

# Logan Health Fitness Center

# MEMBER HANDBOOK

Revision May 2026

**LOGAN**  
HEALTH

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# 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 established to provide 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 to 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 except in pool area and locker rooms.
- 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 is allowed beyond the front desk.

### Personal Belongings

- Store bags and personal items in locked lockers or keep in your locked vehicle.
- 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 the lobby area or off the workout areas.
- Do not park on strength or other fixed fitness equipment while using your device.
- No photography or video recording in locker rooms, restrooms, or other areas where members or guests are being captured in your photo or video. designated areas.

### Safety & Conduct

- Follow all posted safety signs, facility policies and staff instructions.
- Unsafe, reckless, or aggressive behavior is prohibited.
- 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

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### 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. Please end your workout 15 minutes prior to closing time and exit the building no later than the posted closing time.

## B. HOLIDAY HOURS

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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

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Labor Day weekend for maintenance and cleaning.

Christmas Day - December 25th

## D. CHILD CARE HOURS

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

Saturday & Sunday Closed

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

## SECTION II - HOUSE POLICIES

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

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

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### C. MEMBERSHIP KEY FOBS

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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

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Please enter the facility by scanning your membership key fob at the front desk. Members under age 13 are not issued key fobs 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. LOCKER ROOMS

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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 aged 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.

## **F. ATTIRE**

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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.

## **G. LOST & FOUND AND VALUABLES**

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1. We are not 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.

## **H. SMOKING/TOBACCO USE**

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

## **I. WEAPONS**

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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.

## **J. FOOD AND DRINK**

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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.

## **K. GUEST POLICY**

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1. Each active membership is provided six 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 Hang Time. Must be directly supervised by an adult when using the climbing wall.
8. Pets are not to be brought into 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.

## **L. SPECIAL EVENTS**

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

## **M. GROUP USAGE**

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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 people allowed to participate in a group may vary depending on the area they wish to use and their activity.

## **N. PERSONAL COACHING/TRAINING**

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

## **O. MAINTENANCE CLOSURES**

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

## **P. AUDIO, VIDEO & STILL RECORDING. ELECTRONIC DEVICES & CELL PHONES**

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1. For the protection of our Members and Guests, cellular phones and other mobile devices may not be used in the locker rooms. Headphones, ear buds, or other personal listening devices must be used. No speakers.
2. Use of any camera, video or still recording 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 with approval.
3. Logan Health Fitness Center allows recordings to be made under the following conditions:
  - a. During a public or special event (as listed above).
  - b. On the final day of scheduled swimming 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 any social media source. It is prohibited to use such photographs, video or audio recording for any type of media, marketing, advertising, promotion including the Internet, brochures, posters, flyers, newspapers, magazines, or movies at any time.

5. In order to ensure the privacy of our patrons, 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.

#### **Q. WIRELESS INTERNET CONNECTION**

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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**

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

#### **T. LATEX- FRIENDLY**

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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**

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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**

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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. For appropriate swim attire, see Section II House Policies, G Attire.
3. No food, chewing gum, or beverages other than water in a non-breakable container is allowed in the pool area.
4. For your safety, please read and follow all posted rules for pool area, spa, sauna and steam room. 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 to address contamination or mechanical problems.
6. The pools and pool area may be closed for special events, which will be posted at least 1 week in advance.
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 pool, spa, steam rooms and saunas. 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 pool 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 life jacket 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 during all business hours.
  - b. Members and guests aged 6-13 are not allowed in the spa unless there is a lifeguard on duty. Lifeguards are only on duty during Open Swim.
  - c. Children aged 5 and under are not allowed in the spa.. Please follow posted age guidelines.
  - d. Spa water temperature will be maintained at 102 to 104 degrees.
11. Saunas & 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.

