



Logan Health Medical Fitness Lakeside

**LAKESIDE
MEMBER
POLICIES
AND
PROCEDURES**

February 2022

Welcome to Logan Health Medical Fitness Center-Lakeside. Congratulations and thank you for your decision to join.

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SECTION I - HOURS OF OPERATION

A. WESTSHORE MEDICAL FITNESS CENTER'S HOURS

Monday – Friday 5:00 am - 10:00 pm

Saturday 7:00 am - 9:00 pm

Sunday 7:00 am - 7:00 pm

Hours of operation are subject to change based upon facility utilization patterns. We ask everyone to end their workout 15 minutes prior to closing time. Please exit the building no later than the posted closing time.

B. MEMBER SERVICES HOURS

Monday, Tuesday, Wednesday & Friday 7:00 am - 1:00 pm

Thursdays 12:00 pm - 6:00 pm

The facility is staffed during Member Services hours.

SECTION II - HOUSE POLICIES

A. WESTSHORE MEDICAL FITNESS CENTER RESERVES THE RIGHT TO REFUSE SERVICE TO ANYONE.

B. ALL MEMBERS ARE REQUIRED TO HAVE A PHOTO ON RECORD.

C. MEMBERSHIP CARDS

Each member 16 years of age or older will receive a membership card. This card will be required to enter the facility. A fee of \$2.00 will be charged to replace lost membership cards.

D. CHECK IN

Please enter by scanning your member card at the front door and sign in at the front desk. No one will be allowed in without appropriate identification or payment.

E. CELL PHONES

Please limit your cell phone use to the lobby area.

F. LOCKER ROOMS

1. The men's and women's locker rooms are reserved for members 16 and over.
2. We provide lockers for day use. Please bring a lock.
3. Lakeside Medical Fitness Center is not responsible for lost or stolen items.
4. Please be sensitive to others regarding nudity in the locker rooms.
5. Rental lockers are available for an additional fee.

G. ATTIRE

1. All members are asked to wear appropriate workout attire for their particular activities.
2. Clean, closed-toed shoes that are non-marking must be worn in the strength-training / cardio-equipment floor, and studio.

3. Shirts must be worn in all fitness areas.

H. LOST & FOUND AND VALUABLES

1. Logan Health Medical Fitness Center-Lakeside will not be responsible for articles lost, stolen or damaged in the facility.
2. You are advised to leave your valuables at home. Do not leave them unsecured within the facility.
3. Lost & Found items will be donated to charity monthly. Please contact the Front Desk for assistance.
4. Confirmation of found items cannot be done over the phone and must be done in person.

I. SMOKING/TOBACCO USE

1. Logan Health Medical Fitness Center-Lakeside has been designated a smoke-free and tobacco-free environment.
2. Smoking or tobacco use is not allowed on Logan Health Medical Fitness Center-Lakeside property. This includes chewing tobacco and electronic cigarettes.

J. FOOD AND DRINK

No food or drink is allowed past the front desk. Water in a non-breakable container is permitted

K. PERSONAL COACHING/TRAINING

Due to insurance and liability issues, Personal Coaches/Trainers who are not employees of Logan Health Medical Fitness Center or Logan Health Fitness-Kalispell cannot work with their clients on Logan Health Medical Fitness Center-Lakeside premises or use Logan Health Medical Fitness Center-Lakeside owned equipment. Please see the Front Desk for details regarding coaching services available at Logan Health Medical Fitness Center-Lakeside.

L. MAINTENANCE CLOSURES

Logan Health Medical Fitness Center-Lakeside reserves the right to periodically close all or part of the facility for necessary repairs and maintenance.

M. PHOTOGRAPHY

Use of any camera, video or still photography is specifically prohibited at all times without the consent of Logan Health Medical Fitness Center-Lakeside.

The use of video or digital image cell phones is prohibited.

N. SOLICITATION/DISTRIBUTION

Literature may not be distributed nor any solicitation made on the premises without express written consent of Logan Health Medical Fitness Center-Lakeside.

O. LATEX- FREE ENVIRONMENT

Logan Health Medical Fitness Center-Lakeside is a latex-free environment. Latex products of any kind are not permitted in the facility, including balloons.

