

Logan Health Fitness Center

MEMBER HANDBOOK

April 2025

LOGAN
HEALTH

Welcome to Logan Health Fitness Center.

TABLE OF CONTENTS

CODE OF CONDUCT.....	4
SECTION I - HOURS OF OPERATION.....	5
Fitness Center.....	5
Holiday Hours.....	5
Summer Hours.....	5
Holiday Closures.....	5
Child Care.....	5
SECTION II - HOUSE POLICIES.....	6
Membership Cards.....	6
Check In.....	6
Cell Phones.....	6
Locker Rooms.....	6
Attire.....	7
Lost & Found and Valuables.....	7
Smoking / Tobacco Use.....	7
Weapons.....	7
Food and Drink.....	7
Guest Policy.....	8
Special Events.....	8
Group Usage.....	8
Personal Coaching / Training.....	8
Maintenance Closures.....	8
Photography.....	8
Wireless Internet Connection.....	9
Solicitation/Distribution.....	9
Latex-Friendly Environment.....	9
Facility Rental.....	9
SECTION III - FACILITY ENTITLEMENTS AND POLICIES.....	9
Aquatics.....	9
Gymnasium.....	10
Climbing Wall.....	10
Studio Alpine, Big Sky and Canyon	11
Indoor Track.....	11
Cardio Equipment Floor.....	11
Strength Training Floor.....	12
Racquetball Courts.....	12
Tennis.....	12
Turf Area.....	13
Class Registration.....	13
Clinical Services and Health Education.....	13
Child Care (Tyke Town).....	13

SECTION IV - MEMBERSHIP ACCOUNT POLICIES.....	14
Billing.....	14
Delinquency.....	14
EFT.....	14
Year Pre-Payments.....	14
Vacation Freeze.....	14
Occupational Leave.....	15
Occupational/Hardship Leave.....	15
Medical Freeze/Release.....	15
Termination.....	15
Fee Adjustments.....	16
Membership Adjustments.....	16
Fee Refunds.....	16
Membership Types Defined.....	16
Membership Classifications Defined.....	17
 SECTION V – MEMBER FACILITY GUIDELINES BASED ON AGE	 18
 SECTION VI – GUEST FACILITY GUIDELINES BASED ON AGE	 20
 SECTION VII - BEHAVIOR POLICY.....	 21
 SECTION VIII - MISCELLANEOUS	 22

CODE OF CONDUCT

Welcome to Logan Health Fitness Center!

Logan Health Fitness Center is a family friendly facility that is committed to providing a safe and welcoming environment for all patrons. This Code of Conduct is to ensure a respectful and enjoyable environment for everyone. Violations of this Code of Conduct may result in suspension or termination of membership and facility access at the discretion of management.

The Code of Conduct is not meant to be exhaustive, and all members and guests are expected to behave in a mature and responsible manner that aligns with the Code and follow all facility policies and procedures.

Respect for Others

- Treat fellow members, guests, and staff with courtesy and respect.
- Harassment, discrimination, intimidation, or verbal abuse will not be tolerated.

Appropriate Attire

- Always wear suitable athletic clothing and closed-toe athletic shoes.
- Clothing or visible tattoos may not contain language, symbols, or images that would be considered obscene, profane, racist, sexual, portray violence, or otherwise inappropriate for the facility.

Equipment Use

- Use equipment properly and return it to its designated place after use.
- Wipe down machines and benches after each use with provided sanitation supplies.
- Do not monopolize machines or weight stations while others are waiting and during peak hours.

Cleanliness & Hygiene

- Shower before entering pool and hot tub.
- Use towels to cover benches and clean equipment after use.
- Maintain personal hygiene for the comfort of all members and avoid coming to the fitness center when sick.
- Limit use of fragrance products out of consideration for individuals with allergies and sensitivities.
- No food or drink other than water allowed beyond the front desk.

Personal Belongings

- Store bags and personal items in lockers or designated areas.
- The facility is not responsible for lost or stolen items.

Cell Phone Use

- Cell phone use is prohibited in all locker rooms, saunas, steam rooms and hot tub area.
- No texting or talking on phones in a way that impacts others. Take phone conversations to lobby area or off the workout areas.
- Do not use cell phones while using equipment.
- No photography or video recording in locker rooms, restrooms, or other designated areas.

Safety & Conduct

- Follow all posted safety signs, facility policies and staff instructions.
- Refrain from unsafe, reckless, or aggressive behavior.
- Report any injuries or equipment issues to staff immediately.

Guest Policy

- Guests must check in at the front desk and abide by all facility policies.
- Members are responsible for the conduct of their guests.

SECTION I - HOURS OF OPERATION

A. HOURS OF OPERATION

Regular Hours

Monday – Friday 5:00 am - 10:00 pm

Saturday 7:00 am - 9:00 pm

Sunday 7:00 am - 7:00 pm

Summer Hours (Memorial Day – Labor Day)

Monday – Friday 5:00 am - 9:00 pm

Saturday 7:00 am - 7:00 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. HOLIDAY HOURS

Holiday hours of 8:00 am - 12:00 pm will be in effect for New Year's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, and Thanksgiving Day.

