



THE FITNESS CENTER

Sports • Fitness • Wellness

504 Sixth Ave NW
New Prague MN 56071
952.758.8199

www.newpraguefitnesscenter.com

MEMBER HANDBOOK

Revised 01/2015

WELCOME FROM THE ADMINISTRATOR

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 style with a small dot above the letter 'i' in Klimp.

Mary Klimp,
Administrator, 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	See “Rates and Hours” sheet at front desk.
Sunday	See “Rates and Hours” sheet at front desk.

HOLIDAY HOURS

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

QUESTIONS/CONCERNS

Please contact Fitness Center Staff at 952.758.8199 with any questions or concerns.

FREQUENT VISITOR

HEALTH INSURANCE REIMBURSEMENT

The frequent visitor program was created by insurance companies to encourage members to take charge of their health by exercising. This program 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 is also necessary for reimbursement 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 are subject to change per insurance company.



SILVERSNEAKERS® MEMBERSHIPS

Medicare-eligible recipients may sign-up for a FREE SilverSneakers® membership if they have Humana or UCare as their supplement insurance. In addition to a free membership to The Fitness Center, SilverSneakers® 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.



SILVER & FIT® MEMBERSHIPS

The Silver&Fit Exercise & Healthy Aging Program is designed specifically for Medicare beneficiaries. Silver & Fit Memberships include access to all group fitness classes and workout guidance from staff. All additional membership amenities are included. An annual deductible may apply dependent on your insurance plan: Blue Cross Platinum Blue - \$0, Blue Cross Secure Blue - \$0, Blue Cross Blue Essentials - \$50, Health Partners - \$25, and Medica - \$25. Speak to the front desk for more information.

PRIVILEGES OF MEMBERSHIP

Included in a Fitness Center membership:

- Complimentary membership orientation and workout guide
- Free weights, cardiovascular and resistance equipment
- Group exercise classes
- Complimentary childcare *See "Childcare" on page 6*
- Showers, soap and towels
- Day use lockers
- Sauna and whirlpool access
- Discounted rates for special programs
- Motivational Challenges
- Monthly e-newsletter
- Free guest passes *See "Guest Privileges" on page 7*

ADDITIONAL SERVICES

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

- Body composition/assessment: *See "Assessments" on page 6*
- Guest pass: *See "Guest Privileges" on page 7*
- Home gym personal training
- Personal training: *See "Fitness Floor" on page 6*
- Body Check Program: *See Staff for more information*
- SWAT (Stronger With Accountability Training): *See Staff for more information*

GETTING STARTED

Check-in Procedure

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 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.)

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 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 and Twitter 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. Members may use the shower room in the sauna/whirlpool area to change in before using the sauna/whirlpool. Towels and soap are available in the locker rooms and sauna/whirlpool shower room.

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 with a maximum capacity of 12 children. No more than 3 children under the age of twelve months are allowed at one time.

Childcare is free to members while using equipment or services at The Fitness Center. Check-in your child in the check-in/check-out book. See *Rates and Hours* form at the front desk for Childcare Hours.

When New Prague schools are closed or there is an early dismissal, childcare will be closed or will close early. Please share your email address with us, and we will notify you of childcare closings. Closings will also be announced on Facebook.

FITNESS FLOOR

Cardio Equipment

Cardio equipment is available by signing up prior to use. Please follow these guidelines when signing up for equipment:

- 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 control 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 are allowed without headphones.

Assessments

Assessments include weigh-in, circumference measurements and a body fat assessment. There is no charge for a member's first assessment. Additional assessments are available for a \$10 fee. Please schedule assessments at the front desk.

Fitness Orientation

All Fitness Center members are entitled to a complimentary one-hour fitness orientation to the cardio and strength equipment. 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 the cards for future reference.

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. Exercise specialists conduct all personal training sessions and are 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.

Group exercise classes are designed to allow for all levels of fitness, from the beginner to the advanced. 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" below for guest pass information.)

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

GUEST PRIVILEGES

All members will receive one free guest pass per month, regardless of whether it is a single, dual or family membership. Un-used guest passes will not "carry over." Additional guest passes may be purchased at the front desk. Guests are entitled to complete use of the facilities under the guidance of floor staff. The member must accompany the guest. The guest must fill out and initial the designated Guest Waiver form each time at the front desk. Guests must be in at least 8th grade.