SECTION III - FACILITY ENTITLEMENTS AND POLICIES

A. STUDIO

1. When classes are in session the studio is reserved for participants.
2. Fitness on Demand is a group exercise video system available to all members on a first come first serve basis. You may join a class in session if you can do so without interrupting the flow of the class. Please do not turn off a class while it is in session.
3. Members are asked to return equipment used from the studios after use, including weights, tubing, therapy balls, mats, etc.

B. CARDIO EQUIPMENT & STRENGTH EQUIPMENT

1. Use of the cardio equipment is available to anyone 16 and older.
2. An orientation session is recommended prior to using the equipment. Please schedule orientation at the Front Desk.

C. SUMMIT MEDICAL FITNESS CENTER PROGRAMS AND SERVICES

Active Logan Health Medical Fitness-Lakeside members (standard and temporary) may use Logan Health Fitness-Kalispell for a \$5.00 day fee. Logan Health Lakeside members receive Summit member tennis rates after paying the \$5.00 day fee.

Active Logan Health Medical Fitness-Lakeside members may sign up for Logan Health Medical Fitness Kalispell programs, including the use of Tyke Town Childcare, at Logan Health-Kalispell member rates. Logan Health Medical Fitness Lakeside memberships must be active for the duration of Logan Health Fitness -Kalispell program they are enrolled.

SECTION IV - MEMBERSHIP ACCOUNT POLICIES

A. BILLING

Members will be billed on the first of each month for dues that current month. Your monthly dues are not based upon attendance. Membership dues are paid automatically by electronic funds transfer (EFT), credit card or six-month pre-pay. The registration fee is a non-refundable processing fee.

Any additional charges made to membership accounts will be automatically added to your monthly bill. Unpaid balances will automatically inactive the membership, and no further charges will be allowed until the outstanding balance has been paid in full.

All account changes must be made three business days prior to the month in which the change is to become effective.

Any account payment returned from the bank or credit/debit card declined will be charged an additional fee.

B. EFT (Electronic Funds Transfer)

Monthly dues must be paid by Electronic Funds Transfer (EFT) from a checking or savings account. The Logan Health Medical Fitness Center-Lakeside billing is generated on the 1st of every month. Auto pays are generated at that time with withdrawals occurring on the 10th of each month.

Any account payment returned from the bank will be charged an additional fee.

C. CREDIT OR DEBIT CARDS

Monthly dues paid through credit-card or debit-card fund transfers are withdrawn on the 1st of every month and include MasterCard, Visa, American Express, and Discover.

Any credit/debit card declined will be charged an additional fee.

D. PRE-PAYMENTS

Monthly fees may be paid six to twelve months in advance. Pre-payments are non-refundable and must start on the first of the month. If Logan Health Medical Fitness Center-Lakeside doesn't receive payment or auto pay information before the pre-payment is depleted then your membership will be cancelled and you will be required to pay the sign-up fee to rejoin. *Should someone on the account die or become medically incapacitated during the pre-paid six month period, the proportional unused fees will be used to extend the length of the membership and/or added to the surviving member(s) account. In the event of a death of all account members, proportional fees shall be refunded to the estate of the account holder.

E. DELINQUENCY

Delinquent accounts are inactivated and are subject to no admit status or cancellation at the discretion of Lakeside Medical Fitness Center. Any delinquent account that goes into pre-collection status will automatically lose the privilege to charge to their account and be on a cash-only basis for any purchases.

F. VACATION FREEZE

Two 30-day vacation freezes are allowed each calendar year for a flat rate of \$10.00 per month regardless of the membership type. In order to freeze an account, Logan Health Medical Fitness Center must be notified at least three business days prior to the month of the requested freeze. All vacation freezes must start on the first of the month and run consecutively.

During a Vacation Freeze, account members are not able to access Logan Health Medical Fitness Center-Lakeside using their membership privileges. Questions regarding a Vacation Freeze should be addressed to Logan Health Medical Fitness Center staff.