Early close of 4:00 pm occurs on Christmas Eve and New Year's Eve.

C. HOLIDAY CLOSURES

We closed over the Labor Day weekend for Maintenances and Cleaning.

Christmas Day - December 25th

D. CHILD CARE HOURS

Monday - Friday 8:00 am - 3:00 pm

Saturday & Sunday Closed

*See SECTION III - Facility Entitlements and Policies, L - Child Care for specific policies.

SECTION II - HOUSE POLICIES

A. LOGAN HEALTH FITNESS CENTER RESERVES THE RIGHT TO REFUSE SERVICE TO ANYONE.

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

C. MEMBERSHIP CARDS

Each member 13 years of age or older will receive a membership key fob. The key fob will be required to enter the facility. A fee of \$2.00 will be charged to replace lost membership key fobs.

D. CHECK IN

Please enter the facility by scanning your member card at the front desk. Members under age 13 are not issued cards, but are required to check in by telling front desk staff their member number. No one will be allowed in the facility without appropriate identification or payment.

E. CELL PHONES

1. Cell phone use is prohibited in all locker rooms, saunas, steam rooms and hot tub area.
2. No texting or talking on phones in a way that impacts others.
3. Take phone conversations to lobby area or off the workout floor..
4. Do not use cell phones while using equipment.
5. No photography or video recording in locker rooms, restrooms, or other designated areas.

F. LOCKER ROOMS

1. Adult Locker Rooms
 - a. Fitness Center members have access to restrooms, locker rooms and changing facilities that are sanitary, safe and adequate. The Fitness Center maintains separate restrooms and locker rooms for male and female members and employees. The men's and women's locker rooms are reserved for members 13 and over.
 - b. Children ages six and under:
 - i) Parents or guardians with children of the same gender six and under may use the men's and women's locker room.
 - ii) Parents or guardians with children six and under of the opposite gender may use the family changing rooms. Please supervise your children at all times.
 - c. Children under 13:
 - i) Parents or guardians with one or more children 12 and under may use the family changing room. The Fitness Center provides secure lockers for day use in the men's, women's and family locker rooms. Please contact the front desk for assistance with operating the lockers. We are not responsible for lost or stolen items.
 - d. Rental lockers for storage of personal items are available for a monthly fee on a first-come, first-served basis. Check at the front desk for availability.
 - e. Please be sensitive to others regarding nudity in the locker rooms.
 - f. Members and employees must use the locker room and/or restroom that is consistent with their gender at birth, unless the member has transitioned physically and/or medically to the opposite gender. Members who are in the process of transitioning to the opposite gender shall continue to use the locker room or restroom that is consistent with their gender at birth until the physical and/or medical transition has been completed.
 - g. Any gender nonconforming or gender transitioning member may use the private changing room or the private changing room in the family locker room.

2. Family Changing Rooms
 - a. Four private changing rooms are available for parents with children 12 and under. Two are handicap-accessible for those with special needs.
 - b. The area where the lockers are located is considered the common area. Please do not use this area to change clothes.
3. Boys and Girls Locker Rooms
 - a. These locker rooms are for patrons 12 and under.
 - b. No locks are provided, but personal padlocks may be used if removed after use.
 - c. All youth groups, school groups and church groups will use these locker rooms and adult supervision must be provided. Towels will not be provided.

G. ATTIRE

1. All members are asked to wear appropriate workout attire for their particular activities.
2. Clothing or visible tattoos may not contain language, symbols, or images that would be considered obscene, profane, racist, sexual, portray violence, or otherwise inappropriate for the facility. Patrons will be required to cover tattoos or change clothing that does not meet these requirements.
3. Clean, closed-toed shoes that are non-marking must be worn in the gymnasium, tennis courts, racquetball court, strength-training floor, cardio-equipment floor, track and studios.
4. Only bathing suits and aquatic apparel are allowed in pool and spa.
5. Attire not allowed in the pool and spa includes, but is not limited to:
 - a. Thong-style or similar swimwear
 - b. Swimsuits that are see through when wet
 - c. Underwear, including sports bras
 - d. Gym shorts, cut offs and clothing with buttons and zippers
6. Children not toilet-trained must wear swim diapers with waterproof pants in the pool. No regular diapers allowed in the pool.
7. Swimmers must dry off and wear shirt and shoes before exiting the locker rooms.
8. Shirts must be worn in all fitness and tennis areas. Pinnies are available for use at the fitness desk.

H. LOST & FOUND AND VALUABLES

1. We are not be responsible for articles lost, stolen or damaged in the facility or on our grounds.
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

This is designated a smoke-free and tobacco-free environment. This includes chewing tobacco and electronic cigarettes.

