



# Center Handbook



# WELCOME

You have taken an important step towards enhancing your health and well-being. There are many ways Riverside Health Fitness Center can positively impact the quality of your life.

At Riverside Health Fitness Center, we approach health and fitness from a medically integrated perspective. We believe that our center is unique in its commitment to meeting each member's, participant's, and guest's personal needs. Our progressive fitness environment, comprehensive programs and certified professionals will assist you in reaching and maintaining your health and fitness goals.

This handbook is intended to provide you the information you need to have an enjoyable and safe experience. We want you to experience all of the courtesies, comforts, privileges, and services you deserve. Our team will maintain and oversee these policies for your benefit and for all our members, participants, and guests.

This handbook features key policies and procedures of the center, but it is not meant to be a complete list. We may change policies as necessary and appropriate based on health and fitness considerations and guidelines to benefit all members, participants, and guests.

The Riverside Health Fitness Center team is happy to explain any of the policies and procedures contained in this handbook at your convenience.

From all of us at Riverside Health Fitness Center, we hope that your membership experience will result in a healthier mind and body for many years to come!

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## **PROPER ATTIRE, CONDUCT, AND FACILITY EXPECTATIONS**

Please wear athletic attire appropriate for the space in all areas of and at all times when using the facility. The standards include shirts, shorts, sweatpants, and athletic shoes with non-marking soles on the fitness floor and in the group exercise studios. In addition, swimming attire is required in the pools. Open-toed shoes or sandals are not permitted on the fitness floor. Bare feet are allowed only in locker room and aquatic areas. The use of shower sandals in the locker room and pool areas is recommended. Riverside Health Fitness Center reserves the right, in its sole discretion, to determine what is appropriate attire and appropriate member, participant, or guest conduct. Riverside Health Fitness Center reserves the right to revoke membership privileges based on improper conduct or behavior that might interfere with other individuals' use and enjoyment of the facility, or behavior otherwise contrary to orderly center operations and is at the sole discretion of the center.

If you have experienced symptoms of communicable illness, including but not limited to, a fever, runny nose, cough, sore throat, sneezing, diarrhea or vomiting, please stay home until your symptoms have subsided. Center policy states those entering the facility should use discretion and be 24 hours without fever and otherwise symptom-free prior to entering the facility.

## **MEMBER SERVICES**

Our Member Services team is here to assist our members, participants, and guests in any way possible. Please visit our Front Desk if you have questions or concerns so we can provide you with the best possible experience. Member Services can assist with membership-related issues, program enrollment and scheduling, and member, participant, and guest feedback. We encourage you to meet with our Member Services Manager or Center Director whenever you have a concern.

## **CENTER TERMS AND CONDITIONS**

All members, participants, and guests shall comply with this Center Handbook and all Riverside Health Fitness Center Terms and Conditions. The rules contained herein are not inclusive. Amendments to Riverside Health Fitness Center's Center Handbook, Terms and Conditions, and Rules and Regulations may be made from time to time as necessary. The decision of Riverside Health Fitness Center shall be final regarding the interpretation of the Center Handbook, Terms, Conditions, Rules, and Regulations.

Monthly dues shall continue regardless of use. Please note that all membership cancellations require an advance written notice. Members will be responsible for all applicable dues and fees during the cancellation period. Please refer to Right to Cancel Membership on page 8 of this handbook.

## **CENTER MOBILE APP**

Everyone has access to the Center Mobile App. To download, simply search 'URFitAP – Riverside' in the App Store on your iPhone or Google Play™ on your Android. This app will give you easy access to the people and programs that keep you healthy. Check in with a virtual membership card, view our schedule, stay up to date with announcements and notifications, access our virtual programming offerings, and so much more. See a Member Services representative for more information or assistance.

## **YOUR MEMBERSHIP ACCOUNT**

All members' personal, financial, and health-related information is strictly confidential and may require updating from time to time. Riverside Health Fitness Center utilizes different methods to settle your account depending on the type of membership. Electronic Funds Transfer (EFT) or prepayment is used for all membership types via MasterCard, Visa, Discover, or the bank draft method of payment.

## **MEMBER SELF-SERVICE PORTAL**

The Member Self-Service Portal is an online tool members can use to update their personal contact information and billing Form of payment, review check-in and account history and make online payments. Please see a Member Services representative for more information or assistance.

