



# Membership Handbook

Get more out of life!



**Effective January 1, 2011**

5310 Merchandise Drive      Fort Wayne IN 46825  
(260) 483-1415      (260) 969-1867 fax      [www.spiecefitness.com](http://www.spiecefitness.com)

# **SPIECE FITNESS MEMBER HANDBOOK**

Thank you for your decision to join the family of members at Spiece Fitness (SF).  
*Our mission is to provide our members a path to a healthier, happier life!*

We have prepared the following information to make your orientation to SF smoother. It is our desire to provide you with multiple opportunities to pursue a healthy lifestyle through exercise, health education, sports medicine, rehabilitation, complementary care and social activities.

The policies, procedures and guidelines in this handbook are strictly enforced in order to provide a safe and functional facility for our members.

We value your input, so please contact us if you have any questions, concerns or suggestions regarding your membership.

## **Member Policies & Procedures**

### ***Section I: Hours of Operation***

#### **A. FITNESS CENTER**

Monday - Thursday	5:00 AM - 10:00 PM
Friday	5:00 AM - 9:00 PM
Saturday	7:00 AM - 7:00 PM
Sunday	8:00 AM - 6:00 PM

Hours of operation are subject to change based upon facility utilization patterns. SF's doors will open at posted times. Locker rooms and lobby should be cleared within five (5) minutes of closing times.

#### **B. KIDS ZONE**

Hours will be posted on the door of the Kids Zone and may change dependent on demand and season. Hours are as follows (subject to change):

Monday - Friday	8:00 AM - 1:00 PM & 4:00 PM - 8:00 PM
Saturday	8:00 AM - 4:00 PM
Sunday	Seasonal

See section five for specific youth policies.

#### **C. HOLIDAYS**

Holiday hours will be posted approximately one (1) week in advance.

### ***Section II: House Policies***

#### **A. MEMBERSHIP CARDS**

Each member will receive a membership card. This card will be required to enter the facility. A fee of \$5.00 may be charged to replace lost membership cards. If your card is worn from use we will be happy to replace it at no charge.

## B. CHECK IN

You enter SF by presenting your membership card to the staff on duty at the Reception Desk. Your image will appear on the check-in screen when the computer scans your card. If you forget your card, please present a picture ID.

## C. LOCKER ROOMS

1. The men's and women's locker rooms are for members and guests fourteen and older. Members and guests thirteen and under are to use the family locker room and be supervised by a parent at all times.
2. The family locker room provides assisted changing rooms for parents with children under fourteen and those needing ADA accommodation. Please do not change clothes in the common area, as this is co-ed. Use the individual changing/shower rooms and lock door when in use.
3. We do not supply locks for your lockers. As a precaution, we encourage you to bring your own lock or purchase one from our Pro Shop and not to bring valuables into the club. SF will not be responsible for lost, damaged or stolen articles.
4. SF will have a limited number of rental lockers available on a first-come, first-served basis. A per month rental fee will be assessed. Cancellation of the rental locker may be done with a thirty (30) day written notice to the accounting office.
5. SF may rent locks for \$1/day should you forget your lock. \$5 will be required up front, and \$4 returned upon receipt of the lock.
6. For your safety, please use caution when walking on all wet surfaces in locker, shower and pool areas.

## D. TOWELS

1. Bath towels will be provided in the locker rooms.
2. Exercise towels will be provided at the Fitness Desk.
3. Please limit your usage to two towels per visit.
4. Please return all towels to the designated drop areas.

## E. ATTIRE

All members will be expected to wear proper workout attire for their particular activities. No street clothes, street shoes or boots will be allowed in the fitness area or basketball courts. Shirts and proper footwear are required in all workout areas; open toed shoes are prohibited. Swimmers must dry off and have a shirt or "cover-up" on when outside the pool area. Swimsuits or towel wraps are required while using the sauna. Attire must be clean and appropriate. A SF staff member may ask you to leave or change clothes if attire is not appropriate or may be offensive to other members.

