



ILLINI FITNESS CENTER MEMBERSHIP POLICY

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<https://www.blessinghealth.org/illinifitness>

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This document outlines policies and procedures designed to advance member pursuits of holistic health and wellness. We ask that each participant take the responsibility to know and follow the policies and procedures of the Illini Fitness Center. Adhering to this guidance ensures the facility remains a vibrant and safe place to gather, train, play, and learn.

Member Definition: Hereafter, the term "Member" shall be used throughout the policy to reference an individual who has a current, valid membership to the Illini Fitness Center, and is currently in good standing with the Illini Fitness Center, both financially and in conduct.

Family Member Definition: Hereafter, the term "Family Member" shall be used throughout the policy to reference an individual who is related to the main member in one of the following ways:

- a. Spouse
- b. Unmarried partner living within the main member's household for a minimum of two years (proof of residency required)
- c. Dependents of the main member ages 11-26, living in the same residence as the main member (must be unmarried)
- d. Relative (immediate family member) of the main member living within the main member's household (proof of residency required)

In order for a family member to be eligible for an Illini Fitness Center membership, the member must meet one of the aforementioned criteria. Verification of guardianship, family status, and residency may be required.

1. Admittance Policy

1.01 - With the exception of private or scheduled public events, all individuals entering the Illini Fitness Center must check-in upon arrival.

- a. Members may check-in utilizing their personal key tag or barcode in the mobile app.
- b. All non-members must register as a guest by signing the guest waiver, and submitting required payment for a day pass at the front desk. Guests of members are not allowed to utilize the facility during unstaffed hours of operation. Failure to follow our guest policy may result in membership suspension or termination.
- c. Visitors, vendors, or maintenance personnel must check-in with Illini Fitness Center staff at the front desk.

1.02 - The Illini Fitness Center reserves the right to confirm membership status, access authorization and the age of any individual within the facility at any time.

2. Liability Release Requirements

2.01 - All individuals entering the Illini Fitness Center to participate in any activity must first complete a Liability Release Form.

2.02 - A parent or legal guardian must complete the Liability Release Form in the presence of an Illini Fitness Center staff member for any individual between 11 and 17 years of age. Children of Illini Fitness Center members ages 11-15 must be accompanied by an adult at all times. Children under the age of 16 are not allowed to use the facility as a guest. Liability Release Forms are not accepted from minors or third parties.

2.03 - For contracted programs and events, a designated representative may assume responsibility for procuring waiver release and ensuring waiver validity for program participants. The representative will provide the Illini Fitness Center management a list of all program participants and a signed Illini Fitness Center Liability Release Form for each guest.

2.04 - The Illini Fitness Center **is not** responsible for any injury sustained while participating in any Illini Fitness Center activity or caused by using any Illini Fitness Center equipment. Guests are responsible for ensuring equipment is functional before use and for possessing the knowledge necessary to properly and safely use the equipment. Notify the staff immediately of any equipment malfunction or disrepair.

3. Membership Rates and Payment Options

3.01 - Membership Rates: Membership rates vary by member type. For a full list of membership types and rates, please contact a member of our Illini Fitness Center staff.

3.02 - Membership Payment Options: **The Illini Fitness Center offers monthly memberships only.**

A scheduled monthly charge to a credit or debit card that continues until client termination is offered for various membership types. Cash and checks are not accepted as a form of payment.

3.03 - Personal Key Tag: Each member is photographed and provided a unique personal key tag for quick access to the facility. Lost or damaged key tags may be replaced for a fee. Members are not to give their unique personal key tag to anyone else to access the facility, members or non-members alike.

3.04 - Rate Structure Changes: Management reserves the right to change the membership rate structure at any time.

4. Membership Account Administration

4.01 - Membership Hold: Members may request to hold a membership for convenience. The following rules apply to a membership hold:

- a. A written request, by email or in person, must be submitted no later than 7 days prior to the requested hold date. (Email: illinifitness@blessinghealth.org)
- b. Membership hold duration is from 1 to 4 months.
- c. Members may perform one membership hold annually at no cost. Subsequent hold requests within 1 year from the previous hold start date incurs a fee.
- d. Annual membership expiration dates are extended to match the duration of the hold period.
- e. Monthly membership billing cycles cease for the duration of the hold period. A new billing cycle begins upon the hold termination date.
- f. Members who choose to access the facility while the membership is in hold status must remove the membership hold.
- g. Exceptions may apply in cases of verifiable sudden/serious illness or injury.