## **ACCOUNT SETTLEMENT METHODS**

Once you provide your account information and authorization, we'll automatically debit the pre-defined accounts for the appropriate monthly dues and house charges as designated in any program or the membership agreement. Riverside Health Fitness Center reserves the right to refuse entry to any member whose account has not been settled.

Any questions regarding membership accounts may be directed to the Riverside Health Fitness Center accounting department.

## **HOUSE CHARGE**

Riverside Health Fitness Center provides house charge privileges for members' convenience. House charges allow members to use their membership card to bill products and services to their center account. Settlement of house charge accounts occurs via EFT at the beginning of each month for the previous month's charges. Membership accounts with dues settlement methods other than EFT will be required to provide the accounting department with the account information necessary to allow for EFT collection of house charges. For more information and to establish your house charge account, please stop by Member Services at your convenience.

## **GUEST POLICY**

Members are welcome to bring a guest anytime unless prohibited by the center for security and/or health related reasons. Individual guests are limited to the number of visits determined by center policy. Riverside Health Fitness Center reserves the right to require all guests to complete and sign a guest registration card. Each guest must:

- Present a valid Riverside Health Fitness Center guest pass or pay a guest fee per visit.
- Be 18 years of age or accompanied by a parent or guardian who is a member of the facility if 14 to 17 years of age.
- Present a driver's license or valid form of identification.
- Complete and sign a guest registration and waiver.

## **MEMBERSHIP OPTIONS**

Additional family members on any membership account must reside at the same address. Month-to-month and annual membership payment options are available. Please contact a Membership Sales Associate for additional information.

## **AGE REQUIREMENTS**

Riverside Health Fitness Center is an adult facility. You must be 18 to have an individual membership. Riverside Health Fitness Center allows family memberships to include secondary members ages 14 years and older (with a parent member).

## **SENIOR MEMBERSHIP**

Senior memberships for those 60 years or older are available at a reduced rate.

## **YOUNG PROFESSIONAL MEMBERSHIP**

Special membership pricing is available to those ages 18 to 24 years old. Month and annual memberships are available. Certain restrictions apply. See a Member Services representative for details.

## **MEMBERSHIP CHANGES**

### **TO UPGRADE**

To add a family member to an existing membership, please contact a Membership Sales Associate. Additional family members must reside at the same address and be age appropriate based on center policy.

## **TO DOWNGRADE**

To cancel or remove a family member from a membership account, please provide a request in person or in writing. Members may downgrade their membership at any time without a fee; however, members must provide an advance written notice. Membership cancellation policy applies (please see next page).

## **RIGHT TO CANCEL MEMBERSHIP**

Members may cancel their membership agreements without penalty within three business days after your initial agreement signing with a full refund. All membership cancellations after this period will require in person, advance written notice of intent to cancel to a member of the Member Services Team. If written notice is received by the 20th of the month, membership will be terminated at the end of that month. If received after the 20th of the month, membership will be terminated at the end of the following month. Members are responsible for paying their monthly dues for the period until cancellation becomes effective.

## **MEMBERSHIP HOLD**

Members can place their memberships on hold in accordance with the following restrictions:

## **MEDICAL FREEZE**

- Members must provide written authorization from member's doctor indicating the inability to use the facility within 60 days of the event. Upon return, the member must provide written authorization from his or her physician to resume facility use.
- Medical freezes are honored for a minimum of 1 month and a maximum of 6 months.
- Members on an approved medical freeze will have their dues suspended if paying monthly, or their membership expiration date extended for yearly or paid-in-full memberships.



## MEMBERSHIP BRIDGE

- Requests must be submitted in writing by the 20th of the month prior to the bridge start date.
- Bridges are honored in full month increments for a minimum of 1 month and a maximum of 6 months and must begin on the 1st day of a month. Backdated bridge requests will not be accepted, and retro bridge credits will not be issued.
- Members on an approved bridge will be charged a one-time, non-refundable processing fee of \$25 for the first member, and \$10 for each additional member.
- Multiple bridge requests may be submitted, however total bridge duration cannot exceed 6 months in a calendar year.
- During the bridge period, members still have access to our Virtual Programming, including Move Virtual Fitness Classes and Volt Guided Fitness.

All membership hold requests must be submitted in writing and are subject to approval. To be eligible for a membership hold, the account must be current with no past-due balance and a valid payment method on file. A membership hold is not a cancellation. Your membership will automatically resume at the end of the bridge or freeze period.

For more information, please visit the Front Desk.