## F. LOST & FOUND AND VALUABLES

1. SF will not be responsible for articles lost, stolen or damaged at SF.
2. You are advised to leave valuables at home.
3. Lost & found items will be kept at the Reception Desk for a maximum of two (2) weeks and then donated to charity.

4. All lost items must be identified in person. No confirmation of found items will be given over the phone.
- G. DAMAGES  
Members are responsible for causing damage to SF property and/or property of other members.
- H. EMERGENCIES - 9,911  
Emergency exits are clearly marked throughout the SF facility. In the event of an emergency, contact the nearest staff member or the Reception Desk and follow instructions. You can dial 9,911 from any SF phone to notify the local authorities in the case of an emergency. Always notify a staff member as soon as an accident or injury occurs.
- I. SMOKING  
Please refrain from smoking within twenty feet of any SF entrance. An outdoor smoking area is provided on the south side of the main entrance to accommodate smokers during events at Spiece Fieldhouse and to encourage compliance.
- J. FOOD AND DRINK  
The Spiece Bistro is available to serve food and drink items before or after your workout. We request that all food items are contained to the Bistro area, and only drinks in plastic, spill-proof containers may be carried into the pool and fitness areas. We do not allow outside food to be consumed in the Bistro area.
- K. TELEPHONE MESSAGES  
If you wish to receive a message while at SF, check at the Reception Desk where messages will be held for you. Paging at SF will be used for emergencies only. Courtesy phones are located in the locker rooms and waiting area. Please limit calls to five (5) minutes on courtesy phones.
- L. CELL PHONE USAGE  
Loud or prolonged cell phone usage can be disruptive to other members who are trying to enjoy their personal time and work outs. If you must use your cell phone please be courteous and respectful of others. Cell phone use may not be permitted in the locker rooms for security purposes.
- M. GUEST POLICY  
Each member is entitled to bring guests for a fee of \$10/visit. Guests who are not with a member will pay \$15/visit. All guests must be at least eighteen years of age to use the fitness area. An in-town guest may use SF two (2) times in any one (1) calendar year (paid, or unpaid). The guest must produce a picture ID, and they must sign the guest registration each time they use the facility.
- N. SPECIAL EVENTS  
1. Announced special events will have precedence with facility usage. SF may restrict usage of all or parts of the facility to accommodate special events.

2. Please refer to our newsletter and program schedule for a listing of special events and the areas they will occupy.

O. MAINTENANCE CLOSURES

Management reserves the right to close part or all of the facility for a reasonable time-frame for necessary repair and maintenance.

***Section III: Facility Entitlements and Policies***

A. AQUATICS

1. A lifeguard will be on duty during all open main pool times. The main pool closes for ten (10) minute breaks periodically during the day. See pool schedule for these times.
2. Basic pool rules apply: no diving, no running on deck, no rough play and equipment must be used properly.
3. Please use caution in the pool areas. Floors may be slippery.
4. Everyone must shower before entering the pools. Please use caution and avoid swimming alone.
5. Proper swim attire must be worn in the Aquatics area. Lifeguard and management will determine if attire is inappropriate.
6. Gum is not permitted in the Pools or on deck.
7. Main Swimming/Exercise Pool
  - a. Lap swim is for individuals fourteen and older only. Please observe lap swim etiquette. If crowded, please inform a like-paced swimmer that you wish to share a lane and swim a circle pattern. Ask the lifeguard if you have any questions.
  - b. Water temperature of the lap pool will be heated to 80–84 degrees.
  - c. Specific classes (i.e. Aqua-aerobics, Lessons, Family Swim Time) may have exclusive use of specific lanes of the pool for a class of seven or more. Two (2) lanes will be reserved for lap swimmers at all times.
  - d. Members and guests thirteen and under may access the main pool only during designated family swim times and must be accompanied by an adult.
  - e. The main pool will be closed for periodic ten minute breaks to allow for Board of Health compliance. See pool schedule for exact break times.
  - f. The pool(s) may be closed for special events, swim meets, or maintenance. Management will post such closures with as much advance notice as possible.
8. Warm Water Exercise Pool
  - a. The warm water exercise pool will be heated to 90-93 degrees.
  - b. Members and guests thirteen and under are not permitted in the Warm Water Exercise Pool, except when accompanied by a Physical Therapist per physician referral.
  - c. The warm water pool does not close during the scheduled ten minute breaks and does not always provide a lifeguard on duty. If there is not a lifeguard on duty and the warm water pool remains open, Spiece does not allow swimming alone.