J. WEAPONS

Possession of weapons while on the premises is prohibited. Exceptions include sworn officers of public law enforcement agencies, correctional officers, or other situations when specifically permitted by the director.

K. FOOD AND DRINK

No food or drink is allowed past the front desk. Water in a non-breakable container is permitted. Exceptions may be made for special events.

L. GUEST POLICY

1. Each active membership is provided four guest passes per year at no charge. Guest passes expire December 31 at which time four new passes will be credited to your account.
2. Your guest must register at the front desk and will be logged into our computer system. Check with the front desk if you have questions.
3. Members 13 and older may bring in guests 13 and older.
4. Guest usage may be limited during after school and peak times.
5. Guests 13 and older have full access to the facility with the following exception: Lap swim is only available to guests 14 and older per Montana State regulations.
6. Guests 12 and under must be supervised by an adult 18 and older. During open swim times when a lifeguard is on duty a responsible adult (18+) must be on premises. Children 6 and under must be accompanied in the water by an adult.
7. Guests ages 6 to 12 have access to Open Climb (if belay certified) and Hang Time. Must be directly supervised by an adult when using the climbing wall.
8. Pets are not to be brought in the building with the exception of service animals. Please do not tie up your pet anywhere on the premises.
9. Please see Section V - Facility Guidelines Based On Age, for a complete list of guest-access availability.

M. SPECIAL EVENTS

1. Announced special events may have precedence in facility usage.
2. Please contact the front desk for any special event information.

N. GROUP USAGE

1. Groups wanting to use an area of the facility must make a group reservation or get approval from management prior to use. Groups may not use an area of the facility which impacts regular member use. Groups may use an area during non-peak times with management approval. Fees may apply.
2. A group is defined as four or more people using one area participating in an organized activity. The number of persons allowed to participate in a group may vary depending on the area they wish to use and their activity.

O. PERSONAL COACHING/TRAINING

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

P. MAINTENANCE CLOSURES

We reserve the right to periodically close all or part of the facility for necessary repairs and maintenance.

Q. PHOTOGRAPHY

1. Use of any camera, video or still photography is specifically prohibited at all times without the consent of Logan Health. The media is welcome to report all special events using photography or video.
2. The use of video or digital image cell phones is prohibited.
3. Logan Health Fitness Center allows photographs to be taken under the following conditions:
 - a. During a public or special event (as listed above).
 - b. On the final day of scheduled swim lessons.
 - c. For private parties and group rentals.
 - d. By special permission of the on-call supervisor.

4. With the exception of public or special events, photographs or video are only to include the members and guests in the party. Photographs that include other members or guests are not allowed and shall not be posted on Facebook or any other social media source. The photographs, video or audio recording cannot be used for any type of media, marketing, advertising, promotion including the internet, brochures, posters, flyers, newspaper, magazines, or movies at any time.
5. We reserve the right to preview photo shoots, to confiscate film or video, or delete digital images that may include individuals not involved in the group activity to insure the privacy of its patrons.

R. WIRELESS INTERNET CONNECTION

A wireless internet connection is provided as a service to our members and guests. We ask that participants of this service respect their fellow internet users. Downloading of music or video, commercial use (web servers or file transfers) or viewings of elicit adult pictures or websites is prohibited. Abusers of this service will have their privileges suspended.

S. SOLICITATION/DISTRIBUTION

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

T. LATEX- FRIENDLY

This is a latex allergy friendly environment. We have reduced natural rubber latex in our facility as much as possible. However, there may be some fitness and or exercise equipment that still contains natural latex. If you have any health concerns related to natural latex, please speak with one of our supervisors.

U. FACILITY RENTAL

Non-hosted parties and events may be scheduled with 14 days advance notice. Conference rooms are available for educational programs, meetings, and groups. Contact the manager for details. Fees may apply.

SECTION III - FACILITY ENTITLEMENTS AND POLICIES

A. AQUATICS

1. A head-to-toe cleansing shower is required prior to entering the pool and/or spa per Montana State Regulations. This helps maintain a healthy environment.
2. Swim attire policy is located under Section II House Policies, G Attire
3. No food, chewing gum, or beverages other than water in a non-breakable container allowed in the pool area.
4. For your safety, please read and follow all posted rules. Basic pool rules apply: no running on deck, no rough play, equipment must be used properly, and no diving.
5. We reserve the right to close any pool or spa due to contamination or mechanical problems.
6. The pools and pool area may be closed for special events, which will be posted at least 1 week prior to closure.
7. Pool schedules are posted in the pool area and are available at the front desk and on our website.
8. Only bathing suits and aquatic apparel are allowed in pools, spa, steam room and sauna. No cut-offs please.
9. Multi-Use Pool
 - a. See schedule for availability. Schedules are posted in the pool area and are available at the front desk and on our website.
 - b. Members and guests 13 and under are not allowed in the pools or spa unless there is a lifeguard on duty or working with a swim instructor. Lifeguards are only on duty during Open Swim.

