



Member Handbook

Martin Wellness Center

134 Kennedy Dr.

Martin, Tn 38237

(731)588-3490

In all we do, we are committed to exceeding our member's expectations by providing a state-of-the-art facility, outstanding customer service, superior cleanliness, and innovative fitness and wellness programs in a fun, friendly, and safe environment.

Dear Valued Member,

Congratulations on your commitment to a healthy lifestyle. At the Martin Wellness Center, we are committed to helping you achieve your fitness goals, whether they involve enhancing your overall appearance, bettering your health, improving athletic performance, or decreasing your risk of chronic disease.

The Martin Wellness Center offers a wide array of services to meet all of your health and fitness needs. With our fitness area, you will discover new ways of enhancing your health. Our facility has every amenity you will need, and our professional staff of certified trainers and instructors can help you achieve your personal wellness goals. We offer outstanding programs, and we're constantly adding more! Whatever you need, you will find it here.

There is nothing we value more at the Martin Wellness Center than the health and happiness of our members. Our goal is to help you live the life you want to live. If there is anything we can do for you, just ask any of our friendly team members. Feel free to let us know how we can better serve you. We wish you luck in all your fitness endeavors and hope you will continue to enjoy the services and amenities we provide.

**In good health,
Martin Wellness Center**

This handbook has been assembled as a guide for all of our members. It is our hope that every member can get the maximum benefit from membership at the Martin Wellness Center, and our policies are established to help make that happen. This handbook was designed to highlight the key policies and regulations of the Martin Wellness Center and is not meant to be a complete list of all member and guest policies. From time to time, policies will be subject to change at the sole discretion of Martin Wellness Center.

MISSION

The Martin Wellness Center, a department of West Tennessee Healthcare - Sports Plus - Martin and integral part of the healthcare continuum, exists to prevent disease and promote healthier lifestyles using education, physical activity, and nutrition to improve the overall health and wellness of its members and the West Tennessee community.

CULTURE

Customer centered and clinically integrated approach to health and wellness services.

VISION

The Martin Wellness Center will serve as the premier vehicle for driving improvement in the health and wellness of the West Tennessee community.

GOAL

Improve the measurable health of Martin Wellness Center member and the West Tennessee community while reducing the financial burden on our healthcare system.

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1. HOURS OF OPERATION

Wellness Center Hours

Monday through Friday - 6am – 7pm

Holiday Hours

The Martin Wellness Center will observe the following holidays: New Year's Day, Easter Sunday, Memorial Day, July 4th, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day. The Martin Wellness Center reserves the right to shorten hours on the other related or additional holidays and will post hours at least one week prior to the day.

2. ATTIRE

The Martin Wellness Center requires appropriate athletic attire in all areas of the facility. These standards include shirts, shorts, pants, and athletic shoes. Sports bras worn alone, tops baring a majority of the midriff, string tanks where nipples are exposed, or shorts where any part of the buttock is exposed are not permitted. Men should wear shorts over exercise tights. In order to prevent tearing the vinyl and scratching the equipment, please refrain from wearing denim with metal brads or decoration in the exercise area.

Footwear restrictions will be strictly enforced for your safety. Non-marking athletic shoes are required for use in the group fitness area. Shoes must be worn in all areas of the facility except for the locker rooms. For the safety and wellbeing of our members, no open-toe shoes or sandals are permitted in the fitness area or gymnasium.

3. CELL PHONE USAGE

Due to the picture-taking capability of cellular phones, cell phone use in the locker rooms or family is specifically prohibited. Cell phones may be kept powered on in the facility for emergency purposes, but prolonged use of cell phones in the exercise area is not permitted.

4. CLEANLINESS

We pride ourselves in maintaining a very clean facility for our members and guests. Your contribution to that cause is greatly appreciated. When in the Martin Wellness Center, please practice the golden rule and properly clean and wipe down your exercise equipment with the provided disinfectant wipes after each use. We also ask that you dispose of the soiled wipes in the trash receptacles located throughout the facility.