## MEMBER CHECK-IN AND ID CARD POLICY

All members are required to check-in using the membership card tile inside the center mobile app or their issued membership ID card upon entrance. If a new physical membership ID card is desired, members may visit the Front Desk to obtain one. Please note that fees may apply.

## **LOST AND FOUND**

The center maintains a “Lost and Found”. Inquiries can be made at the Front Desk. Members, participants and guests may turn in or claim items. Items will be kept for one month before being donated to charity. Intimate items including underwear, soaps, brushes/combs will be disposed of. Riverside Health Fitness Center is not responsible for lost or stolen items.

## **FACILITY TOURS**

Tours are available at the Front Desk.

## **FITNESS ASSESSMENT**

The BodyScript™ Body Composition Analyzer features near-infrared technology that provides accurate gold standard body measurements for muscle, fat, and water. No need to remove shoes or socks. No meal or beverage restrictions. Please see a Fitness Specialist at the Fitness Desk to schedule your first fitness assessment and introduction to the BodyScript system. Afterward, you can test at any time of day.

## **PERSONAL TRAINING**

Riverside Health Fitness Center offers a variety of personal training services and packages provided by certified fitness staff for an additional fee. Contact the Front Desk for additional information or to schedule an appointment. Only Riverside Health Fitness Center trainers are eligible to conduct personal training in the center; therefore, members who do not comply with this policy (by participating in and/or providing training for a fee) are subject to having their memberships revoked.

## **CANCELLATION POLICY**

When cancelling appointments for session-based services, 24 hours’ notice is required. Should less than 24 hours’ notice be provided, the client may be charged a portion for the scheduled service.

*Please note: All sessions expire one year from date of purchase unless otherwise indicated.*

## **REMOTE HEALTH AND FITNESS COACHING**

Riverside Health Fitness Center offers a variety of personal training options, including Remote Health and Fitness Coaching tailored for those on the go. Powered by the Volt Guided Fitness app, this add-on to your facility membership ensures personalized fitness guidance wherever you go. Our Remote Health and Fitness Coaches hold nationally certified credentials from an NCCA-accredited program and possess a 4-year degree in a health-related field. Their expertise covers various areas such as post-rehabilitation, functional training, strength training, weight management, and support for lifestyle habits. With Volt, a guided fitness platform, you can connect with your Remote Health and Fitness Coach from anywhere.

## **GROUP EXERCISE**

Riverside Health Fitness Center provides a wide range of land and aquatic group exercise programs. Schedules are available at the Front Desk and on our website. Class participants should arrive on time to avoid disrupting other class members and to get maximum benefit from the warm-up. Group exercise classes listed on class schedule are all-inclusive; however, there are specialty classes that require a fee for attendance. Riverside Health Fitness Center reserves the right to change class times and instructors and to add or remove classes.

The center reserves the right to limit the number of participants in each class for the safety (health and wellness) of our members, participants, guests and staff. Participants are expected to wipe down equipment both before and after use in a group exercise studio.

The center reserves the right to close the area for health and wellness reasons at its sole discretion.

## **AQUATICS**

A variety of aquatic programs and pool areas are available for member, participant and guest use. Health department standards encourage individuals to shower with soap and water before use of any pool, sauna or steam room. Members, participants and guests must follow all posted rules and regulations. Proper swim attire is required in all pools. The use of swim sandals in the aquatics and locker room is recommended. Please refrain from wearing fragrances while using the pools.

Lap pool lanes 4 and 5 are available for reservations for 30- or 60-minute appointments. Reservations must be made through the app. Unreserved lanes should be shared during peak hours. If you have reserved a lane, you are welcome to share the lane with a person of your choice, but sharing is not required. The proper lap swimming etiquette is to “circle swim” using a counter-clockwise rotation of the lane in use.

If all lanes are being used to full capacity, it is requested that members be courteous and restrict their workouts to a reasonable time frame. The center reserves the right to limit the number of participants in the swim lanes and pools for the safety (health and wellness) of our members, participants, guests and staff.

Pools will be closed annually for mandatory maintenance and cleaning.

The center reserves the right to close the area for health and wellness reasons at its sole discretion.

## **MASSAGE SERVICES**

Our certified massage therapists provide a therapeutic and clinical approach to the massage services we offer. Our massage therapists focus on your individual needs necessary to improve overall health and encourage relaxation. Schedule a massage service and experience for yourself our unique approach. A menu of massage services is available at our Front Desk.

To obtain additional information about these services, visit the Front Desk.