G. OCCUPATIONAL LEAVE

Occupational leave is available with written employer verification. There is a \$10.00 monthly charge. Occupational leaves will not exceed 12 consecutive months.

H. HARDSHIP LEAVE

Logan Health Medical Fitness Center-Lakeside allows a three-month maximum Hardship Leave when a change in occupational status, such as being laid off from work, necessitates an absence from Logan Health Medical Fitness Center-Lakeside dues. (The leave will be a minimum of one month.) This leave is available at no charge. Written verification from employer must be provided at the time of the request.

I. MEDICAL FREEZE / MEDICAL RELEASE

A Medical Freeze is available for prolonged illness or injury. A letter from a health-care provider is required to verify the condition. There is a three-month limit for any Medical Freeze with review by management at that time. All requests must be submitted in writing prior to the freeze. A Medical Freeze must be for a minimum of one month and cannot exceed 12 consecutive months. A medical release is a written authorization from a health-care provider and is required to reactivate a Logan Health Medical Fitness-Lakeside Membership that has been placed on Medical Freeze. If a member experiences a medical emergency Logan Health Medical Fitness Center-Lakeside, they are advised to consult with their health-care provider before returning to regular workouts.

J. TERMINATION

Resignation: The member may resign from Logan Health Medical Fitness Center-Lakeside by giving written notice that they wish to terminate at least three business days prior to the first day of the month. Monthly fees will not be pro-rated should membership be terminated in the middle of a month. The member may not offset fees and/or other outstanding charges against his/her sign-up fee, and the sign-up fee is non-refundable. Past due accounts must be paid in full. All membership cards must be turned in and the resignation shall be effective the first day of the following month or in accordance with the terms of the membership contract. If you decide to rejoin Logan Health Medical Fitness-Lakeside within 30 days of your cancellation date we will waive the sign-up fee.

Termination: The membership of any member who is in arrears in the payment of his/her account for a period in excess of 60 days may have their membership terminated. All debts and bills to Logan Health Medical Fitness Lakeside are immediately due in full. The membership of a member may be cancelled or suspended by management for any period of time in the event of violation of any rules and regulations of Logan Health Medical Fitness Center-Lakeside, or any conduct which, in the opinion of the management of Logan Health Medical Fitness Center-Lakeside, is detrimental to the welfare, good order and character of Logan Health Medical Fitness Center-Lakeside.

Any member or guest of a member found maliciously or willingly destroying or abusing the facilities of Logan Health Medical Fitness Center-Lakeside or exhibiting any inappropriate behavior will be subject to immediate expulsion without refund of sign-up fees and the member shall be liable to Logan Health Medical Fitness Center-Lakeside for all damages resulting from such actions. Termination of a member by Logan Health Medical Fitness Center-Lakeside does not relieve the member of dues or other charges, previous to the date of termination. See Logan Health Medical Fitness Center-Lakeside Behavioral Policy section VI for more information.

K. FEE ADJUSTMENTS

Fees are subject to adjustment at any time as determined by the management. One month's notice will be given to members of any upcoming adjustments.

L. MEMBERSHIP ADJUSTMENTS

Qualified members may be added or taken off your membership by paying a \$10.00 change fee.

A membership may be upgraded by paying the difference in sign-up fees between the current member type and the new member type. If you are upgrading the membership type and have already paid that sign-up fee, you will only be charged the change fee and pro-rated dues if applicable.

Upgrades may be made effective before the first of the upcoming month by paying a pro-rated monthly fee. The pro-rated fee would include the cost difference between the current and new monthly membership fee.

Downgrades will be effective on the first of the upcoming month. All account adjustments must be made three business days prior to the month in which the change is to become effective. At least one person must be active on the account in order to downgrade.

M. FEE REFUNDS

Sign-up fees are non-refundable. If a member must cancel their membership due to extenuating circumstances, they may receive a 100% refund if the request is made within seven business days of their join date.

If a member must cancel their membership due to medical reasons, they may do so with written authorization from their health care provider. Any account balance will then be refunded. Please allow 21 days for processing.