5. CONDUCT

In order to ensure the safety and enjoyment of all our members, Martin Wellness Center has established a code of conduct for its members and guests. In certain instances, when behavior causes harm,

discomfort, or disruption to the Center, its members, or guests, Martin Wellness Center reserves the right to fine its members, revoke or suspend membership, or expel any individual for any improper behavior. Specific infractions include (but are not limited to):

- Fighting or horseplay
- Use of offensive or abusive language
- Behavior that is deemed by management as offensive to other members, or creates a situation that is considered to be unsafe
- Unauthorized solicitation and/or distribution.
- Failure to pay a Martin Wellness Center bill on a timely basis
- Theft of or damage to Martin Wellness Center property

6. FOOD & DRINK

All food (including coffee) must be kept in the lobby area near the front desk. Only bottled water and sports/energy drinks are permitted in the workout area of the facility. No glass containers are permitted anywhere in the center.

7. GIFT CERTIFICATES

The Martin Wellness Center has Gift Certificates available for personal training and complete memberships. Gift Certificates may be purchased at the front desk.

8. GROUP FITNESS

The Martin Wellness Center provides a wide range of group fitness programs in our group exercise area. Group fitness classes are available to our members and guests ages 16 and older. They are also available to our youth members ages 13-15 after passing the youth exercise safety certification test. Group fitness schedules will be posted at various locations including the front lobby, bulletin board by the bathrooms, and social media. The Martin Wellness Center reserves the right to change class times/instructors and to add or delete classes. Most classes are free to members; however, some specialty classes (e.g. Rock Steady Boxing) are considered small group personal training and may require an additional fee. Group exercise classes at Martin Wellness Center will include proper instruction and a variety of modifications which could be offered to a novice, intermediate, or an advanced exerciser. Please be aware of the intensity level of the class and avoid pushing beyond your limitations. Safety is of utmost importance and our group exercise instructors can modify classes appropriate to your fitness level if you have an injury or issue. If you do have an injury that the instructor should be aware of or a question about the class, please arrive 10 minutes early in order to discuss your particular situation with the instructor so that he/ she can make appropriate recommendations.

9. GUESTS

Guests are permitted to use the facility pending they are accompanied by a member in good standing. All guests must pay a guest fee and provide photo ID for admittance to the Martin Wellness Center unless they have received a guest pass from a member in good standing or a Martin Wellness Center staff member. All guests are required to sign a waiver prior to using the facility. Guests are subject to Martin Wellness Center behavior guidelines as well as all rules and regulations. Martin Wellness Center reserves the right to restrict guests from areas or activities within the center as necessary to ensure that members are given first priority at all times. The Martin Wellness Center reserves the right to refuse admission to any guest.

10. HEALTH RISK/FITNESS ASSESSMENT/CONSULTATION

As a medical fitness facility, the Martin Wellness Center's goal is to improve the health metrics of its members. As part of membership, a personalized health risk assessment and fitness assessment are highly encouraged for every Primary and Associate member, as well as Dependent members. This assessment includes identification of Health Risk factors as well as tests to determine the basic health and fitness level of each Martin Wellness Center member. Martin Wellness Center strongly advises every member to take advantage of this service, as it improves the opportunity to maximize the health and fitness benefits of joining Martin Wellness Center. The health risk and fitness assessment includes a personalized report, reviewed with a fitness professional, which provides areas of focus that will help each member attain his/her desired goals. If desired, the member is also provided with a personalized exercise prescription based on his/ her assessment results, goals, barriers to activity, readiness to change, and preferences. Members will be asked to sign a waiver if he/she declines the health risk and fitness assessment. He/ she will be allowed to schedule the assessment at a later date if desired. He/ she will also be required to sign a waiver if he/ she declines medical clearance from his/ her physician if the PARQ indicates medical clearance is needed.