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.

Family Day: Sundays

Sundays are Family Days at the Fitness Center. Members may bring in any family members in at least 8th grade for no charge.

MEMBERSHIP

**Membership is not transferable or refundable and 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 HEALTH HISTORY REQUIRED

All members are required to complete a health history form upon joining the Fitness Center. It is the responsibility of the member to inform the Fitness Center of any changes to their health history.

1.5 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 Options & Provisions

2.1 Paid in Full Membership

2.1a ONE TIME ONLY 3 MONTH MEMBERSHIP

All new members are eligible for a one-time 3 month membership promotion. If member joins following the 3 month membership, the initiation fee will be waived.

2.1b 12 MONTH PAID IN FULL MEMBERSHIP

Members may pay in full for a year-long membership. One year contracts paid in full can be terminated prior to the end of the contract year, with the required one month notice and will be refunded the prorated dollar amount for the remaining unused months of said year.

2.1c SINGLE MONTH MEMBERSHIP

Members may pay in full for a single month membership. See *Rates & Hours sheet* at the front desk for single month prices.

2.2 Open-Ended Membership

Membership will be ongoing with no end date. The following provisions apply.

2.2a CANCELLATION POLICY

A 30-day written notice must be given to discontinue a membership and no cancellation fee will be charged. There will be one final deduction during this 30 day period. Membership will remain active during this 30 day period.

2.2b INITIATION FEE

All new members are required to pay the initiation fee upon joining The Fitness Center. If you elect to discontinue your membership and start a membership again at a later date you will be charged a full initiation fee. There is a one month grace period from the day your membership expires to rejoin without incurring an initiation fee.

2.2c MEMBERSHIP FREEZE

Freezing your membership will be granted for the following reasons:

- Golden Age Membership (Ages 59+)
- Medical
 - Documentation required from a medical professional
- Military service
- Job Loss of the primary member

There will be a \$5 monthly maintenance fee to “freeze” membership, per above, for a minimum of one month and a maximum of 12 months.

2.2d UPGRADING YOUR MEMBERSHIP

Request must be signed by Primary Member. Everyone on the membership must live at the same address. Upgrades will be effective immediately.

i. ADULT UPGRADE

Cost: Pay the difference of one month’s dues between current membership and the membership you want to upgrade to.

ii. STUDENT UPGRADE

Eligibility: Any student between 8th grade and college-level. Students do not need to pay an upgrade fee, but a 3 month minimum membership is required.

2.2d DOWNGRADING YOUR MEMBERSHIP

Downgrading your membership requires a signed, 30-day written notice.

3.0 Membership Categories (For Open-Ended Memberships)

3.1 INDIVIDUAL MEMBERSHIP

Individual membership category shall be applicable only to the named individual. Spouse and children, if any, of the individual member shall not be entitled to the rights and privileges of this membership, except as guests. *(See Guest Policy, page 7)*

3.2 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.

3.3 FAMILY MEMBERSHIP

Family membership includes three or more family members of one household address.

3.4 GOLDEN AGE MEMBERSHIP

Senior memberships are for the individuals who are 59 years of age or older. This membership shall be applicable to the spouse if the spouse is not 59 but sign a senior-dual membership. *Member is responsible for notifying The Fitness Center when he or she turns 59 in order to receive the Golden Age Membership Rate.

4.0 Membership Billing

4.1 MONTHLY BILLING

Monthly billing takes place on the 15th of each month. If the 15th falls on a Holiday, or a weekend, billing shall be on the next business day. Acceptable forms of payment for automatic deductions: checking or savings account, debit or credit card. Any account changes are due before the 15th of each month.

4.2 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.

5.0 Additional Policies

5.1 SMOKING

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

5.2 DEATH

A member's contract shall be relieved of any further obligation for payment under the contract due or owing at the time of a member's death.

5.3 CELL PHONE USE

Cell phone use is prohibited in the locker rooms, workout area and group fitness studios. If you need to use your phone, please use the entry way or coffee area.

5.4 PERSONAL HYGIENE

Good personal hygiene is required. Members will be informed of any complaints regarding their personal hygiene and must comply with the guideline.

5.5 MEMBERSHIP PRICE INCREASE

The Fitness Center will give a 30 day notice of any price increase.

5.6 CHANGE OF NAME/ADDRESS

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

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.