## **BASKETBALL COURT RESERVATIONS**

The basketball court is available on a first come, first served basis outside of designated open gym times and reservations. Reservations are free and limited to members for a maximum of 2 hours at a time per group. Reservations can be made via the app or by visiting the Front Desk.

## **KIDS ZONE**

Kids Zone is a supervised child activity area where children enjoy a fun experience while their parents or grandparents are using the facility. Children receive quality care in a safe, kid-friendly atmosphere with activities ranging from arts and crafts to physical fitness.

- For members' children and grandchildren ages 10 weeks to 10 years old.
- Limit one visit per day, per child, up to two hours per visit.
- Parents or guardians must remain on Riverside Health Fitness Center's premises while a child is in the Kids Zone area.

The center reserves the right to close the area for health and wellness reasons at its sole discretion.

## **TRACK**

Please read the track signs carefully and comply with the direction designated for the day; signs are located at each of the two entrances of the track. As a matter of safety, please do not stand and converse in any lane of the track. Walk in the inside lanes and run in the outside lanes; yield right of way to others using the track at a higher pace.

The center reserves the right to close the area for health and wellness reasons at its sole discretion.

## **VIRTUAL PROGRAMMING**

### **MOVE VIRTUAL FITNESS CLASSES**

Access this library of workout videos anywhere and anytime you want at no cost. Download the center mobile app and select the Move tile to get started. See a Member Services representative for more information or assistance.

### **VOLT GUIDED FITNESS**

A guided fitness platform our members can access at no cost. Volt provides a single location to virtually connect with a fitness specialist or personal trainer. You and your fitness specialist can see your workout results in real time. Download the center mobile app to access Volt. Then see a Fitness Specialist at the Fitness Desk to get started with your personal 12-week wellness plan within the Volt Guided Fitness app.

## **SAUNA/STEAM ROOM/WHIRLPOOL**

A sauna, steam room and whirlpool are provided in each locker room to enhance your fitness experience. No shaving or use of scents, oils or creams in these areas. Appropriate attire should be worn (street shoes and full clothing are not allowed in the sauna or steam room). Bathing suits should be worn in whirlpools.

The center reserves the right to close the sauna, steam room and whirlpool for health and wellness reasons at its sole discretion.

## **LOCKER ROOMS**

Riverside Health Fitness Center features a membership card/key locker system for your protection and convenience, which does not require members to bring a lock. In addition, the locker rooms provide a number of fine amenities including saunas, soap, shampoo, lotion, deodorant, hair dryers, hair spray, shaving cream and a lounge area.

Lockers are provided for members, participants and guests on a “per use” basis. These lockers must be emptied of their contents after each visit to the center. Any items found to be left in non-rental lockers will be relocated to the facility lost and found upon facility closing each day. Combination lockers can be rented for an additional charge.

Complimentary towel service is provided to members, participants and guests for their convenience. Large towels require members to scan their membership card to retrieve and are tracked using our towel tracking system. We request that members, participants and guests limit themselves to two bath towels per visit. Members, participants and guests are welcome to bring a towel from home if preferred. Small towels are available on the fitness floor for your convenience. Please assist us in keeping the locker rooms clean.

The center reserves the right to close the area for health and wellness reasons at its sole discretion. Any items found to be left in daily use lockers will be relocated to the lost and found upon facility closing.

## **ASSISTED LOCKER ROOMS**

The assisted locker room is intended to be used by members, participants and guests who need additional assistance and may be with a caregiver.

- Be respectful of others when using the assisted locker room; nudity is not permitted in the common area of the family locker room.
- Adult supervision is necessary for the safety of all children when using the center.
- When using the individual changing rooms, locking the door will ensure your privacy.
- Additional changing areas include the express changing rooms, located across from the assisted locker room.

The center reserves the right to close the area for health and wellness reasons at its sole discretion.

## **CELL PHONE/PHOTOGRAPHY/ VIDEOGRAPHY**

As a courtesy to others and for your own safety, talking on cell phones is discouraged in the facility. Please use lobby areas to make and receive cell phone calls. Cell phone use is prohibited in the locker rooms and changing areas.

Photography and videography is strictly prohibited in Riverside Health Fitness Center unless the Center Director has granted authorization. Multiple offenses of this policy can result in loss of membership privileges.

## **TOBACCO, ALCOHOL, CONTROLLED SUBSTANCES, AND WEAPONS**

Riverside Health Fitness Center is a designated smoke-free campus. Smoking cigarettes, pipes, cigars, or use of any other tobacco product including E-Cigarettes is not allowed. Alcohol and drugs are NOT permitted on the premises.