11. LOCKER ROOMS

For the convenience of our members, the Martin Wellness Center provides a choice of monthly locker rentals for fee or use of a daily locker (available on a first-come, first-serve basis) at no charge. Locker rentals can be set up at the front desk. Personal items left in daily lockers overnight or items that remain in rental lockers upon cessation of monthly rental payments, will be removed and placed in the lost and found. Those items will be held for one month, and then donated to charity if they are not claimed. Children of opposite gender are not allowed in the locker rooms unless they are age 2 or under. Children between the ages of 3 and 13 must be accompanied by a parent or legal guardian at ALL times when in the locker rooms.

12. LOST AND FOUND

As a courtesy to our members, the Martin Wellness Center will hold any personal items found, or turned in to the staff, for a period of up to 30 days. After this time, any items that remain unclaimed will be donated to charity. The Martin Wellness Center is not responsible for lost or stolen items, or items that are turned in and subsequently donated, after the 30-day hold period.

13. MEMBERSHIP POLICIES

Membership Age Restrictions and Requirements

Individuals 18 years of age or older are allowed to purchase an individual membership. Individuals 16 and 17 years of age must join as an associate or dependent of a primary member, but are allowed to utilize the facility without a guardian being present. Dependent members are held to the same rules and standards as primary members and will be subject to revoked membership if rules are broken. The guardian/primary member will be notified of such occurrences.

Dependents age 13-15, unless participating in a structured youth class led by a Martin Wellness Center instructor, are required to be accompanied by a parent or guardian in all areas of the center at all times until they are able to pass a Youth Exercise Safety Certification test. Once the Youth member has passed the certification, he/ she will be issued a YES bracelet which will be worn every visit to Martin Wellness Center. This alerts the fitness staff that the youth is at least 13 and is permitted to use the cardiovascular and strength equipment without parental supervision. As long as the youth member has

passed the certification and is wearing the YES bracelet, he/she will be allowed to use the facility without direct supervision.

Membership Billing

In order to make billing as convenient as possible for everyone, and to minimize expenses, the Martin Wellness Center's billing is done through electronic funds transfer. Payments may be made by major credit card (MasterCard, Visa, or Discover) or by an electronic funds transfer from a savings or checking account. Martin Wellness Center does not accept American Express.

The Martin Wellness Center will access a \$25.00 fee for credit card or bank account returns.

Changes in financial information must take place prior to the 1st day of the month in which the change takes effect. If an account becomes 30 days past due, the membership will be placed on hold and access to the Martin Wellness Center will be denied until the account is paid.

All monthly drafts are scheduled to occur within the first five (5) business days of each month.

Member Etiquette

Management reserves the right to suspend or terminate any member who knowingly disregards the rules and regulations of the Martin Wellness Center or for inappropriate, offensive, or abusive language or behavior.

Please observe the following equipment/ workout etiquette guidelines:

- Use provided wipes to remove perspiration from equipment after each usage. Please discard of wipes in to the appropriate trash receptacles.
- Safety at Martin Wellness is paramount. Please do not drop weights or dumbbells.
- For the consideration of others, please return weights, bands, tubing, and all equipment to their appropriate designated storage locations.
- Please allow others to "work in" between your strength training sets.
- Please observe a 30 minute time limit when others are waiting to use the cardiovascular equipment.
- Remember to always be courteous to others.
- Loud yelling and profanity is not allowed in the facility.
- Please reset the pin to the lowest starting point when finished using the selectorized equipment. This will allow other users to know when you are finished with a particular piece of equipment.
- Please do not bring gym bags or other personal belongings onto the fitness floor. They must be secured in a locker if brought into the center.
- Children 12 years and younger are NOT allowed on the fitness floor. Youth members age 13 to 15 must be accompanied by a parent or guardian unless they have passed the Youth Safety Certification test or are participating in an organized Martin Wellness youth program.

If you need help, please ASK. All Martin Wellness personal training staff are certified fitness professionals. We are here for you and to ensure your safety.