4.02 - Membership Resignations and Refunds: Members may request to terminate a membership at any time.

The following terms and conditions apply to membership resignation and refunds:

- a. The membership account balance must be paid in full.
- b. Resignations will not be accepted over the phone.
- c. The member must submit in writing, the Membership Change/Resignation Form with one full calendar months' notice. Acceptable forms of written notice include the physical form delivered to a staff member of the Illini Fitness Center or an email sent to the Illini Fitness Center email address (illinifitness@blessinghealth.org).
- d. Upon receipt of resignation, the member will receive confirmation by a staff member of the Illini Fitness Center.
- e. If unable to meet the deadline and/or requirements of resignation, the member is responsible for the membership dues for the remaining calendar month (30 days) including the payment of all dues.
- f. Prepaid memberships are non-refundable and non-transferable.
- g. Members who choose to re-join the Illini Fitness Center at a later date without settling the member account balance must pay the re-initiation fee of \$25 prior to being reinstated as an active member of the Illini Fitness Center.

4.03 - Membership Changes or Modifications: Members may request to change an active membership type at any time. The following rules apply to membership type changes:

- a. The member must submit the request to change membership type with one full calendar months' notice. They should fill out the Membership Change/Resignation Form and deliver it to a staff member of the Illini Fitness Center or email the Illini Fitness Center email address (illinifitness@blessinghealth.org).
- b. The member must sign a new membership contract in person at the Illini Fitness Center in order to change membership type.
- c. Changes to monthly memberships activate on the first billing cycle that occurs after 30 days from receipt of the written request.

4.04 - Failure to Pay: A member account is considered delinquent, when on the scheduled billing date, the member payment is unsuccessful for any reason, including credit/debit card declines. If unpaid fees are not paid by the last business day of the month, the member account is cancelled. A member cancelled due to unpaid membership fees must pay a \$25 re-initiation fee to reinstate the membership. If a member's credit card declines for 2 consecutive months or a total of 3 or more months within a rolling calendar year, the member must pay a \$10 decline fee to continue with the membership.

4.05 - Membership Suspension or Termination: The Illini Fitness Center has the right to suspend or terminate memberships for violations of policies or stated rules, failure to pay dues or actions which violate any federal, state or local laws. Additionally, all Illini Fitness Center members must abide by The Illini Fitness Center Code of Conduct. Consequences of violations may include suspension or termination of Illini Fitness Center access privileges. Although not all inclusive, the following list represents reasons for the suspension and/or termination of membership:

- a. Failure to pay membership fees on time or in full
- b. Continued disregard for Illini Fitness Center policies and procedures
- c. Fighting or abusive/profane language
- d. Disregard for Illini Fitness Center staff
- e. Use of alcohol, tobacco or illegal drugs on Illini Fitness Center property
- f. Behavior that presents imminent danger to the individual, Illini Fitness Center patrons, or staff
- g. Disregard for our facility, equipment or property

An individual whose membership has been suspended or terminated will NOT be entitled to a membership fee or prepaid program refund. This includes Blessing Health System Employee Family Memberships if employee leaves or is terminated by the organization.

An individual who has had their membership terminated will not be allowed to purchase a membership to the Illini Fitness Center for a period of at least one calendar year.

5. Illini Fitness Center Operations

5.01 Illini Fitness Center Hours of Operation: The Illini Fitness Center is open 24 hours a day, 7 days a week, 365 days a year. Staffed hours vary by season and are subject to change at any time. For current staffed facility hours, please contact the Illini Fitness Center front desk at (217) 285-5635.

5.02 - General Etiquette and Conduct: In order to promote a positive environment within the Illini Fitness Center, mutual respect between members and staff is required at all times. Failure to observe these guidelines will result in disciplinary action, and/or termination, of membership privileges. Certain areas within the Illini Fitness Center have specific guidelines and etiquette. Please be well informed of all stated etiquette guidelines before entering the facility. Illini Fitness Center personnel have the right to refuse service to anyone deemed disruptive or abusive. The Illini Fitness Center reserves the right to terminate membership in response to any immoral or illegal activity by a member. The Illini Fitness Center reserves the right to turn away anyone requesting a guest pass if guest requirements are not met or in response to any immoral or illegal activity.