- c. Lap Swim is for members and guests 14 and older. Please observe lap swim etiquette. If crowded, swim a circle pattern and share the lane with other swimmers. Up to 6 people per lane is recommended when circle swimming.
 - d. Open Swim is available to all ages with the following exception: Children 6 and under must be accompanied in the water by an adult within arm's reach. Maximum one adult per two children 6 and under. We recommend that non-swimmers wear a lifejacket and stay in the shallow end. A lifeguard will be on duty during all Open Swim times.
10. Whirlpool Spa
- a. The spa is co-ed and available for use by members and guests 14 and older per Montana State Regulations and Logan Health Fitness Center policy. The whirlpool spa is available during all business hours.
 - b. During Open Swim times the spa is available for use by members and guests 6 and older. Please follow posted age guidelines.
 - c. Spa water temperature will be maintained at 102 to 104 degrees.
 - d. For your safety, please read and follow posted rules and cautions before using spa.
11. Sauna & Steam Rooms
- a. The sauna and steam rooms are available in both the men's and women's locker rooms during business hours.
 - b. The sauna and steam rooms are restricted to those 13 and older.
 - c. Swimsuits or towel wraps are required.
 - d. For your safety, please read and follow posted rules and cautions.

B. GYMNASIUM

- 1. Gym schedules are available at the front desk and on our website.
- 2. Unsupervised use of the gym is for member's 12 and older and guests 13 and older. Children 11 and under must be under direct supervision of an adult or in a supervised class for which the child is registered.
- 3. The gym and Age Guidelines are located under Section V - Member Facility Guidelines Based On Age and Section VI - Guest Facility Age Guideline Based On Age.
 - a. Generally members 10 and under must be directly supervised by an adult.
 - b. Members age 12 may use without a responsible adult on premises.
 - c. Members age 11 may use with responsible adult on premises.
 - d. Guests 12 and under may use under direct supervision of an adult (18+).
- 4. Basketballs, volleyballs and soccer balls are available in the gym. Volleyball and pickball nets are also available. Contact fitness desk staff.
- 5. Athletic shoes must be clean and non-marking.
- 6. Please be respectful of other users in the gymnasium. Un-sportsman like conduct, recklessly kicking balls, etc. is not permitted.
- 7. Portions of the gym may be reserved for designated activities such as leagues or special events.
- 8. Members must use indoor soccer balls, no outdoor soccer balls.
- 9. NO DUNKING or hanging on rims or nets.
- 10. Specific basketball rims may be lowered for small children at the request of an accompanying adult. Please contact the fitness desk for assistance.

C. CLIMBING WALL

- 1. For your safety, please read and follow all posted climbing rules.
- 2. Climbers must be 6 years of age to use the wall.
- 3. Everyone using the climbing wall must have a climbing wall waiver completely filled out and on file with our Climbing Wall department.
- 4. Those who are bouldering must have a spotter. Hands must stay below the 4th panel (9 ft. above the gravel). No bouldering within 6.5 ft. (two panels wide) of a roped climber.
- 5. Safety First - all harnesses, belay devices, ropes, and knots must be double checked before climbing.

6. Shoes specifically made for climbing are required and may be available for use. Limited climbing harnesses may also be available for use.
7. Hang Time is an opportunity to climb even if you are not belay certified. This is a time for you to come in and experience the wall even if you are not belay certified. There will be an instructor present to belay you and we have a limited number of harnesses available. There will also be limited availability for Belay Testing during this time.
8. Certified Climb is for experienced climbers who have been cleared by an instructor to climb and belay with a partner and are on the certified climbing list. Direct facility supervision is not required. No lead climbing during this time. If one is not on the certified climbing list they cannot climb during this time. Must bring in your own gear.
9. Benches are available for spectators. Spectators and non-climbers are not allowed on the padded area.
10. Climbing-wall schedules are available at the front desk and on our website.

D. STUDIOS: ALPINE, BIG SKY and CANYON

1. When classes are in session the studios are reserved for participants.
2. When a class is not in session, anyone 13 and older may use the studios.
3. Children 12 and under may use the studios when classes aren't in session and accompanied by an adult.
4. Members are asked to return equipment used from the studios after use, including weights, tubing, therapy balls, mats, etc.
5. Members age 11-12 are allowed to participate in some group exercise classes ONLY when accompanied by a parent. Pre-approval of the instructor is required.