A member forced to cancel their membership due to medical reasons will have one year in which to rejoin Logan Health Medical Fitness Center-Lakeside without being required to repay the sign-up fee. Medical documentation must be provided and should verify the need for medical leave prior to rejoining. Fees for Temporary memberships are non-refundable.

N. MEMBERSHIP TYPES DEFINED

Logan Health Medical Fitness Center-Lakeside offers two basic types of memberships.

Standard Month to Month Membership: This membership offers lower monthly rates but requires a sign-up fee. Memberships are month to month and may be cancelled at any time. However, the sign-up fee is required to re-start your membership if it's been cancelled. Monthly dues must be paid automatically by electronic funds transfer (EFT) through a savings or checking account, credit card or six-month pre-pay.

Temporary Membership: There is no contract or sign-up fee associated with this type of membership and there is no limit on the number of months for which a Temporary Membership may be purchased.

O. MEMBERSHIP CLASSIFICATIONS DEFINED

Adult memberships are for ages 19 and over.

Couple memberships are for a married couple or a parent and one dependent child age 16 – 23.

Student memberships are for full-time students age 16 – 18.

SECTION VI - BEHAVIORAL POLICY

All inappropriate behavior may be classified into three categories.

CATEGORY 1: MAY INCLUDE, BUT NOT LIMITED TO THE FOLLOWING:

- Profanity
- Littering
- Minor disrespect towards staff, members, and/or guests
- "Disobedience" of Logan Health Medical Fitness Center policy

CATEGORY 2: MAY INCLUDE, BUT NOT LIMITED TO THE FOLLOWING:

- "Defiance" - unwilling to correct behavior when asked
- Disrespect

- Spitting
- Misuse of Equipment
- Failure to yield equipment/space at designated times

CATEGORY 3: MAY INCLUDE, BUT NOT LIMITED TO THE FOLLOWING:

- Assisting in unauthorized entry
- Vandalism
- Violence (assault/fights, threats, etc., physical or verbal)
- Harassment of any kind
- Any act which necessitates intervention by law enforcement

CONSEQUENCES: All incidents will be logged into a computer data base for future identification of repeat offenders. Repetitive misbehavior will not be tolerated.

CONSEQUENCES, CATEGORY 1:

- Verbal warning and explanation of rule.
- Note in member file.

CONSEQUENCES, CATEGORY 2:

- Offender may be removed from activity.
- If offender is 17 and under, an effort will be made to contact the parent(s), review the incident, and discuss consequences to be applied. The minor will not be allowed into the facility until the incident has been reviewed.
- If the offender is 18 or older he/she will be removed from the activity and asked to leave the facility, and a suspension applied to members. Non-members will not be allowed to re-enter the facility in the future.
- Staff will fill out an incident report with offenders name, member number, phone number (parents' names and phone number, if necessary), and description of incident.
- The offender may be suspended from use of Logan Health Medical Fitness Center-Lakeside for a minimum of two weeks (membership dues will not be refunded).

CONSEQUENCES, CATEGORY 3:

- Police may be called.
- Staff person will be present to assist and give a statement to responding officers.
- Staff will fill out an incident report with offenders name, member number, phone number (parents' names and phone number, if necessary), and description of incident.
- Category 3 offenses may result in the immediate termination of membership.
- Individuals terminated under Category 3 will no longer be allowed on Logan Health Medical Fitness Center-Lakeside property.

DETERMINATION OF CONSEQUENCES

The Policy Review Committee will assess each incident and decide on a consequence(s). The majority of Category 2 offenses may carry a two-week suspension/denied access to Logan Health Medical Fitness Center-Lakeside. After two suspensions the offender's membership will be revoked. The majority of Category 3 offenses may result in termination of membership for any category offense.

APPEALS PROCESS Appeals must be submitted in writing to Logan Health Medical Fitness Center-Lakeside within seven days of the incident. Each appeal will be reviewed by the Policy Review Committee.

SECTION VII - MISCELLANEOUS

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 patrons. It is the sole responsibility of the member to remain current with all standards and procedures of Logan Health Medical Fitness Center-Lakeside.

Management reserves the right to change or amend these policies and procedures as deemed necessary for the safe and functional operation of the facility.