

# Member Handbook

## **Welcome to LifeQuest Swim and Fitness.**

Please read over this handbook. It was designed to familiarize you with the club and its policies.

Our business is dedicated to providing quality facilities and programs at reasonable and affordable rates in order to promote personal health and physical fitness. Our staff is knowledgeable and has experience in the health and fitness industry to help provide the best available services. We truly believe in a qualified staff that offers courteous, respectful and helpful treatment to all patrons of our club. Remember; always check with your physician before beginning any exercise program. We understand the importance that leisure time opportunities play in our day-to-day lifestyles and promote our business to enable people to enjoy healthy, long lasting lives.

**Membership** is open to everyone at this time. Members pay an enrollment fee and may choose a six-month, one year, or two-year membership. You may join as an individual, couple or as a family. Membership payments can be setup on a payment schedule. Memberships can be upgraded or downgraded at anytime, see our sales consultants for details. We offer several different billing ways. You can receive your billing statements via email with the option of paying online with a credit card. Also, automatic electronic payments can be setup from your checking or credit card accounts on either the first or the fifteenth of the month.

**Membership Cards** (plastic) are issued to all members. Please bring your card with you and present it to the attendant at the desk when you use the club. Remember to pick-up your card as you leave. There is a \$5.00 replacement charge for lost, stolen or broken cards.

## **Member benefits include:**

- Guests entering with members receive 50% discount on daily admissions.
- Best possible pricing for use of club.
- Discount on massage therapy that are at an additional fee.
- Local business discounts with our show your card program.
- Dependant children under the age of 14 use the pool for no charge. (See policy on children using the club)
- Membership referral program, receive \$25 for referring other members.

## **Membership freezes**

Only a one-month block of a membership can be frozen for an unforeseen reason. Regular payments are made even though this time is not utilized. This freeze time is then added to the end of the membership term for a total of one-month extension.

## **Medical Hold:**

An account can be placed on medical leave until a Doctor has cleared the member of medical limits. Please bring in your signed Doctor note with the dates out on medical leave.

## **Membership Services**

Our classes are available to our members. The schedule can be picked up in the club in person or our website at any time. Our classes are based on a first come and first serve usage. Come a few minutes early to reserve your spot. If you would like help or have

questions about our weight or cardiovascular machines, please feel free to ask one of our sales consultants for assistance.

### **Additional Services**

Massage Therapy and swim lesson appointments can be made at the front desk.

**Facilities** included in the membership are the indoor and outdoor pools, steam room, sauna, whirlpool, conditioning weight room, boxing room and aerobics studio. Locker room facilities are provided. Locker rentals are available at an additional monthly cost and are limited to a first come, first serve basis. Daily lockers are available but you must bring a lock to secure your locker while you are here and remove the lock when you leave. Please do not leave valuables unattended. The club is not responsible for lost or stolen items. We do not provide towels at this time.

**Suggestions** or comments for our staff and facilities are always available. If you feel uncomfortable talking to a member of the staff, please use the suggestion box located in hallway in indoor pool area.

### **Policy on children using the club:**

- Minors age 14-15 may not enter the club without the accompaniment of an adult guardian.
- Minors age 16-17 may have full use of all facilities without adult present only if club member parent signs a special waiver of liability.
- Children under the age of 14 are not allowed in the weight room, conditioning studio, sauna, steam room, whirlpool or the boxing room. Parent or guardian must be in the building at all times.

- Children between the age of 10 and 13 may use the pools unsupervised only if they have proven that they can swim the full length of the pool and tread water for one full minute. Parent or guardian must be in the building at all times.
- All children under the age of 10 must be within arms reach of a supervising adult.
- We welcome and enjoy your children using the club and look to the parents to supervise and enforce these guidelines.
- Childcare is NOT provided at this time.

### **Aerobic room rules:**

- Instructors reserve the right to cancel classes with three or fewer participants.
- Athletic shoes required.
- Please return equipment after use.
- Only the staff should adjust the stereo system.
- No eating or chewing gum.
- Please notify the front desk if you would like to use the aerobics studio when there is not a class in session.

### **Exercise Room Rules:**

- Shirts and athletic shoes required. No open-toed shoes allowed. No wet bathing suits
- No one under the age of 14 may enter the exercise rooms.
- Please be considerate of others and limit your time on all cardio machines to 30 minutes if others are waiting.
- If you are doing multiple sets of one exercise, please allow others to “work-in” or use the piece of equipment between your sets.
- If you are “working-in” on a piece of equipment, please return it to the previous settings for the other person.
- Replace dumbbells, plates, attachments and benches to their proper place when finished. Others may not be able to move the

benches or unload the plates; others may be waiting on the benches or attachments.

