

BLESSING WELLNESS CENTER MEMBERSHIP POLICY

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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 Wellness 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 Blessing Wellness Center, and is currently in good standing with the Blessing Wellness 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 (proof of residency required).
- c. Dependents of Wellness Center member (main member) age 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 a Blessing Wellness 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 - The Blessing Wellness Center is for the use of Blessing Health System employees and family members, Be Well at Work members, Blessing Health System volunteers, and other authorized guests. The Blessing Wellness Center is not open to the community at large. The Blessing Wellness Center does not allow children in the facility below the age of 11. After successful completion of the Blessing Wellness Center Youth Training Program, children of Wellness Center members age 11-15 are allowed to use the facility, but must be accompanied at all times by a parent/legal guardian or an adult member whom the parent/legal guardian deems as responsible. Children under the age of 16 are not allowed to use the facility as a guest.

1.02 - With the exception of private or scheduled public events, all individuals entering the Wellness 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 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 Wellness Center staff at the front desk.

1.03 - The Wellness 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 Wellness Center to participate in or observe 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 a Wellness Center staff member for any individual between 11 and 17 years of age. Children of Wellness Center members ages 11-15 must be accompanied at all times by a parent/legal guardian or an adult member whom the parent/legal guardian deems as responsible. With the exception of Blessing Wellness Center nutrition classes specifically for young children, children ages 10 or younger are not allowed within the facility. 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 Wellness Center management a list of all program participants and a signed Liability Release Form for each guest.

2.04 - The Wellness Center **is not** responsible for any injury sustained while participating in any Wellness Center activity or caused by using any Wellness 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 Wellness Center staff.

3.02 - Membership Payment Options: The Blessing Wellness 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 of \$5. 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: blessingwellnesscenter@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. Acceptable forms of written notice are: a physical letter delivered to a staff member of the Wellness Center; an email sent to blessingwellnesscenter@blessinghealth.org; an in-person or phone conversation with a staff member of the facility.
- c. Prepaid memberships are non-refundable and non-transferable.
- d. Members who choose to re-join the Blessing Wellness 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 Wellness Center.

4.03 - Membership Changes: 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 before the end of any given month. Acceptable forms of notice are: a physical letter delivered to a staff member of the facility; an email sent to blessingwellnesscenter@blessinghealth.org; an in-person or phone conversation with a staff member of the facility.
- b. The member must sign a new membership contract in person at the Wellness Center in order to change membership type.
- c. Changes to monthly memberships activate on the first billing cycle of the following month.

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 dues are not paid by the last business day of the month, the member is cancelled. A member cancelled due to unpaid membership dues 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 \$10 decline fee to continue with the membership.

4.05 - Membership Suspension or Termination: The Blessing Wellness 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 Blessing Wellness Center members must abide by The Blessing Wellness Center Code of Conduct. Consequences of violations may include suspension or termination of Blessing Wellness 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 Blessing Wellness Center policies and procedures
- c. Fighting or abusive/profane language
- d. Disregard for Blessing Wellness Center staff
- e. Use of alcohol, tobacco or illegal drugs on Blessing Wellness Center property
- f. Behavior that presents imminent danger to the individual, Blessing Wellness 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 class/program/service package refund. This includes Blessing Employee Family Memberships if employee leaves or is terminated by the organization.

If the individual has registered for a class at Blessing Wellness Center, they will not be allowed to take part in this class and must contact the Blessing Wellness Center Manager to determine if a prepaid package refund will be provided.

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

5. Wellness Center Operations

5.01 - Wellness Center Hours of Operation: The Blessing Wellness 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 Blessing Wellness Center front desk at (217) 214-5858.

5.02 - General Etiquette and Conduct: In order to promote a positive environment within the Blessing Wellness 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 Wellness Center have specific guidelines and etiquette. Please be well informed of all below stated guidelines before entering the facility. Blessing Wellness Center personnel have the right to refuse service to anyone deemed disruptive or abusive. The Blessing Wellness Center reserves the right to terminate membership in response to any immoral or illegal activity by a member. The Blessing Wellness 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. All shirts worn in the facility must not expose the back, chest, or torso. Shorts must be at least mid-thigh in length. All bottoms should be free of exposed rivets or zippers that could damage equipment. Clothing should not be worn in such a way as to be offensive to others. Clothing that is of an inappropriate/offensive manner is prohibited and members will be asked to adjust and/or change clothing. 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. 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 permitted in the facility or locker rooms. 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. With the exception of designated events, food is only permitted in the Wellness Center Classroom/Kitchen.
- e. 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.
- f. Music is limited to organized group events or instructor led programs.
- g. Respect fellow members' personal space and avoid extended gazes toward others.