E. INDOOR TRACK

1. The track is available for walking, jogging (inside lane) and running (outside lane). Please be attentive and use the appropriate lane for your chosen activity/pace. Athletic shoes are required at all times. (No cleats or spikes allowed, this ruins the track.)
2. Direction will be clockwise Monday, Tuesday, Friday and Saturday; counter-clockwise Wednesday, Thursday and Sunday.
3. The underpass is to be used to cross the track. The ramp is to be used for mobility challenged individuals and/or wheelchair access only.
4. Children 12 and under may use the track with direct adult supervision.
5. Barefoot running is not permitted. Strollers are allowed under the following guidelines: No more than 2 strollers at a time on the track.
 - a. The stroller size must take up only 1 lane.
 - b. Use inside lane only.
 - c. All strollers must yield to other pedestrian usage of the track.
 - d. No "side-by-side" strolling.
 - e. Child must be secured in stroller with proper harness/seatbelt.

F. CARDIO EQUIPMENT FLOOR

1. Use of the cardio equipment is available to anyone 13 and older.
2. For safety reasons, children 12 and under are not allowed to watch their parents work out.
3. An orientation session is recommended prior to using the equipment. Please schedule orientation at the Fitness Desk.
4. Headsets are not provided so please bring your own.
5. Entry to the cardio-equipment floor through the Cardiac Rehab area is limited to those with special needs.
6. Members age 11-12 may use under the direct supervision of an adult.
7. Children 10 and under are not allowed in the fitness area unless participating in a specific class. Tyke Town, our on-site child care, is available for children 9 and under.

G. STRENGTH TRAINING FLOOR

1. Use of the strength-training floor is available to anyone 13 and older.
2. For safety reasons, children 12 and under are not allowed to watch their parents work out.
3. An orientation session is recommended prior to using the equipment. Schedule at the Fitness Desk. It is important that all individuals learn proper workout and equipment techniques.
4. All youth ages 13-17 should complete a youth fitness orientation before using the fitness center equipment.
5. Please allow others to work in between your sets.
6. Please remove plates from bars and return weights, barbells, and dumbbells to their proper location after use.
7. Members age 11-12 may use specific equipment in the fitness area under the direct supervision of an adult.
8. Children 10 and under are not allowed in the fitness area unless participating in a specific class. Tyke Town, our on- site child care, is available for children 9 and under.
9. Please see section V – Member Facility Guidelines Based On Age for Afterschool Guidelines and additional age guidelines.

H. RACQUETBALL COURT

1. Members may reserve a court up to 3 days in advance at the Front Desk.
2. Each member is allowed one hour of play per day unless the court is empty and no reservation is pending.
3. Athletic shoes and appropriate clothing are required at all times.
4. Please call and give us at least 2 hours' notice if you have to cancel a reservation.
5. The court will be held for 10 minutes beyond the reserved time.
6. Eye protection is required. Eye protection is available at the Fitness Desk on a first-come, first-served basis.
7. Children 12 and under may access the racquetball courts with direct adult supervision. Younger players learning the rules must be accompanied by an adult. Safety precautions and proper rules must be followed.
8. Wallyball equipment is available please contact fitness desk staff.

I. TENNIS AREA

1. Use of tennis courts requires an additional fee to regular membership dues. Member and non-member rates apply. Non-member court reservation fee includes full access to the facility.
2. Court reservations must be made with the front desk, 751-4120. Please limit the number of players to four per court. The names of players are required at the time of booking. Lessons are available and can be scheduled with the tennis pros at the tennis center, 751- 4518.
3. Member court fees may be charged to your account or paid by check, cash, or credit card. Non-members and temporary members are required to prepay for court time and lessons at the time of booking and must have a credit card on file.
4. Members please check in at the front desk using your membership card. Non-members please check in and sign in at the front desk. Get court assignments from the front desk at time of check-in.
5. Members may reserve a court up to three days in advance. Advance notice of 24 hours is required to cancel a reserved court or lesson at no cost. Non-members may reserve a court one day in advance.
6. Playmate Smash, a state-of-the-art ball machine, is available with court reservations. Adult supervision required for children of any age.
7. Non-marking tennis shoes are required.
8. Contact the Member Services office for billing discrepancies.
9. Announced special events will have precedence regarding facility use. This includes tournaments, socials, leagues, round robins, mixers and other pre-arranged programs.
10. Children 12 and under must be under the direct supervision of an adult. This includes tournaments, lessons, and court time.

J. TURF AREA

1. Use of the Turf Area is available to anyone 13 and older.
2. For safety reasons, children 12 and under are not allowed to use this area or watch their parents work out.
3. Children ages 7-12 are allowed to use the area only when participating in a program or during Family Turf Time when directly supervised by a parent. Children ages 7-10 are not allowed to use weight or cardio equipment.
4. Turf area, including the black top, is not available during scheduled classes. See Turf schedule for details.

K. CLASS REGISTRATION

1. Some group fitness classes require pre-registration. If payment is required it must be received at the time of registration for the participant to be placed on the class roster. Please contact the front desk.
2. To receive member pricing, the participant must be a member for the entire duration of the program.
3. If after the first meeting of a class you decide to cancel, your registration fee for the class will be 100% refunded. After the second class, all fees are non-refundable except for special circumstances or class cancellations. Cancellation fees may apply.