9. Sauna

- a. A sauna is available in both the men's and women's locker rooms during all business hours.
- b. The sauna is restricted to those fourteen and older.
- c. Please read and follow posted cautions and avoid overexposure.
- d. Swimsuits or towel wraps are required while using the sauna.
- e. Tampering with the temperature gauge or heater is prohibited.
- f. Please keep sauna door closed at all times.

B. BASKETBALL

1. Members are permitted to use courts 5-8 during regular Open Gym hours.
2. Open Gym hours will vary depending on tournament, camp, and volleyball schedules. During the months of April through August, Open Gym times are limited. Court availability will be posted for the upcoming week on our website at [www.spiecefitness.com](http://www.spiecefitness.com). Schedules are subject to change.

C. PARKING

1. The Spiece parking lot is available to SF members, Day Spa clients, tenant clients, and basketball patrons.
2. Please follow the directional lines in the parking lot to ensure proper traffic flow and do not park in restricted areas.
3. During some of the busier basketball tournaments the north side lot is reserved for SF members, tenant clients and Day Spa patrons. Please present your membership card for admission into the reserved area.
4. SF reserves the right to tow vehicles not parked in designated parking areas at violator's expense.

D. INDOOR TRACK

1. The track is available during all business hours for members and guests fourteen and older.
2. Slower walkers/runners should use the inside lane and allow faster walkers/runners to pass on the outside lane. Please be considerate of other exercisers on the track.
3. Direction of exercise will be determined by posted arrows and will be alternated daily.
4. Nine (9) laps on the track equal one (1) mile.
5. Please use caution when entering or crossing the track.
6. Proper footwear is required.

E. GROUP FITNESS

1. All group exercise classes offered on the schedule are of no charge to members.
2. The schedule changes on a quarterly basis.
3. All classes are subject to cancellation and/or substitution.
4. A minimum of four people are required to hold a group exercise class.
5. When a class is in session the studios are reserved for class participants only.
6. When a class is not in session, any member and guest fourteen and older may use the room to stretch out, jump rope or simply do freestyle exercises.
7. Use of the sound system by personnel other than SF staff is prohibited.

8. No one less than fourteen years of age will be allowed in the Group Fitness studios except for special classes designated for that age group.
7. All special equipment (i.e., barbells, spinning bikes) are filled on a first come first served basis. Reserving equipment is prohibited.
8. It is highly recommended that you bring water and a towel to each class.
9. Members and guests may reserve a bike for Spinning classes at the front desk up to thirty minutes in advance.

F. CARDIOVASCULAR & WEIGHT TRAINING EQUIPMENT

1. Use of the cardiovascular equipment is limited to members and guests fourteen and older.
2. Children are not permitted to “watch” their parents work out.
3. An assessment and orientation session is required for members 14-18 prior to using the equipment. You may schedule these at the Fitness Desk.
4. Orientation or periodic instruction sessions for the cardiovascular equipment are available and highly encouraged for all members. Appointments are required. Please see our staff with any questions regarding proper workout and equipment techniques.
5. We do not supply loaner headsets for health and sanitary reasons.
6. Please use provided spray bottles and towels to wipe down your equipment.

G. PERSONAL TRAINING

1. Personal Training services are available to all members at competitive rates to give you one-on-one coaching, partner, and group training to motivate and provide professional guidance for your workout and lifestyle goals.
2. Appointments can be made through the Fitness Desk or directly with your trainer.
3. Spiece trainers are highly trained and hold 4-year degrees in their field.
4. Personal training is not permitted by anyone other than the SF Personal Trainers.

