level of fitness, from the beginner to the advanced. The group classes are included in your membership package. A guest pass may be used for non-members who wish to attend a group fitness class. (See "Guest Privileges" on page 8 for guest pass information. )

Please inquire at the front desk for additional information on any group fitness class.



## **GUEST PRIVILEGES**

All members will receive 12 guest passes with each 12-month membership. No more than 12 guest passes will be given out per contract, whether it is a single, dual or family membership. One guest pass per month may be used. Un-used guest passes will not "carry over" to a new contract. Additional guest passes may be purchased at the front desk.

The contracted member must accompany the guest. The guest must fill out and initial the designated information/liability form each time at the front desk.

Guests are entitled to complete use of the facilities under the guidance of an instructor. Guests must be at least 16 years old.

## **MEMBERSHIP**

*\*Membership is not transferable or refundable and this contract is subject to all conditions appearing on the following pages. Member agrees to obey all rules now in force and changes in the future guideline conditions.*

### **Waiver of Liabilities and Claims**

It is expressly agreed that all use of the facilities shall be undertaken by the member or the member's guest at his/her sole risk, and The Fitness Center shall not be liable for any injuries or any damage to any member or guest, or the property of any member or guest, or be subject to any claim, demand, injury or damages whatsoever, including, without any limitation, those damages resulting from acts of active or passive negligence on the part of The Fitness Center, its officers or guests. The member, for himself/herself and on behalf of his/her executors, administrators, heirs, assigns and successors, does hereby expressly forever release and discharge The Fitness Center, its owners, officers, employees, agents, successors, and assigns from all such claims, demands, injuries, damages, actions, or cause of actions. The Fitness Center shall not be responsible for liability to the members or the member's guests for articles damaged, lost or stolen in or about The Fitness Center, or lockers, or for the loss or damages to any property including but not limited to automobiles and the contents thereof.

## **1.0 Membership Qualifications**

### **1.1 GENERAL ELIGIBILITY**

Members must be able to function independently on all equipment. If unable, the member has two options:

Option 1: An aide must accompany and assist member on equipment each time member comes to the center. The aide must pay for a personal training session to learn the member's program and know how they will need to assist. Aide does not need to be a member but can't workout with the member.

Option 2: The member must pay for personal training which is above and beyond their membership dues each time they visit the center.

### **1.2 STUDENT ELIGIBILITY**

Children actively in the eighth grade are eligible to become members however they must be accompanied by an adult. Those who have completed the eighth grade may workout unaccompanied.

### **1.3 APPROVAL OF MEMBERSHIP**

All applications and membership agreements shall be on forms supplied by The Fitness Center and shall be subject to payment of the required processing fee and acceptance by the Fitness Center.

### **1.4 NON-DISCRIMINATION**

It shall be the policy of The Fitness Center to accept applications for membership from any individual or family of good character and responsible credit background without regard to race, creed, age, color, sex or national origin.

## **2.0 Membership Categories**

### **2.1 INDIVIDUAL MEMBERSHIP**

Individual membership category shall be applicable only to the named individual, whether or not married. Spouse and children, if any, of the individual member shall not be entitled to the rights and privileges of this membership, except as guests, and are subject to guest policies.

### **2.2 DUAL MEMBERSHIP**

Dual membership category shall be applicable to two people legally married, a parent and one dependent child, or siblings of the same household address.

### **2.3 FAMILY MEMBERSHIP**

Includes three or more family members of one household address.

### **2.4 SENIOR MEMBERSHIP**

Senior memberships are for the individuals who are 55 years of age or older. This membership shall be applicable to the spouse if the spouse is not 55 but sign a senior-dual membership.

### **3.0 Cancellation Provisions**

#### **3.1 RESIGNATION**

The member may resign from The Fitness Center by giving written notice 30 days in advance of termination date. The member may not offset dues and/or other outstanding charges against his/her processing fee, and the processing is non-refundable. Members agree to pay membership fees for a minimum of 12 consecutive months. Members forfeiting their first 12 month contract before the expiration date will be charged a \$75 cancellation fee. This does not include any monthly payment previously made or currently due. On any renewal contract, a 30-day written notice must be given to discontinue a membership and no cancellation fee will be charged. After a 12 month absence from a membership, the full initiation fee will be charged upon starting a new membership.

#### **3.2 MEDICAL LEAVE**

Members requiring a medical leave of absence can have their membership extended by the length of leave prescribed by their doctor. When a member returns from the leave, the letter from the physician must state the starting and ending date of their medical absence. Members need a medical clearance in writing from their physicians to return to exercise after extended illness or surgery.

#### **3.3 NON-SUFFICIENT FUNDS**

Any member who has a NSF on an automatic withdrawal by check or a declined credit card will be charged \$20 per incident.

#### **3.4 MOVING**

In the event that a member has moved to a new or permanent residence outside of a 25 mile radius from The Fitness Center, the member may cancel this agreement with a 30-day written notification as well as written proof of relocation.

#### **3.5 VACATION**

Vacation extensions are allowed when the member is going to be vacationing. There will be a maximum of two months vacation time allowed per contract year. The Fitness Center staff must be informed before the vacation leave.

#### **3.6 DEATH**

If a member happens to die, their membership contract shall be relieved of any further obligation for payment under the contract not now due and owing.

## **4.0 Membership Alterations**

### **4.1 PRICE INCREASE**

The Fitness Center will always give 30 days' notice of any price increase.

### **4.2 ALTERATIONS**

Members may alter or add a member to their membership contract at any time provided the new member(s) go through an orientation and pays the initiation fee. Any reduction, addition or alteration during an active dual or family membership contract is subject to a \$25 service fee. This will include the dropping and adding of members already on the contract.

## **5.0 General Operation Policies**

### **5.1 REGULATIONS**

All members must present their membership card each time the member seeks admittance to The Fitness Center. They must follow any and all required security measures in force at the time.

### **5.2 GUESTS AND GUEST FEES**

Guests must be accompanied by a member and must sign a waiver of liability at the front desk to obtain a guest pass. The guest must abide by all the rules and regulations of The Fitness Center. The sponsoring member is responsible for the actions of their guests. Violation by a guest of any Fitness Center rules and regulations shall be grounds for refusing that individual further guest privileges.

### **5.3 SMOKING**

The Fitness Center is a tobacco free campus. No smoking or chewing tobacco is allowed in the facility or on the grounds.

### **5.4 CHANGE OF NAME/ADDRESS**

Members shall give written notice to The Fitness Center of any change of name or address.

### **5.5 REPLACEMENT OF MEMBERSHIP CARD**

Members shall receive one free membership barcode upon joining, as well as one replacement anytime during membership. Any barcodes requested after that will cost \$10. A \$3 fee is required if a member does not bring their membership barcode to scan-in and they stay to workout that day.

### **5.6 MONTHLY BILLING**

Monthly billing takes place on the 15th of each month. If the 15th falls on a Saturday or Sunday, billing shall be on the next business day. Payment can be made in full or using automatic deduction from a checking or savings account. Any account changes are due before the 15th of each month.

## **6.0 Amendment of Rules and Regulations**

### **6.1 RULES NOT INCLUSIVE**

The rules and regulations contained herein are not inclusive. Other rules and regulations may be posted in and about the facilities of The Fitness Center, and shall be binding on the member as if set out here in full.

### **6.2 AMENDMENT OF RULES AND REGULATIONS**

The Fitness Center may adopt and/or amend the above rules and regulations or policies not herein covered and all members will be obligated to these policies. All changes will be effective 30 days after written notice to members and/or get posted.