Weapons including guns, knives, explosives, or any other items with potential to inflict harm are not allowed on the premises. Appropriate action will be taken against any member, participant or guest who violates this policy.

## **MEMBER, PARTICIPANT, AND GUEST ETIQUETTE**

Please abide by the basic rule of “courtesy to and safety of your fellow members, participants, and guests.” Please also refer to the signs posted on the fitness floor and located around the center for details.

### **GENERAL**

- Avoid the use of strong-smelling colognes, perfumes or lotions.
- Please use clean, non-marking athletic shoes to keep the center and equipment clean for others.
- Food is prohibited outside the lobby area; beverages must be stored in plastic bottles with secure tops.
- Food is prohibited in the locker rooms.



- For the safety of others and your personal belongings, (including but not limited to cash, credit cards, and jewelry), should not be left unattended at any time.
- If you have experienced symptoms of communicable illness, including but not limited to, a fever, runny nose, cough, sore throat, or sneezing, please stay home until your symptoms have subsided. Center policy, states those entering the center should use discretion and be 24 hours without fever prior to entering the facility.

## SAFETY AND WELLNESS

At Riverside Health Fitness Center, we view safety and wellness as a “team sport”. By using the center, you acknowledge that it is impossible to completely eliminate the risk of injury, illness, disease, and viruses and you assume the risks that you might get ill or sick when using communal space. To help stop the spread of germs, please review and act in accordance with CDC guidelines:

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Throw used tissues in the trash.
- If you don’t have a tissue, cough or sneeze into your elbow, not your hands.
- Remember to immediately wash your hands after blowing your nose, coughing or sneezing.
- Washing your hands is one of the most effective ways to prevent yourself and your loved ones from getting sick, especially at key times when you are likely to get and spread germs.
- Wash your hands with soap and water for at least 20 seconds.
- If soap and water are not readily available, use an alcohol-based hand sanitizer that contains at least 60% alcohol to clean hands.

## FITNESS FLOOR

- Limit time on any cardio equipment piece to 30 minutes during peak times when others are waiting.
- Limit use of circuit training equipment to one set per machine when others are waiting and allow others to “work in” with you.

- Use the disinfecting wipes provided in the exercise areas to remove perspiration from equipment before and after each use; disinfectant wipes are available throughout the fitness area.
- When vacating the equipment, please remove all personal belongings.
- Please re-rack your free weights after use and avoid dropping weights and dumbbells on the floor.
- Children are prohibited from the fitness floor and stairs leading to the fitness floor for safety reasons; please use the elevator if escorting children to another level.
- Please do not leave treadmills running unattended; if you must leave the treadmill, please use the pause button to temporarily halt the treadmill belt.

## LOCKER ROOM

- Please assist us in keeping the locker rooms clean.
- Eating and storage of perishable items is not permitted in the locker rooms at any time, and daily use lockers must be emptied of contents after each visit to the center.
- Please discard all dirty towels and trash in the appropriately marked receptacles.
- It is required that a towel be wrapped around or placed beneath oneself when using the sauna, steam rooms, benches and chairs.
- Street shoes are not permitted in the shower and spa areas.
- Fingernail cutting, toenail cutting and exfoliating are prohibited in the locker room.
- Hair cutting and coloring are prohibited in the locker rooms.
- Cell phone or tablet use is strictly prohibited in the locker rooms.

## ASSISTANCE

If you have any questions or need assistance on the fitness floor, feel free to ask one of the fitness team members.

Personal trainers provide a one-on-one service and should not be interrupted unless there is an emergency.

## USEFUL PHONE NUMBERS

Front Desk	815-929-1200
Membership Department	815-929-1200 ext. 43088
Kids Zone	815-929-1200 ext. 43003

## HOURS OF OPERATION

### CENTER

Monday – Thursday:	5 am – 9 pm
Friday:	5 am – 8 pm
Saturday:	7 am – 5 pm
Sunday:	8 am – 5 pm

### MEMBERSHIP

Monday – Thursday:	8:30 am – 8 pm
Friday:	8:30 am – 5 pm
Saturday:	8:30 am – 2 pm
Sunday:	Closed

### KIDS ZONE

Monday – Thursday:	8 am – 12 pm 3:30 – 7 pm*
Friday – Saturday:	8 am – 12 pm
Sunday:	Closed

\*Afternoon childcare is available by reservation only.



**RIVERSIDE**  
**HEALTH FITNESS CENTER**

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