H. SPORTS PERFORMANCE

Sports Performance Training is available to provide an athlete with an individualized training program to take their sport to the next level. One on One, Group, and Team rates are available. Contact the Fitness department for more information.

I. SPIECE DAY SPA

1. The Spa is available to members and non-members.
2. Members receive 10% off all services which include clinical skincare, massage therapy and nail care.
3. Menus are available at the Spa and at the main Reception Desk.
4. Appointments are recommended but not required.
5. The Spa is open Tuesday through Saturday, with some availability outside of regular hours by appointment.
6. Gift Cards are available at the Spa and at the main Reception Desk.

J. GENERAL BUSINESS – CONFLICT OF INTEREST

1. SF does not permit any person (member or non-member) to generate revenue

- for personal or other business benefit on Spiece premises without prior written consent and an authentic SF rental agreement. This includes but is not limited to, swim lessons, athletic training, coaching, and soliciting of products or services.
2. SF does not permit any person (member or non-member) to offer any product or perform any service on Spiece premises (for revenue or pro-bono) that may conflict (or be perceived to conflict, such as training partners, player-coach, etc.) with any service or product that is offered by SF or another Tenant Partner within the Spiece Fieldhouse.
  3. Spiece Fitness reserves the right to refuse and revoke privileges of persons engaging in any activity that may be deemed a conflict of interest to Spiece Fitness or any Tenant Partner.

#### *Section IV: Membership Account Policies*

##### A. BILLING / DUES

Monthly dues will be collected each month by EFT (electronic fund transfer). The funds transfer will occur on the 5<sup>th</sup> of every month. If the 5<sup>th</sup> falls on a weekend, the transfer will occur on the Monday following. We require ten (10) days to process the monthly fees, so the 25<sup>th</sup> of each month is the cut-off date for changes in your electronic payments. Your monthly dues are not based upon attendance or failure to use the facility. Dues will be deducted on a month-to-month basis and may be terminated with a thirty (30) day written notice of the billing date (term must first be fulfilled if applicable). The enrollment fee is a non-refundable processing fee. Monthly dues may be paid in increments of six (6) months or larger in advance. A \$5/month fee may be charged for payments not collected via the EFT billing process.

##### B. DELINQUENCY

After the 5<sup>th</sup> of the month, if your account has not been paid, you must bring it current to use the facility. In addition, a late fee will be assessed for every thirty (30) day period that the account is past due.

##### C. DISHONORED CHECK OR BANK DRAFT

If any EFT is not honored, SF has the right to:

- a. assess a service charge
- b. collect all current and past due balances
- c. terminate the membership

##### D. INACTIVE MEMBERSHIP STATUS (FREEZE)

Memberships run continuously unless a temporary suspension is approved in writing by SF. Upon verification, any member in good standing may convert to inactive membership status (freeze) at no charge provided that he/she is temporarily relocated for a period of at least three (3) consecutive months or is ill/injured for at least thirty (30) days. No shorter time periods will be allowed. A physician's note or proof of relocation is required. Members may freeze their account in writing with thirty (30) days notice for other personal reasons for \$10/month/member. Upon reactivation of the membership, normal monthly billing will proceed at the applicable rate.

E. DUES ADJUSTMENT

Dues are subject to adjustment as determined by the management. Thirty (30) days notice will be given to members of any upcoming adjustments. It is your responsibility to ensure SF has your current mailing address for such notices.

F. CONTACT AND BILLING INFORMATION

It is the responsibility of the member(s) to provide SF with any changes in address, phone, email, credit card expiration or other billing information no later than ten (10) days prior to the next billing date.

G. MEMBERSHIP CLASSIFICATION DEFINED

1. Individual memberships are primary members who are fourteen and older.
2. Couple memberships include the married spouse or life partner of the individual member.
3. Youth add-on memberships are for the dependent children 7-21 of the individual member living in the same household.
4. Senior memberships are for individuals fifty-five (55) years and better.
5. Senior couple memberships include the married spouse.
6. Student memberships are for individuals 14-21 years of age who are full-time students. Proof of full-time enrollment (twelve credit hours) is required upon enrollment and for each semester.
7. Corporate memberships apply to the employees of a company who join SF under the provisions of the Corporate Wellness Partnership.