L. CLINICAL SERVICES

Clinical services (Cardiopulmonary Rehab, Physical & Occupational Therapy, Journey to Wellness) are not included with your membership.

M. CHILD CARE (TYKE TOWN)

1. The child care center is a drop-in care facility which means there are no reservations and you may come in at any time. In the event that we have reached maximum capacity, we may ask you to wait a short period of time for a spot to open. Payment is required at the time of service and additional fees may apply.
2. Parents are expected to be in the facility while their children are in child care. If you leave for an outside workout, the staff must be notified of your intentions. Child care is for short-term stays only, with a maximum of three hours.
3. Security Policy:
 - a) When a parent drops off their child, they must sign them in on the sign-in sheet at the desk. When the parent returns, the signature will need to match the original one to allow the child to leave.
 - b) If a parent drops off their child and wants their spouse to pick them up, written permission will be needed on the sign-in sheet. Verification of the spouse's identity will be needed by a picture ID. This will be done from their driver's license or from use of the computer screen, if they are members.
4. Sick children are not allowed in Tyke Town. We appreciate your close attention to this policy in order to ensure a healthy environment for other children, members and staff.
5. Personal items should be labeled such as bottles, diapers, food, bags and clothes.
6. Diapers are not supplied. Please provide extra diapers for your child's comfort.
7. In accordance with organizational childcare policies, children must have current immunizations according to the recommended schedule to attend Tyke Town. We do not accept any exemptions.
8. See Tyke Town staff for a complete list of policies.

SECTION IV - MEMBERSHIP ACCOUNT POLICIES

A. BILLING

Members will be billed on the first of each month for dues for that current month. Accounts are due and payable in full by the 28th of the month. Your monthly dues are not based upon attendance. The registration fee is a non-refundable processing fee.

Any additional charges made to membership accounts are payable in full by the 28th of the following month. Unpaid balances will automatically inactivate 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. DELIQUENCY

Delinquent accounts are inactivated and are subject to no admit status or cancellation at the discretion of Logan Health 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.

C. EFT (Electronic Funds Transfer)

Monthly dues may be paid by Electronic Funds Transfer at a discounted monthly fee from a checking or savings account. 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 or the next business day if the 10th falls on a weekend. Any account payment returned from the bank will be charged an additional fee.

D. 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. Credit/debit card payments for monthly dues are at a discounted rate. Any card declined will be charged an additional fee.

E. YEAR PRE-PAYMENTS

Monthly fees may be paid one year in advance. Yearly prepayments are eligible for a 10% discount on the annual monthly fee. However, the 10% discount will not apply to Corporate Rates, Temporary Memberships and Registration Fees. Yearly prepayments are non-refundable. *Should someone on the account die or become medically incapacitated during the prepaid year, 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.

F. VACATION FREEZE

Two 30-day vacation freezes are allowed each calendar year for a flat rate of \$25.00 regardless of the membership type. In order to freeze an account, The Member Services Office must be notified at least three business days prior to the month of the requested freeze.

During a Vacation Freeze, account members are not able to access the facility using their membership privileges, nor do they have access to their account guest passes. Questions regarding a Vacation Freeze should be addressed to the Member Services Office.

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

A three-month maximum Hardship Leave is allowed when a change in occupational status, such as being laid off from work, necessitates an absence from membership 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 / RELEASE

All members must complete a health history questionnaire. Medical release will be required for any individual who is identified as being high-risk.

A Medical Freeze is available for a prolonged illness or injury. Written notification 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 membership that has been placed on Medical Freeze. There is no fee charged for putting a membership on medical freeze or during the medical freeze. If a member experiences a medical emergency at the facility, 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 Fitness Center by giving written notice that they wish to terminate at least three business days prior to the first day of the month after the membership contract ends. Monthly fees will not be prorated should membership be terminated in the middle of a month. The member may not offset fees and/or other outstanding charges against his/her registration fee, and the registration 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.

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 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 Fitness center, or any conduct which, in the opinion of the management, is detrimental to the welfare, good order and character of Logan Health.

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

Family members may be added to or taken off your membership by paying a \$10 change fee. Downgrades may occur after your one-year agreement has been fulfilled. At least one person must be active on the account in order to downgrade.

A membership may be upgraded by paying the difference in registration fee between the current member type and the new member type. If you are upgrading the membership type and have already paid that registration fee, you will only be charged the \$10 change fee.

Downgrades will be effective on the first of the upcoming month.

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

M. FEE REFUNDS

Registration 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 without being required to repay the registration fee. Medical documentation must be provided and should verify the need for medical leave prior to rejoining.

Fees for Temporary memberships are non-refundable. In extenuating circumstances, the fee payment may be used for in-house credit. Documentation must be submitted to the Member Services Committee for approval.

Credit balances on member accounts will be used as in-house credit.

Refunds may be available upon request.