Membership Fees

The Martin Wellness Center pledges to work hard to bring value to its members. However, from time to time, it may be necessary to adjust dues and fee(s). Members will be alerted to any changes in dues at least 60 days prior to the change. Changes in other fees may occur at any time, without prior notice.

Membership Freezes (Temporary Membership Holds)

Medical Freeze: Any member who has been diagnosed as temporarily unable to exercise by a physician can place his/her membership on “Medical Freeze” without penalty, for a period of three (3) months. An extension will be granted at the end of the three months if another note is provided by the physician. This type of freeze will be effective from the date that the notice is received by the Martin Wellness Center in writing and will NOT be made retroactive. In order to initiate a medical freeze, the member must fill out and sign the Leave of Absence/Medical Freeze Form and provide a written statement from their physician. The physician’s note must be written on their prescription pad or letterhead and include a current date and the physician’s signature. In cases where a primary member is placed on “Medical Freeze”, an Associate/2nd Family Member who wishes to maintain active status will resume appropriate dues and fees.

Leave of Absence:

A member Leave of Absence (LOA) is available to members who are planning to be away from Martin Wellness Center for a minimum period of 30 consecutive days. Members will not be allowed to check-in to the facility during the LOA. LOA’s may be used up to two times in any calendar year, with the maximum total duration not to exceed 4 months within the same calendar year. LOA’s begin on the first day of the month following the request and extensions beyond 30 days will be in 30-day increments. During the LOA, members will be charged a hold fee of \$10.00. If more than one family member takes a LOA, the monthly hold fee will be equal to the sum of the individual hold fees. In cases where a Primary Member is placed on LOA, an Associate/2nd Family Member who wishes to maintain active status will remain active and resume appropriate dues and fees.

Membership Termination

A member may resign from the Martin Wellness Center by providing a written notice in person or by certified mail. Resignation becomes effective on the 1st day of the calendar month following the expiration of the 30-day notice period. For example, if a notice of resignation is received by Martin Wellness Center on the 12th of May, the resignation will be effective on July 1st. All dues and charges must be paid prior to the effective date of termination. Termination of the Primary membership will terminate all members on that account, unless the Associate assumes the Primary membership status. Requests for termination will not be accepted via telephone or email. Mailed letters of termination must be sent via certified mail, return receipt requested.

14. PERSONAL TRAINING

Our knowledgeable staff of exercise specialists and fitness coaches can help you maximize your workouts for optimal results. Please see the fitness manager or fitness coach if you would like to discuss personal training options. Please stop by the front desk to schedule your personal training session. We ask that you provide at least 24 hours notice if you must cancel a personal training session. This allows our personal trainers the opportunity to work with other members during the time that you cannot make your appointment. The full service charge will be assessed for any late cancellation or no-shows. A wide variety of both individual and group instruction is offered to all members by the Martin Wellness Center’s fitness staff. No outside trainers or instructors are permitted to offer services at Martin Wellness Center for compensation without the authorization of the Martin Wellness Center Manager. Members engaged in such activity (participating in and/or providing training for a fee) are subject to having their membership revoked.

15. TOWEL SERVICE

The Martin Wellness Center offers towel service to its members and guests. Workout towels are available at the front desk and we ask that you limit yourself to 2 towels. Please take advantage of our convenient towel returns and avoid leaving towels lying on the floor or on the counters in the locker rooms. Towel returns are located in the men's and women's locker rooms and on the fitness floor. Members are welcome to bring additional personal towels for their workout.

16. VOLUNTEERING

The Martin Wellness Center welcomes volunteers. If you are interested in volunteering, please visit West Tennessee Healthcare's website at www.wth.org and click on "Become a Volunteer" or contact Volunteer Services at 731-541-5000.

Please feel free to contact the Martin Wellness Center at (731)588-3490 with any questions or concerns regarding these or other Martin Wellness Center policies.