5.03 - Etiquette (Continued)

- h. Please clean areas of debris and return equipment after use.
- i. Bicycles, rollerblades, skateboards, scooters, or pets (excluding service animals) are not allowed inside of the Wellness Center.
- j. 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 cubbies, lockers, vehicles, or any other areas of the premises of the Blessing Wellness 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 membership key tag 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 Wellness Center property.
- d. Possession, use, or distribution of illegal substances on Wellness Center property.
- e. Use of profanity or threatening and disrespectful behavior toward another individual.
- f. Behavior that adversely affects others or the Wellness Center reputation.
- g. Failure to comply with Wellness 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 is 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 Wellness Center: The Wellness 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 Wellness Center leadership, the Wellness Center reserves the right to require mandatory supervision of minors age 16 and 17. The Blessing Wellness Center does not allow children in the facility below the age of 16 until the minor has successfully completed the Blessing Wellness Center Youth Training Program. Upon completion of the BWC Youth Training Program, children of Wellness Center members age 11-15 are allowed to use the facility, but must be accompanied at all times by a parent/legal guardian or an adult member whom the parent/legal guardian deems as responsible. 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. Free weights must stay in the weight area on black rubber flooring. Free weights heavier than 10 pounds are not allowed on the track. Free weights are not allowed inside of the track at any time.
- b. Ask Wellness 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.

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

- 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 chalk is not permitted. Members may use liquid chalk.
- k. Limit use of cardio equipment to 30 minutes during peak hours or when others are waiting.
- l. 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.
- m. Do not give unsolicited advice. Personal training, wellness coaching, nutrition counseling services are available to members, for a fee. Members may not solicit or conduct on the premises of any of the aforementioned services or any other service provided by Blessing Wellness Center, with or without compensation. The Blessing Wellness Center retains sole discretion to determine whether a member or guest is engaged in any of the above-described services.

5.09 - Fitness Floor Track: The following rules apply to the walking track:

- a. 24 laps = 1 mile.
- b. The direction of activity on the track will be determined by the date; clockwise on even-numbered days, counter-clockwise on odd-numbered days.
- c. Slower moving members should stay to the right on the track to allow other members to easily pass.
No side-by-side activity during peak hours
- d. Walking/jogging outside of the designated track flooring is not allowed.
- e. Free weights heavier than 10 pounds are not allowed on the track. Free weights of any kind are not allowed in the area within the track.

5.10 - Group X 1 Weight Room: The following rules apply to the Group X 1 Weight Room:

- a. The Group X 1 Weight Room is available for members 16 and up. Minor children ages 11-15 are required to be supervised at all times by a parent/legal guardian or an adult member whom the parent/legal guardian deems as responsible while using the Group X 1 Weight Room.
- b. Members are not to close the Group X 1 Weight Room door for any reason.
- c. Wipe down and return all equipment to its proper place after use.
- d. Liquid chalk may be used, but equipment must be wiped down of chalk after each use.
- e. When putting away weights, heaviest weights go at the bottom of the rigs for storage, lighter weights towards the top.
- f. The audio system within the Group X 1 Weight Room is for staff use only.
- g. Collars must be used with all free weights regardless of exercises.
- h. Always use safety racks when exercising at the correct height and depth of the exercise.
- i. Do not slam or drop weights, including bumper plates. Olympic lifts must be let down in a controlled manner.
- j. Immediately report all accidents, injuries, or broken equipment to staff.
- k. Closed toe shoes must be worn at all times unless otherwise instructed by staff. No sandals allowed.
- l. It is highly recommended to always have someone spotting you during exercise.
- m. Breaking any of these rules will result in termination of membership.

5.11 - Locker Rooms: The following rules apply to the locker rooms:

- a. Members are not allowed to use personal padlocks to lock up personal belongings in Wellness Center lockers.
- b. Lockers are available for monthly rental with a facility-provided padlock.
- c. Blessing Wellness Center is not responsible for any lost, damaged, or stolen items within the lockers and/or locker rooms.

5.11 - Locker Rooms (Continued): The following rules apply to the locker rooms:

- d. Member padlocks not registered with the Wellness Center that are found on lockers at the end of each day will be removed by Blessing Wellness 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. Classes, Workshops and Series

6.01 - Group Fitness Classes: Regularly scheduled classes led by certified instructors. Class sizes are limited. Children under the age of 16 are not permitted to participate in group fitness classes. The following applies to group fitness classes.

