**NEW**

**MEMBER**

**HANDBOOK**

***Welcome***

***to***

***Body Zone!***

**Member Handbook**

*Welcome to Body Zone!*

**Online Portal and App**

Make sure you have access to your online member account and the app. Both platforms allow users to update their personal information, register for programs and classes, view number of check-ins and pay account balances. Please note! Account set up via the Online Portal is necessary before logging into the app.

**Get access to both! See the "Online Portal and App Guide" attached to this packet for more information.**

**Stay in-the-know about member events, specials and special notices! Make sure:**

* Your correct email address is on file
* You have Online Portal and App (Body Zone Complex) access
* Allow "notifications" when you download the app.
* You follow us on Facebook and Instagram (@bodyzonesports)

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**Our Hours** (pool programming ends 30 minutes before below closing times)

**Regular Hours Of Operation (normally begin day after Labor Day to Memorial Day)**

Monday-Thursday: 5:00 AM – 10:00 PM

Friday: 5:00 AM – 9:30 PM

Saturday-Sunday: 7:00 AM – 7:00 PM

**Summer Hours Of Operation (normally begin day after Memorial Day until Labor Day)**

Monday - Thursday: 5:00 AM - 9:30 PM

Friday: 5:00 AM – 9:00 PM

Saturday - Sunday: 7:00 AM – 6:00 PM

Check our website for holiday hours: bodyzonesports.com/hours

**Pool**

Access to the pool and pool programs is reservation-based with discounted fee-based programs for members.

Learn more here: bodyzonesports.com/poolprograms

**Closings**

We are closed on major holidays and when building-wide events occur that necessitate closing of

fitness and aquatics. This happens on a very limited basis. Updates will be posted here:

bodyzonesports.com/hours

**Liability Waiver**

Exercise comes with certain risks. A signed Body Zone Sports and Wellness complex

liability waiver is required prior to using our facility.

**Membership Card**

You'll receive a membership card linked to your account on file. Allowing anyone else to use your card to gain access is not permitted and could result in termination of membership. We are happy to replace your card for free if you lose it. Download our app to use the Member ID scan function too. Instructions for downloading the app are attached to this handbook.

**Check-In Procedure**

Upon entering the club, all members and guests, regardless of age, are required to stop at Guest Services to either scan their Member ID card and/or confirm their appointment in the building. All guests (adults and children) are required to have a liability waiver on file.

**Free New Member Jump Start Sessions**

All one-year members and Rock Steady Boxing at Body Zone members are eligible for two complimentary 25-minute sessions with a Body Zone personal trainer to discuss your fitness goals and make a plan for success. Include in these sessions is one free InBody body composition screening -- a one-minute scan of the muscle, water and fat in your body -- accompanied by a reading of the results by a Body Zone personal trainer. Prior to these sessions, you will be asked to complete our Health Risk Questionnaire and you should speak with your physician before starting any type of exercise program.

**What To Wear**

Please dress appropriately; we are a family-friendly facility. Make sure your clothes are comfortable for your intended workout. Please no torn clothing. Shirts and shoes must be worn at all times (no sandals or open toed shoes).

**Your Belongings**

Please secure your belongings in our lockers as we cannot be held liable for lost or stolen items. Lockers are for daily use only. Locks left on overnight will be removed at the discretion of Body Zone's management team.

**Parking**

Body Zone Sports and Wellness Complex is not responsible for any damage or theft that occurs in our parking lot. Please do not leave valuables in your car and make sure it is locked.

**Please Be Considerate Of Others**

Please use respectful language and actions. Please wipe your cardio, strength training machine, mats and equipment after each use. Disinfectant wipes are provided throughout the facility. On occasion, traffic in

the facility becomes heavy. Please offer your machine to a waiting member during your “rest” period

between sets. Try to keep your cardio time to 25 minutes. Please respect the privacy of others -- visual recording devices of any kind including camera phones are expressly prohibited especially in all

locker rooms.

**Locker Rooms**

Fully equipped locker rooms are located on our first and second floors. Showers, changing

areas, lockers and amenities like hair dryers, shampoo and conditioner and body wash

are available at no charge. Please report any problems in these areas to our

Guest Services (main level) and we will remedy the issue asap.

Locker rooms are handicap accessible.

**Youth Policy**

Youth ages 16+ may use the wellness areas on their own. Children under 12 may workout under the supervision of a trainer. Youth ages 12-15 may use fitness areas on their own after successful completion of Body Zone's Junior Gym Certification Program.

**Indoor Track Policies**

10 laps = 1 mile on our track. Please enter the track and follow the direction arrow listed for that day. Walkers must use outside lane. Runners must use inside lane. Please do not stang along railing to stretch or watch activity on the field below. Please be considerate of those who are using our corners for workouts.