5.03 - Etiquette

- a. Clean and functional fitness wear, appropriate to the activity, is required in all areas. Shirts must be worn at all times. Any clothing worn within the facility, including logos or messages on apparel, must be acceptable in a family setting.
- b. Clean athletic shoes with closed toes and scuff resistant soles must be worn in all activity areas of the facility at all times unless otherwise posted. All shoes worn beyond the front desk must be dry and free of dirt/mud and winter-time salt.
- c. Closed lid, non-breakable, water bottles are permitted in all areas. Absolutely no glassware of any type is permitted in the facility. No beverages other than water are allowed in the facility. This includes but not limited to pre/post workout drinks, protein shakes, coffee/tea, etc.
- d. Personal music devices or phones must be used with headphones/earbuds. Please be respectful of others and silence cell phones. Host extended phone calls in the lobby.
- e. Music is limited to organized group events or instructor led programs.
- f. Respect fellow member's personal space and avoid extended gazes toward others.
- g. Please clean areas of debris and return equipment after use.
- h. Bicycles, rollerblades, skateboards, scooters, or pets (excluding service animals) are not allowed inside of the Illini Fitness Center.
- i. Store gym bags and personal items in lockers. Do not place personal items in active workout areas. Blessing Health System is not responsible for any lost or stolen items from lockers, vehicles, or any other areas of the premises of the Illini Fitness Center.

5.04 - Conduct: Individuals who engage in the following behaviors may have their access suspended or terminated:

- a. Theft, vandalism or malicious destruction of property.
- b. Fraudulent use of a key tag to gain access or facilitating unauthorized entry. (Guests of members are not allowed within the facility during unstaffed hours of operation.)
- c. Possession or use of a weapon on Illini Fitness Center property.
- d. Possession, use, or distribution of illegal substances on Illini Fitness Center property.
- e. Use of profanity or threatening and disrespectful behavior toward another individual.
- f. Behavior that adversely affects others or the Illini Fitness Center reputation.
- g. Failure to comply with Illini Fitness Center staff requests or directives.
- h. Behavior indicating an individual is under the influence of alcohol or drugs.

5.05 - Smoking Policy: Smoking, vaping, and the use of any type of smokeless tobacco are strictly prohibited in the facility or on facility grounds/premises.

5.06 - Alcohol Policy: Alcohol is strictly prohibited in the facility or on facility grounds/premises.

5.07 - Minors at the Illini Fitness Center: The Illini Fitness Center strives to provide an environment where adults and children can participate in health and wellness activities. To ensure both a safe and enjoyable experience, we strongly encourage the supervision of minors age 16 and 17 by a parent or legal guardian while utilizing the facility. Under certain circumstances and at the discretion of Illini Fitness Center leadership, the Illini Fitness Center reserves the right to require mandatory supervision of minors age 16 and 17. The Illini Fitness Center does not allow children in the facility below the age of 16 until the minor has successfully completed the Illini Fitness Center Youth Training Program. Upon completion of the IFC Youth Training Program, children of Illini Fitness Center members ages 11-15 are allowed in the facility, but must be accompanied by a parent or legal guardian at all times. Children under the age of 16 are not allowed to use the facility as a guest.

5.08 - Fitness Floor: The following rules apply to fitness floor activities:

- a. Follow all safety procedures for equipment use, including but not limited to using safety clips or stops on free weight equipment.
- b. Ask Illini Fitness Center staff to demonstrate proper use of unfamiliar equipment.
- c. Do not use equipment in disrepair. Report deficiencies to a staff member immediately. The Blessing Health System is not responsible for injuries sustained while using equipment, even in the event of equipment failure, malfunction or disrepair.
- d. Avoid dropping free weights, slamming machine weights and placing weights on benches.
- e. Ensure you have adequate space and clearance for the exercise you are performing.
- f. Use caution when spotting others; make sure the weight is appropriate for the lifter and you are confident you can safely aid if required.
- g. Facility-provided antimicrobial gym wipes, located in receptacles throughout the facility, are to be utilized to wipe down equipment before and after use.
- h. Wipe down and return equipment to original condition when not actively using it. Clean all equipment used and store all weights, dumbbells, kettlebells, etc. immediately after use. Dispose of wipes in nearest trash receptacle.
- i. Equipment cannot be reserved. Remove all personal belongings when you are not actively exercising on the equipment or at the workout station.
- j. Powdered and/or liquid chalk is not permitted.
- k. Facility-provided towels should be returned to soiled linen receptacles located throughout the facility.
- l. Limit use of cardio equipment to 30 minutes during peak hours or when others are waiting.
- m. Do not hog equipment. Do not sit on strength machines during rest periods. Be respectful and courteous towards other members sharing the use of all areas.
- n. Do not give unsolicited advice. Members may not solicit or conduct personal training services on the premises, with or without compensation. The Illini Fitness Center retains sole discretion to determine whether a member or guest is engaged in personal training services.

