



# Member Handbook

*NorthPointe*  
~Wellness~

# WELCOME

You have taken an important step towards enhancing your health and well-being. Soon you will discover many ways NorthPointe Wellness can positively impact the quality of your life.

At NorthPointe Wellness, we approach health and fitness from a medically integrated perspective. We believe that our Facility is unique in its commitment to meeting each member'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 will provide you with the information you need to have an enjoyable and safe experience. We want you to enjoy all the courtesies, comforts, privileges and services you deserve. Our team will maintain and oversee these policies for your benefit and for all our members.

This handbook features key policies and procedures of the Facility 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 and to benefit all members.

The NorthPointe Wellness team is happy to explain any of the policies and procedures contained in this handbook at your convenience.

From all of us at NorthPointe Wellness, we would like to welcome you to our Facility. 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**

Please wear appropriate athletic attire in all areas of the facility. The standards include shirts, shorts, sweat pants, and athletic shoes. 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.

NorthPointe Wellness reserves the right, in its sole discretion, to determine what is appropriate attire and appropriate member conduct. NorthPointe Wellness reserves the right to revoke membership privileges based on improper conduct or behavior that might interfere with other members' use and enjoyment of the facility or is otherwise contrary to orderly Facility operations and is at the discretion of the Facility.

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. NorthPointe Wellness policy states those entering the Facility should use discretion and be seventy-two hours without fever and otherwise symptom-free prior to entering the Facility.

## **MEMBER SERVICE**

Our Member Services team is here to assist our members in any way possible. Please visit our Member Services 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, Pro Shop purchases, and member feedback. In addition, comment cards are located at the Member Services desk to provide additional opportunities for members to communicate to Facility Management in a written form. We encourage you to meet with our Member Services Manager or Facility Director whenever you have a concern.

## **MEMBER TERMS & CONDITIONS**

All members shall comply with this Member Handbook and any and all NorthPointe Wellness Terms and Conditions. The rules contained herein are not inclusive. Amendments to the NorthPointe Wellness Member Handbook, Terms and Conditions and Rules and Regulations may be made from time to time as necessary. The decision of NorthPointe Wellness shall be final regarding the interpretation of the NorthPointe Wellness Member 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.

## **YOUR MEMBERSHIP ACCOUNT**

All members' personal, financial, and health-related information is strictly confidential and may require updating from time to time. NorthPointe Wellness 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, American Express or the bank draft method of payment.

## **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. NorthPointe Wellness 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 NorthPointe Wellness accounting department.

## **HOUSE CHARGE**

NorthPointe Wellness provides house charge privileges for members' convenience. House charges allow members to use their membership card to bill products and services to their Facility 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 Facility for security and/or health related reasons. Individual guests are limited to the number of visits determined by Facility policy. NorthPointe Wellness reserves the right to require all guests to complete and sign a guest registration card. Each guest must:

- Present a valid NorthPointe Wellness guest pass or pay a guest fee per visit.
- Be 18 years of age or accompanied by a parent or guardian if 16 or 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**

NorthPointe Wellness is an adult facility. You must be 18 to have an individual membership. NorthPointe Wellness allows family memberships to include secondary members ages 16 years and older (with a parent member).

## **SENIOR MEMBERSHIP**

Senior memberships for those 62 years or older are available at a reduced rate.

## **STUDENT MEMBERSHIP**

College students, 18 and over, with a valid student ID are eligible to purchase an extended guest pass. One-week passes are available, as are extended terms for one, two- or three-months during college breaks and holidays. Student are subject to yearly review and verification of student status. Certain restrictions apply. See a Member Service representative for details.

## **MEMBERSHIP CHANGES**

### **TO UPGRADE**

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

## TO DOWNGRADE

To cancel or remove a family member from a membership account, please provide a request in writing. Members may downgrade their membership at any time without a fee; however, members will be required to sign an electronic signature of intent.

## 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, electronic signature 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.

NorthPointe Wellness will allow a Member to cancel this Contract in the event of the death or disability of the Member. In the event Member cancels for any of the aforementioned reasons, NorthPointe Wellness has the right to require and verify reasonable evidence of Members death or disability.

## MEMBERSHIP HOLD

Members can place their memberships on hold (“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 30 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.

## MEMBERSHIP BRIDGE

- Requests must be submitted in writing 30 days in advance of the bridge start date.
- Bridges are honored for a minimum of 2 months and a maximum of 6 months per calendar year.

All bridge requests for medical or extenuating circumstances must be made in writing and are subject to approval by the Facility Director. NorthPointe Wellness will not honor backdated bridge requests.

## MONTHLY MEMBERSHIPS

Members on an approved membership bridge or medical freeze will have their dues portion suspended. (See Member Services desk for details). **A member may not use the facility during the bridged period.**

## YEARLY OR PAID IN FULL MEMBERSHIPS

Yearly or Paid in Full members on an approved bridge or medical freeze will have their membership expiration date extended per the Bridge/Medical freeze extension schedule for yearly/paid in full memberships.

## MEMBER ID CARD & REPLACEMENT

All members are required to present membership cards upon entrance to the Facility at the Member Services desk. NorthPointe Wellness membership cards that have been lost or stolen will be replaced through Member Services for an additional fee. The fee for replacement is due upon receiving your card. ID Cards are non-transferable.