- a. There is a fee to attend group fitness classes. The fee must be paid at time of reservation.
- b. Group fitness classes are not included with the membership.
- c. Participants are expected to arrive 10 minutes before class start. Instructors or staff may decline participation to individuals who arrive after class start time.
- d. Participants must check-in at the front desk prior to attending class.
- e. Group fitness classes are first come, first served. Advance class registration is available 7 days before class start. Register through the website, mobile app or call the front desk at (217) 214-5858.
- f. Cell phones must be turned off or set to silent mode before class begins.
- g. Access to classrooms is limited to group class and instructor-led personal training session use only and will be locked when not in use. (The exception to this is the Group X 1 Weight Room. Refer to **5.10** for more information.)
- h. Only Blessing Wellness Center staff and instructors may operate the audio and lighting equipment.
- i. Wipe down and return all equipment to its proper place after class.
- j. If unable to attend a group fitness class, it is required that at least 60 minutes notice be given to the Wellness Center by calling (217) 214-5858. Members with the Blessing Wellness Center app have the ability to un-enroll from the class up to 60 minutes prior to class start time. If less than 60 minutes notice is given, a late unregistration fee will be charged to the member account. Outstanding charges must be settled before scheduling another session.

6.02 - Series and Workshops: Series and workshops are unique instructor-led programs or events of varied duration. Pricing varies by offering. The following applies to series and workshops:

- a. Attendance requires registration and advance payment. Registration may be accomplished at the front desk, (217) 214-5858, or through the Blessing Health System events page website.
- b. Participants are responsible for confirming program dates and times.
- c. Participants must check-in with the front desk at the time of the workshop or class series.
- d. Client cancellations within one week of the program start date are non-refundable.
- e. Wellness Center cancellations entitle the guest to a full refund.

7. Wellness Center Services

7.01 - The Wellness Center maintains a diverse staff of specialists including certified personal trainers, a registered dietitian, and certified group fitness instructors. The Wellness Center front desk can assist you with selecting the right specialist to meet your goals. 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 Wellness Center.
- b. If unable to attend a scheduled service, it is required that at least 24 hours-notice be given to the Wellness Center by calling (217) 214-5858. 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 Wellness Center services sessions/packages expire 1 year from date of purchase.

8. Unscheduled Closures of the Wellness Center

All closures, delays, modified hours or program/class cancellations are communicated through the Blessing Wellness Center software application via email to all members who have a valid email address on file.

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

- a. Adams County Winter Storm Warning or Tornado Warning.
- b. Extreme wind chill of -30 degrees Fahrenheit.
- c. Closure of Quincy Public Schools due to road conditions as a result of inclement weather.
- 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 Blessing Wellness Center determines conditions in the facility or on the premises are unsafe.

8.02 - Class Cancellations: Class cancellations due to instructor illness or otherwise are communicated through the Blessing Wellness Center software application via email to all members who have a valid email address on file. Be sure to add the blessingwellnesscenter@blessinghealth.org email address to your list of email account contacts to ensure that Blessing Wellness Center emails are not blocked or sent to spam/junk folder.

8.03 - Unscheduled Maintenance or Unsafe Condition Closure: The Wellness 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.

9. The Blessing Wellness Center Mobile Phone Application

9.01 - Wellness Center Phone Application: The Blessing Wellness 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. Get instant notifications of closures, class cancellations or program changes. App settings must be reviewed to ensure that notifications to the user are turned on.
- b. Update payment methods and review account statements.
- c. Use your mobile app to review updated class schedules.
- d. Enroll in classes.
- e. Use your member account barcode in the app to scan into the facility.

10. Environment of Safety

10.01 - Wellness Center Environment of Safety: In order to promote a safe and secure environment, the Blessing Wellness Center has placed video cameras in various locations to monitor the premises. As part of our commitment to the safety of all members, the Blessing Wellness 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 Blessing Wellness Center has the authority to make visual recordings, for its responsible use, of all individuals who enter.

10.02 - 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 applies to anyone standing at the door, motioning for a member inside of the facility to allow them entry. Every member of the Wellness 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 the Blessing Wellness Center staff. Be sure to give date, time, location and a description of person and/or behavior.
- c. Call 911 in the event of an emergency or if member finds themselves in an unsafe environment. Blessing Security does not monitor the Wellness Center and is not able to respond to emergencies off of the Blessing Hospital main campus.

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