H. CANCELTION POLICY

1. A member may cancel according to the language in his/her individual agreement as supported by the state statutes.
2. Those members eligible to cancel with thirty (30) days written notice must do so in writing at SF.
3. Thirty (30) days notice is defined as: thirty (30) days prior to the next billing date. Membership will be valid through the end of the month that the final dues are drafted.

***Section V: Kids Zone, Facility Age Restrictions and Safety***

A. Kids Zone (KZ)

Kids Zone is for children six (6) weeks to thirteen (13) years of age and is available for members and guests utilizing the fitness facility.

1. Payment to use the KZ area must be paid in advance at the Reception Desk. Services are not offered without payment. Hourly fee is based on a two and a half (2.5) hour maximum. An unlimited visits monthly rate is available.
2. Children thirteen and under are not allowed in the fitness areas unless participating in a specific SF class or activity. When not actively participating in a scheduled class, members and guests thirteen and under must be in the KZ.

3. For the comfort of your child/children, stays longer than two (2) hours are not permitted. In cases where members also utilize the Day Spa, 2.5 hours are permitted so long as the parent checks in with the KZ attendant and child(ren) prior to the 2 hour point.
4. We expect a parent to pick up his/her child on time. SF reserves the right to assess parents for repeated late pick-ups. An on time pick-up assists in making all of our members' stay in the children's area enjoyable and safe.
5. Non-members of SF may use KZ while on the premises of SF for tenant or Day Spa appointments.
6. Adult members whose child is a non-member may purchase a day pass for that child for \$5.
7. Parents must sign-in the child at the Reception Desk and then in the KZ.
8. When a parent picks up his/her child, the following must occur:
  - a. The parent who signed the child in must sign the child out.
  - b. The parent will sign the "sign-out" on the reservation sheet.
  - c. The signature will be validated by the KZ attendant.
9. Parents must remain on the SF premises while their child is in the KZ.
10. For the health of all children, ill children will not be permitted in the KZ. Please be considerate of the health of all the children in the KZ.
11. If your child has an allergy, please bring a note from your doctor stating this fact so we do not confuse allergy symptoms for those of a cold or flu.
12. For health and sanitation, staff will not change dirty diapers. You will be notified of soiled diapers and requested to change them as soon as possible.
13. All lost and found items will be kept for a maximum of two (2) weeks and then donated to charity. The staff of SF is not responsible for lost or stolen items. Please mark your child's belongings to assist the staff in returning all of your child's belongings at the end of his/her day.
14. If a child is unhappy or having a difficult time being separated from the parent, the staff will make every attempt to make the child feel welcome and happy. If all efforts fail, the staff will notify the parent to come and assist in calming the child.
15. Each child is special to us. Please let us know of any health concerns.
16. During slower times when schedules allow, the KZ attendant may take children to the Climbing Wall in the GF Zone, to a basketball court or outside for active play. A sign will be displayed on the door indicating the location of the kids and staff. Please let the KZ attendant know if you do not want your child involved in such activities.

#### C. FACILITY AGE RESTRICTIONS

1. Children thirteen and under are restricted from the aquatic center and fitness areas with the following exceptions:
  - a. Scheduled Family Times. Consult the current program or Reception Desk for details.
  - b. Classes in which the child is enrolled and participating with a fitness trainer.
2. During the above times, children thirteen and under must be in direct parental or staff supervision.
3. Youth privileges may be revoked if recurring inappropriate behavior is not corrected.
4. Children thirteen and under are restricted from the main men's and women's locker rooms. Parents must remain with these children and utilize the family locker room.