N. MEMBERSHIP TYPES DEFINED

Logan Health Fitness Center offers two basic types of memberships. Here is a brief description of each:

1. Temporary Memberships: These memberships may be purchased one month at a time in the Member Services Department. There is no contract or registration fee associated with this type of membership. Temporary Memberships expire 30 days after the date of purchase, and there is no limit on the number of months for which a Temporary Membership may be purchased. A portion of temporary fees may be applied toward a registration for a contractual membership if processed within 2 weeks of the temporary expiration date.

Temporary Memberships do not include guest passes and are unable to bill charges to their account.

- 2. Contractual Memberships:** This membership offers lower monthly rates but requires a registration fee, a signed contract, and a commitment of at least one year.

Corporate Memberships are available to eligible companies. Please contact Member Services for more information.

O. MEMBERSHIP CLASSIFICATIONS DEFINED

Adult memberships are for ages 19 and older.

Couple memberships are for married couples, domestic partners or a parent and one dependent child age 6 through 23. A domestic partner is defined as non-married cohabitating adults responsible for each other's common welfare, intending to cohabitate indefinitely and have a financial interdependent relationship.

Family memberships are for married couples, domestic partners or parent and their dependent children age 6 through 23; a father and his dependent children; a mother and her dependent children; or a legal guardian(s) and dependent children. When a child is no longer a dependent on an active family membership, he/she may continue an individual membership with no registration fee if it is done within a month of losing dependency.

Senior memberships are for those 65 years and older.

Senior Couple memberships are for those with at least one person 65 years of age.

Student memberships are for full-time students 13 and older (junior high, high school or college). Verification of student status may be requested once a year. Most adult privileges are available to student members, including adult locker rooms. Student memberships for individuals 19 and older must have verification of 12 or more college credit hours.

SECTION V – Member Facility Guidelines Based On Age

All members are expected to behave in an appropriate manner. Members who fail to exhibit appropriate behavior may be removed from the facility and lose membership privileges.

AQUATIC AREAS					
See Schedule	Age 0-5	Age 6	Ages 7-11	Age 12-13	14 & older
Spa	NOT allowed per Montana State Regulations.	Allowed during OPEN SWIM. <u>MUST</u> be under direct adult (18+) supervision in the water.	Allowed during OPEN SWIM. Responsible adult (18+) supervision <u>MUST</u> be on premises.	Allowed during OPEN SWIM. May use <u>without</u> a responsible adult on premises.	Full Access
Multi-Use Pool	Allowed during OPEN SWIM. <u>MUST</u> be under direct adult (18+) supervision in the water. (MAX 2 Non-swimmers per adult)		Allowed during OPEN SWIM. Non-swimmers <u>MUST</u> wear a life jacket, stay in the shallow end and have an adult in pool area. Responsible adult (18+) supervision <u>MUST</u> be on premises.	Allowed during OPEN SWIM. Non swimmers <u>MUST</u> wear a life jacket & stay in the shallow end. May use <u>without</u> a responsible adult on premises.	Full Access Non swimmer <u>MUST</u> stay in the shallow end.
Lifeguards are on duty ONLY during Open Swim.					
AFTERSCHOOL GUIDELINES					
Lobby Area	No loitering or hanging out in the lobby area. 15 minute time limit from 3-5 pm.				
Gymnasium (see schedule)	Teen Gym 3-5 pm M/T/TH/F, and 2-5 pm Wed. Students loitering in the gym and benches will be asked to leave.				
Weight Area Cardio Mezz	Monday-Friday Afterschool 3- 6:30 pm: Ages 15 & older only 4:15-6:30 pm Ages 13-14 3-4:15 pm / 12 & under: Not Allowed.				
Time Limit	Middle school students will be asked to keep their time in the facility to no more than 2 hours afterschool unless accompanied by an adult. Several hours of “hanging out” in the facility is not appropriate or allowed.				