- Please use locker rooms for personal items. Obstructions in exercise rooms are hazardous.
- Please wipe the equipment after use. Paper towels and spray disinfectant are provided.
- Please do not adjust the sound systems in the conditioning studio, the weight room or the pool area. If there is a problem with the system, please alert the staff.

Please exercise at your own level. Do not feel self-conscious if you feel you are not keeping up with the instructor or the class. Everybody is different and should exercise at a comfortable pace, pushing him or herself just slightly.

### **Aquatic Area Policies:**

- Please read the posted rules for the pools, the whirlpool, the sauna and the steam room. These rules are for your protection and the protection of the other members and are required by the South Carolina Department of Health and Environmental Control.
- The chemicals in the pools and whirlpool are checked several times daily to insure optimal levels. However, if you sense a problem, please alert the staff.
- Indoor pool is heated to 84-86 degrees year round.
- Lap lanes are available when aerobic classes are not in session.

### **LAP DISTANCES**

<u>Distance</u>	<u>¼ mi.</u>	<u>½ mi.</u>	<u>¾ mi.</u>	<u>1mi.</u>
Indoor (44ft)	14.7	29.3	44	58.7

Outdoor (70ft) 9.4                      18.9                      28.3                      37.7

### **Sauna, steam and whirlpool:**

- Please see rules posted by the entrance.
- Timing in the sauna, steam and whirlpool is important. Begin with seven-minute sessions. The longest safe recommended session is fifteen minutes. Time in should equal time out between sessions. Please be alerted to the cautions posted for each area. If there is any doubt about use of the hot areas, please consult your physician.
- The steam room is 120deg and 100% humidity. This is to promote perspiration. High perspiration cleanses the pores and brings the body to a normal level of hydration. This is not for weight loss. Any weight lost in steam sessions will be gained as soon as liquid is consumed.
- The sauna is 180deg and 0% humidity. The low humidity allows higher heat to be tolerable. This high heat raises the internal temperature of deep tissue (muscle, connective tissue) and causes a vasodilatation (the blood vessel open more allowing greater blood flow). This aids in detoxifying the deep tissue and speeds recovery. **DO NOT** pour water on heating system.
- The whirlpool is kept between 104 and 106 deg. This is the liquid equivalent of the sauna. Water is a better conductor of heat so the 104-106 deg is equivalent to the 170deg air. This is augmented by the massage action of the jets. The movement of the water transfers more heat to the body and aide in detoxifying the muscles. Please set timer only for amount of time you will use it.
- After using the hot areas, please shower before entering pools or using other amenities. Open showers are provided on the pool deck.

### **Lost and Found**

The building is checked each night by our staff. Any items found by the staff will be held at the front desk to be reclaimed. After one month, all unclaimed items are bagged up and given to local charities. Valuable items such as jewelry and watches are kept in a secure place until claimed.

**Please remember that the use of alcohol, drugs and tobacco is prohibited throughout the building and on the property.**

**HOURS of OPERATION:**

Monday through Thursday 5:30am – 10pm  
Friday: 5:30am – 9pm  
Saturday: 8am – 6pm  
Sunday: 12pm – 5pm

**Holiday Closings:**

Easter Sunday – Closed  
Independence Day – Close at 5:00pm  
Thanksgiving Day - Closed  
Christmas Eve – Close at 5:00pm  
Christmas Day – Closed  
New Years Eve – Close at 5:00pm  
New Years Day – Close at 5:00pm

**Cell Phone Policy**

We ask that all members and guests are respectful and courteous of other members and guests when using their phones. If you receive a phone call please have your conversation away from others' working out.

**Photographic/Video Equipment/Sign-age**

No photography, video taping, filming or audio recording is permitted on this premise without the expressed permission of the management of LifeQuest Swim and Fitness. No signs, banners, posters, advertisements or decorations may be placed in the facility without the approval of management.

**Repairs and Closures**

LifeQuest Swim and Fitness reserves the right to close all or parts of its' facility at any time for as long as necessary to perform repairs and maintenance. We will post notifications whenever possible.

**Communication**

Our website, front desk and monthly newsletter contains all upcoming events or changes within LifeQuest. Our newsletter is sent via email. If you would like to receive it please register on our website or at our front desk.

**Dishonored Check or Bank Draft**

If any check or monthly draft is returned unpaid, a \$15.00 service charge will be added to the amount and the membership will be suspended until the total amount owed is paid.

**Member Conduct**

Disrespectful conduct, behavior and/or other actions that negatively impact our guests, staff or other members will not be tolerated and may result in ejection from the facility and revocation of your membership.

**Solicitation/Distribution**

Literature may not be distributed nor any solicitation made on the premises without express written consent of LifeQuest management.

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Phone: (843) 399-2582

Website: [www.lqfitness.com](http://www.lqfitness.com)