## **LOST & FOUND**

The Facility maintains a “Lost & Found”. Inquiries can be made at the Member Services desk. Members 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. NorthPointe Wellness is not responsible for lost or stolen items.

## **FACILITY TOURS**

Tours are available at the Member Services desk during membership hours.

## **PERSONAL TRAINING**

NorthPointe Wellness offers a variety of personal training services and packages provided by degreed and certified fitness staff for an additional fee. Contact the Member Services desk for additional information or to schedule an appointment. Only NorthPointe Wellness trainers are eligible to conduct personal training in the Facility; 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 canceling 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.*

## **GROUP EXERCISE**

NorthPointe Wellness provides a wide range of land and aquatic group exercise programs. Schedules are available at the Member Service 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. NorthPointe Wellness reserves the right to change class times and instructors and to add or remove classes.

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

NorthPointe Wellness 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 use. Health department standards encourage members to shower with soap and water before use of any pool, sauna or steam room. Members 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 should be shared during peak hours. 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.

Pools will be closed annually for mandatory maintenance and cleaning.

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

## **FAMILY SWIM PROGRAM**

The Facility offers Family Swim days for members and their children to swim together. Parents must accompany children at all times, and swim diapers are mandatory for infants. Lifeguards are not on duty.

Dates and times are posted at the Member Service desk. Member will be charged the posted drop-in fee. Members may bring their children to Family Swim. Each adult and child guest will be charged the posted drop-in fee.

## **FIT 'N FUN CHILD CARE**

Fit 'N Fun 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 6 months to 10 years old.
- Limit one visit per day, per child, up to two hours per visit.
- Parents or guardians must remain on NorthPointe Wellness's premises while a child is in the Fit 'N Fun area.

NorthPointe Wellness 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 members using the track at a higher pace.

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

## **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).

NorthPointe Wellness reserves the right to shut down the sauna, steam rooms and whirlpool for health and wellness reasons at its sole discretion.

## **LOCKER ROOMS**

NorthPointe Wellness features an advanced keyless locker system for your protection and convenience. In addition, the locker rooms provide a number of fine amenities including saunas, towels, soap, shampoo, lotion, deodorant, hair dryers, hair spray, shaving cream and a lounge area.

Lockers are provided for members on a “per use” basis. These lockers must be emptied of their contents after each visit to the Facility.

Complimentary towel service is provided to members for their convenience. Please assist us in keeping the locker rooms clean for your fellow members.

Use the disinfectant wipes provided in the locker room areas to remove perspiration from benches/chairs/stools before and after each use; disinfectant wipes are available throughout the locker room area.

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

## **NORTHPOINTE CAFE**

Choose from a variety of salads, sandwiches and beverages. Enjoy your healthy snack in our comfortable seating area or take it with you.

## **FIT STOP SHOP**

The Fit Stop Shop offers a wide selection of athletic equipment, swim and sports apparel. The Fit Stop Shop is open to members as well as the general public. Purchases may be made at the Member Services desk.

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

As a courtesy to fellow members 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.

Photography and videography is strictly prohibited inside NorthPointe Wellness unless the Facility Director has granted authorization. Multiple offenses of this policy can result in loss of membership privileges.

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

NorthPointe Wellness is a designated smoke-free environment. 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 or guest who violates this policy.

## **MEMBER ETIQUETTE**

Please abide by the basic rule of “courtesy to fellow members.” Please also refer to the signs posted on the Fitness Floor and located around the Facility for details.

## **GENERAL**

- Avoid the use of strong-smelling colognes, perfumes or lotions.
- Please use clean athletic shoes to keep the Facility 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. The Facility’s policy, states those entering the facility should use discretion and be twenty-four hours without fever prior to entering the facility.

## SAFETY AND WELLNESS

At NorthPointe Wellness, we view safety and wellness as a “team sport”. By using the Facility, 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.
- Limit use of circuit training equipment to one set per machine when others are waiting and allow other members 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 for your fellow members.
- Eating and storage of perishable items is not permitted in the locker rooms at any time, and lockers must be emptied of contents after each visit to the Facility.
- 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.
- Use the disinfectant wipes provided in the locker room areas to remove perspiration from benches/chairs/stools and lockers before and after each use; disinfectant wipes are available throughout the locker room area.
- 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 (wearing blue shirts or jackets).

Personal trainers (wearing blue shirt) provide a one-on-one service and should not be interrupted unless there is an emergency.

## **USEFUL PHONE NUMBERS**

Member Services Desk: 815-525-4900

Membership Department: 815-525-4903

Fitness Desk: 815-525-4909

Fit 'N Fun: 815-525-4913

## HOURS OF OPERATION

### FACILITY

Monday – Thursday:	5 a.m. – 10 p.m.
Friday:	5 a.m. – 8:30 p.m.
Saturday – Sunday:	6 a.m. – 6 p.m.

### MEMBERSHIP

Monday – Thursday:	8 a.m. – 8 p.m.
Friday:	8 a.m. – 7:30 p.m.
Saturday:	8 a.m. – 2 p.m.
Sunday:	9 a.m. – 2 p.m.

### FIT 'N FUN

Monday – Thursday:	7:30 a.m. – 7:30 p.m.
Friday:	7:30 a.m. – 7 p.m.
Saturday:	8 a.m. – 2 p.m.
Sunday:	9 a.m. – 2 p.m.



**NorthPointe Wellness**

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**[northpointewellness.org](http://northpointewellness.org)**