5.09 – Lockers: The following rules apply to the lockers:

- a. Members are not allowed to use personal padlocks to lock up belongings in Illini Fitness Center lockers.
- b. The Illini Fitness Center is not responsible for any lost, damaged, or stolen items within the lockers.
- c. Member padlocks that are found on lockers at the end of each day will be removed by Illini Fitness Center staff or by a member of the Blessing Health System Maintenance Department. The contents of the locker will be removed and put in the facility lost-and-found.

6. Illini Fitness Center Services

6.01 - The Illini Fitness Center offers services that require pre-scheduling. The following applies to sessions in this category:

- a. The front desk schedules sessions and receives payment prior to scheduling all sessions. All session payments are made to the Illini Fitness Center.
- b. If unable to attend a scheduled service, it is required that at least 24 hours-notice be given to the Illini Fitness Center by calling (217) 285-5635. If less than 24 hours-notice is given for any scheduled service, the session/service is non-refundable. Outstanding charges must be settled before scheduling another session.
- c. Sessions begin and end promptly as scheduled. A late client arrival may shorten session length.
- d. All pre-paid Illini Fitness Center service sessions expire 1 year from date of purchase.

7. Unscheduled Closures of the Illini Fitness Center

All closures, delays, modified hours or program cancellations are communicated through the Illini Fitness Center software application via email to all members who have a valid email address on their account.

7.01 - Inclement Weather: The following list of weather conditions may result in cancellations:

- a. Pike County, IL Winter Storm Warning or Tornado Warning.
- b. Extreme wind chill of -30 degrees Fahrenheit.
- c. Closure of Pikeland Public Schools.
- d. Icing resulting in unsafe parking lots and sidewalks.
- e. Other weather related or facility safety issues that warrant closure or any other time the Illini Fitness Center determines conditions in the facility or on the premises are unsafe.

7.02 - Unscheduled Maintenance or Unsafe Condition Closure: The Illini Fitness Center may close for unscheduled maintenance when such maintenance is required to ensure the safety of guests, the quality of service, or the structural integrity of the facility and systems.

8. The Blessing Wellness Center | Illini Fitness Center Mobile Phone Application

8.01 - Blessing Wellness Center | Illini Fitness Mobile Phone Application: The Illini Fitness Center offers a custom mobile phone application for members. The "Blessing Wellness Center" mobile application may be downloaded at no charge. Search for the application in your phone's app store. Benefits of the application include:

- a. Update payment methods and review account statements.
- b. Use your member account barcode in your app to scan into the facility.

9. Environment of Safety

9.01 - Illini Fitness Center Environment of Safety: In order to promote a safe and secure environment, the Illini Fitness Center has placed video cameras in various locations to monitor the premises. As part of our commitment to the safety of all members, the Illini Fitness Center reserves the right to consult public sources to determine whether any member poses an unreasonable risk of harm to its patrons or staff. The Illini Fitness Center has the authority to make visual recordings, for its responsible use, of all individuals who enter.

9.02 - Safety and Member Responsibility: In order to promote a safe and secure environment, it is your responsibility as a member of the facility to abide by the following:

- a. Do not let anyone into the facility. This applies to another person or group of people trying to gain access by following a member into the facility. This also applies to anyone standing at the door motioning for access into the facility. Every member of the Illini Fitness Center has been assigned and given a key tag to allow access to the facility. It is not your responsibility as a member to let another member into the facility under the premise that the key tag was forgotten or lost.
- b. Report any suspicious or concerning behavior to Illini Fitness Center staff. Be sure to give date, time, location and description of person and/or behavior.
- c. Call 911 in the event of an emergency or if member finds themselves in an unsafe environment.

***Please note the above policies are subject to change or modification at any time.*