## **Section VI: For Your Safety and Comfort**

### **STRENGTHENING & CARDIOVASCULAR AREAS**

1. Allow others to share equipment while you're resting between sets.
2. Keep hands and feet away from all moving parts and weight stacks.
3. Do not attempt to repair or adjust any equipment that has malfunctioned.
4. Report any equipment problems immediately to the staff.
5. Use a towel and spray bottle provided to clean off equipment and benches after each use.
6. Rack all weights and dumbbells after each use.
7. Please return all equipment used to the proper area especially equipment in the back of the facility or exercise rooms.
8. If dumbbells appear loose or cracked, report it to the staff immediately.
9. Always use a spotter when using free weights.
10. Please use collars and clips for "free bar" lifting.
11. Screaming during lifting is not allowed.
12. Please do not use chalk on any equipment.
13. To avoid injury, please do not drop or slam down weights.
14. Open toed shoes are not allowed on the fitness floor.
15. Please be courteous at all times.
16. Profanity is not permitted.
17. Please help keep our facility clean by disposing of your trash, bottles and gum in the receptacles provided.

## **Section VII: Miscellaneous**

- A. Your suggestions and input about these policies and procedures are always welcome. They are intended to make SF an enjoyable environment for all members. Thank you for your involvement.
- B. SF is privileged to have a Member Advisory Board (MAB), formed to represent you and bring your concerns to management. Please also feel free to use the suggestion forms at the Reception Desk, or talk personally to one of our MAB members. The purpose of this board is to have volunteer members nominated and selected by the management team, who provide feedback on policies and procedures, promote events, support decisions, and serve as community ambassadors for our facility.
- C. The foregoing policies and procedures are not all inclusive. Other rules and regulations may be posted in and about the facilities and shall be binding on all members.
- D. Management reserves the right to change or amend these policies, procedures and facility schedules without notice as is deemed necessary for the safe and functional operation of the facility. Changes may be reviewed with the Member Advisory Board. Current updates will be available with the Executive Director and/or online at [www.spiecefitness.com](http://www.spiecefitness.com)

If you have any questions about these and other policies, please call us at 260-483-1415, or ask a Member Service Representative during your next visit.

*We appreciate your choosing Spiece Fitness for your health and fitness needs!*

**For questions or concerns contact:**

Spiece Fitness Reception Desk	(260) 483-1415
Spiece Day Spa Reception Desk	(260) 969-6353
Fitness Trainers Desk	(260) 969-6343
Anne Davis, Executive Director <a href="mailto:adavis@spieceLMC.com">adavis@spieceLMC.com</a>	(260) 969-6339
Jessica Thompson, Chief Financial Officer <a href="mailto:jthompson@spieceLMC.com">jthompson@spieceLMC.com</a>	(260) 969-6371
Mandy Keller, Membership Accountant <a href="mailto:mkeller@spieceLMC.com">mkeller@spieceLMC.com</a>	(260) 969-6372
Robert Justice, Membership Services Director <a href="mailto:rjustice@spieceLMC.com">rjustice@spieceLMC.com</a>	(260) 969-6380
Peg Briner, Spa/Pro-Shop/Youth Director <a href="mailto:pbriner@spieceLMC.com">pbriner@spieceLMC.com</a>	(260) 969-6381
Sam Waters, Bistro Director <a href="mailto:swaters@spieceLMC.com">swaters@spieceLMC.com</a>	(260) 969-6338
Becky Levi, Fitness Director <a href="mailto:blevi@spieceLMC.com">blevi@spieceLMC.com</a>	(260) 969-6384
t	
Lisa Click, Group Fitness Director & Member Service Representative <a href="mailto:lclick@spieceLMC.com">lclick@spieceLMC.com</a>	(260) 969-6341
Dennis Hettler, Membership Representative <a href="mailto:dhettler@spieceLMC.com">dhettler@spieceLMC.com</a>	(260) 969-6388

**We look forward to serving you!**

**5310 Merchandise Drive Fort Wayne IN 46825 260.483.1415 f) 260.969.1867**  
**[www.SpieceLMC.com](http://www.SpieceLMC.com)**