**Main Weight Floor & Functional Training Turf Guidelines**

* Please wipe equipment down before and after each use.
* The provided equipment must only be used for its intended purpose.
* All strength equipment should remain in its designated location.
* Body Zone Personal Trainers or Physical Therapists are the only professionals permitted to run training sessions or conduct group training activity.
* Dropping or slamming of weights is not permitted at anytime.
* The use of outside equipment is not permitted.
* Use of outside chalk (both liquid and powder) is not permitted.
* Patrons must re-rack all weights after use to their appropriately labeled location.
* Food and drink is not permitted on the fitness floor or training turf, except for water in a plastic or metal container.
* Please do not stand on upholstery on upholstered benches or seats.
* Belongings must be kept out of walk-ways and heavily travelled areas.

**Cardio Loft Guidelines**

Please wipe equipment down before and after each use. Please refrain from monopolizing cardio equipment. Limit use to 30 minutes during peak hours. TV remotes are located at the 2nd floor Wellness Desk.

Please return them after use.

**Blue Studio (Formerly known as The Agility Room)**

This space is reserved for classes and training and physical therapy appointments only. Members

may not work out in this space without the supervision of a Body Zone staffer at any time.

**Group Fitness Guidelines**

We offer 85+ classes per week in our four studios. All classes, except Active Aging, require advance

reservation. Our group fitness program also includesprogramming for older adults through our

Active Aging Group Fitness program. Class schedules are located here:

bodyzonesports.com/groupfitness

* Joining a group exercise class for the first time? Please arrive on time and if

it's your first class, it’s a good idea to show up a little early to introduce

yourself to the instructor. This will give them time to get you acquainted

with the class.

* If you arrive late to class, please choose a space in the back of the room to

avoid a safety concern.

* In consideration of others, please refrain from all cell phone usage

while class is in session.

* Please use disinfectant wipes to clean all equipment used.
* Please return all equipment to the appropriate storage place after class.

**Inclement Weather Guidelines for Group Fitness**

Our group fitness schedules could change based on instructor availability and club hours due to weather conditions. We will notify members of possible changes through our app (please allow notifications) and email.

**Bringing Guests**

Your guests are welcome to enjoy Body Zone but they must accompany you at all times. The fee is $10/day. Please stop at Guest Services to register your guest via our "Guest Information Form"/waiver.

**Lost and Found**

Your misplaced or left behind items are held by our Guest Services department on our first floor. Missing something? Please drive back to Body Zone to retrieve or search for it. Due to the high volume of missing and lost items, we can no longer field phone calls/inquiries for you.

**Emergency Phones**

We have emergency phones on walls located on our track and on the mezzanine connecting our fitness center with our Agility Room. You must dial "9" prior to your number to get an outside line.

**Special Events at Body Zone**

From time to time, special events may create busier than normal traffic conditions at Body Zone and require more time for parking and entering the building. Please note: a large amount of additional parking is available in our side lot. We will email you at least 2-3 weeks in advance of a large function so you can prepare. Information will be posted here too: bodyzonesports.com/special-event-traffic-alert/

**CPR /AED / First Aid**

Three automated external defibrillators (AED) are located in the following places: 2nd floor Wellness Center, Aquatics Lobby and in the Indoor Sports area. Our entire staff is trained in CPR and First Aid. First aid kits for members are located at Guest Services or the 2nd floor Wellness Desk.

**Personal Training Appointments**

In the event you need to cancel a personal training apppointment, please note that we do

require a 24-hour notice to avoid cancellation fees.

**Stay In-The-Know!**

Not getting your member emails? Check your spam folder and "white list" Body Zone or

sign up again at Guest Services.

**Questions About Your Membership? Have Feedback For Us?**

- Contact your assigned Member Advisor (Jackie, Janelle or Erin)

- Email them here: bzmembership@bodyzonesports.com

- Leave a message for them at Guest Services on our mail level.

**Facility-Wide Guidelines, Policies and Procedures**

Outside food and beverage is not permitted in the facility with the exception of water bottles or other plastic containers for liquids consumed during your workout or class. Smoking/other tobacco products and vaping are prohibited in all areas of the facility.Body Zone's comprehensive listing of policies, guidelines and Code of Conduct is listed here: https://bodyzonesports.com/policies-code-of-conduct-guidelines/

**Broken, damaged or malfunctioning equipment should be reported immediately to**

**the 2nd floor Wellness Desk. We reserve the right to enforce other policies as is**

**deemed appropriate for a safe and friendly environment.**