ALL OTHER AREAS OF FACILITY – FITNESS CENTER

FACILITY GUIDELINES BASED ON AGE – MEMBER & NON-MEMBERS

See Schedules	Age 0-6	Ages 7-10	Age 11-12	13 & Older
Gym, Track, Racquetball Court	Allowed under direct adult supervision. Gymnasium Only: <u>NOT</u> allowed during Leagues.	May use under the direct supervision of an adult (18+).	AGE 12 May use <u>without</u> a responsible adult on premises. AGE 11 Responsible adult (18+ or 16+ family member) must be on premises.	Full Access. Racquetball court reservations can be made at the Front Desk. See gymnasium schedule.
	NON-MEMBERS: May use under the direct supervision of an adult (18+).			
Alpine & Big Sky Studios	May use when a class is <u>NOT</u> in session. Adults must directly interact with children in organized activities. Children <u>MAY NOT</u> sit in studio during class. Fitness equipment for adult use only.			Full Access See schedule.
Canyon Studio	<u>NOT</u> allowed at any time.			Full Access See schedule.
Fitness Area Weight Area & Cardio Mezzanine	<u>NOT</u> allowed at any time.	<u>NOT</u> allowed at any time.	Members ages 11-12, under <u>DIRECT</u> adult (18+) supervision.	Full Access *See Exception After School Guidelines* Youth Orientation recommended
	NON- MEMBERS: <u>NOT</u> allowed at any time.			
Turf	<u>NOT</u> allowed at any time.	Only when participating in a Logan Health program or with <u>parents</u> during Family Turf Time.	Members ages 11-12, under <u>DIRECT</u> adult (18+) supervision	Full Access See schedule.
Tennis Courts	Allowed under direct adult (18+) supervision. Court reservations made at the Front Desk.			Schedule court reservations at the Front Desk.
Locker Rooms	Parents with <u>SAME GENDER</u> children 6 & under may use the Men's & Women's locker room. Steam room/sauna <u>NOT</u> allowed. Children must be under direct adult (18+) supervision.	Family and Boys' & Girls' Locker Rooms. Children <u>MUST</u> be under direct adult (18+) supervision.	Boys' & Girls' Locker Rooms.	Men's & Women's Locker Rooms. Full Access.
Climbing	Age 0-5	Age 6-12		13 & Older
Hang Time & Open Climb	<u>NOT</u> allowed at any time.	Allowed during Hang Time & Open Climb. <u>MUST</u> be under direct adult (18+) supervision and belay certified by Logan Health Fitness staff during Open Climb. See Climbing Wall schedule.		<u>MUST</u> be belay certified by staff. Advanced climbers must be on advance list.
Bouldering		This is climbing low to the ground without the use of ropes. A person or child (6+) should be spotted by another person. No part of the body may pass above the third panel from the ground. Bouldering should not be done underneath roped climbers.		

SECTION VI – Guest Facility Guidelines Based On Age

Guest Information

- All guests **MUST** follow the age guidelines for use of the facility.
- The member is responsible for the behavior of the guest.
- Guests caught sneaking in will not be allowed to use the facility.
- Inappropriate behavior will result in dismissal from facility, without refund.
- Guest usage may be limited during after school and peak times.

Please Be Aware of these Age Specific Guidelines. Check area schedules for available activities and times.

Children ages 6 and under

Children 6 and under may use the following areas of the facility with direct adult (18+) supervision. The responsible adult (18+) cannot leave a child unsupervised to use another area of the facility. Guest ages 4-6 must pay a guest fee or use a guest pass. Ages 3 and under are free with paying adult.

- Pool – Only during Open Swim times and **MUST** be accompanied in the water with a responsible adult. See aquatic age guidelines on back and pool schedule for availability.
- Gymnasium
- Track
- Racquetball court, check with fitness or front desk regarding availability.
- Climbing Wall is available for children 6 and older with direct adult (18+) supervision. See climbing wall schedule for guidelines and availability.
- Locker rooms: Responsible adult (18+) with same gender children 6 & under may use the men's & women's locker room. Steam room & sauna NOT allowed. Children **MUST** be under direct adult supervision. Responsible adult with opposite gender children **MUST** use the family changing rooms.
- **All other areas of the facility are off limits unless the child is in a directly supervised program.**

Children ages 7 – 12

Guests 7 years & older must pay a guest fee or use a member guest pass. They have access to most of the facility; however, they must be supervised by a responsible adult (18+) and within sight at all times in the gymnasium, track and racquetball court.

- Pool, during Open Swim times when a lifeguard is on duty a responsible adult (18+) must be on premises. See aquatic age guidelines.
- Climbing Wall must be directly supervised by an adult (18+). See Climbing Wall schedule for other guidelines and availability.
- Fitness area, including all strength-training and cardio equipment areas are off limits.
- **MUST** use Boy's and Girl's locker room. Men's and Women's locker rooms are off limits.

Children ages 13 – 17

Guests 13 to 17 years may be in the facility without adult supervision. Children are required to sign in at the front desk for each visit. See aquatic age guidelines for details. Patrons must be 14 and older to use the pool area during non-open swim times.

SECTION VII - 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 policy

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

- "Defiance" - unwilling to correct behavior when asked
- Disrespect
- Spitting
- Misuse of Equipment (May include, but not limited to):
 - Hanging on rims
 - Kicking basketballs/volleyballs
 - Inappropriately kicking soccer balls
- Not following posted rules in pool areas
- 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)
- Careless driving
- Harassment of any kind
- Any act which necessitates intervention by law enforcement

CONSEQUENCES: All incidents will be logged into a computer database 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 may be 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 the facility 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 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 the facility. 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 Member Services within seven days of the incident. The Policy Review Committee will review each appeal.

SECTION VIII - 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.

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

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



Fitness Center

205 Sunnyview Lane
Kalispell, Montana 59901
406.751.4100