## **B. GYMNASIUM**

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1. Gym schedules are available at the front desk and on our website.
2. Children 11 and under must be under direct supervision of an adult or in a supervised class for which the child is registered. Members 12 and older and non-members 13 and older may use the gym unsupervised.
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. Members 10 and under must be directly supervised by an adult.
  - b. Members aged 12 may use without a responsible adult on premises.
  - c. Members aged 11 and non-members aged 12 may use with responsible adult on premises.
  - d. Non-members aged 11 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. Unsportsmanlike 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**

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1. For your safety, all participants must read, understand, and follow the posted climbing wall rules, staff instructions, and current climbing wall schedule. Schedules are available at the front desk, on the website, and at the climbing wall. Schedules may change seasonally.
2. All participants must have a current climbing wall waiver on file before participating in any climbing wall activity, including climbing, bouldering, belaying, instruction, classes, or staffed programs. Participants under 18 must have a waiver signed by a parent or legal guardian.
3. Participants must be at least 4 years old to use the climbing wall. Participants ages 13 and younger must be supervised by staff, a parent/guardian, or a responsible adult age 18 or older for all climbing activities.
4. Clean closed-toe athletic shoes or climbing shoes are required. Climbing shoes are available during all climbing wall hours. Harnesses and belay equipment are available during Hang Time and climbing classes only. Harnesses and belay equipment are not available during Open Climb.
5. Bouldering is climbing without ropes below the designated red bouldering line. Bouldering involves fall risk, and use of an attentive spotter is strongly encouraged. Participants ages 13 and younger must be directly supervised

and actively spotted by a parent, legal guardian, staff member, or responsible adult age 18 or older while bouldering. Bouldering is not allowed under, above, or too close to other climbers.

6. Open Climb is for climbers using the wall independently within the limits of their current certifications and demonstrated abilities. Belayers must have a current Belay Card visibly displayed on their harness while belaying.
7. Top rope belaying is permitted only for participants ages 14 and older who have passed the Top Rope Belay Test and received a Top Rope Belay Card.
8. Lead climbing and lead belaying are permitted only for participants ages 16 and older who have passed the Lead Belay/Climb Test and received a Lead Belay/Climb Card. Lead climbing is allowed only at designated lead stations. Lead climbers must provide their own rope.
9. Hang Time is a staffed drop-in climbing session where participants may try the wall even if they are not belay certified. An instructor will be present to belay climbers, and limited harnesses and climbing shoes are available.
10. Before every roped climb, harnesses, knots, belay devices, ropes, and system setup must be checked. No self-belaying is allowed. All roped climbers must be belayed by an approved belayer.
11. Spectators and non-climbers must remain off the padded climbing area. Only climbing wall staff may change holds, bolts, anchors, ropes, or other wall equipment.

#### **D. STUDIOS: ALPINE, BIG SKY and CANYON**

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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 if 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/guardian. Pre-approval by the instructor is required.

#### **E. INDOOR TRACK**

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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. 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. Strollers 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**

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1. Use of cardio equipment is available to anyone 13 and older.
2. For safety reasons, children 12 and under are not allowed on the cardio floor 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. Entry to the cardio equipment floor through the Cardiac Rehab area is limited to those with special needs and prior approval.
5. Members aged 11-12 may use the cardio floor under the direct supervision of an adult.

6. Children 10 and under are not allowed in the fitness area unless participating in a specific class. Tyke Town, our on-site childcare, is available for children 10 and under.

## **G. STRENGTH TRAINING FLOOR**

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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 on the strength training floor 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 aged 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 childcare, is available for children 10 and under.
9. Please see section V – Member Facility Guidelines Based On Age for Afterschool Guidelines and additional age guidelines.

## **H. RACQUETBALL COURT**

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1. Members may reserve a court up to 3 days in advance at the front desk or online.
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 must cancel a reservation.
5. The court will be held 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. Members 11 and under and non-members 12 and under may access the racquetball courts with direct adult supervision. Younger players must be accompanied by an adult. Safety precautions and proper rules must be followed.
8. Wallyball equipment is available; please contact fitness desk staff.
9. Please see section V – Member & Non-Member Facility Guidelines Based On Age for Afterschool Guidelines and additional age guidelines.

## **I. TENNIS CENTER**

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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, 406-751-4120. 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, 406-751-4518.
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 check-in time. Contact the Member Services office for billing discrepancies. 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.
5. A state-of-the-art ball machine is available with court reservations. Adult supervision is required for children 15 and under unless approved by tennis director.
6. Non-marking tennis shoes are required.

7. Announced special events will have precedence regarding facility use. This includes tournaments, socials, leagues, round robins, mixers and other pre-arranged programs.
8. Children 12 and under must be under the direct supervision of an adult. This includes tournaments, lessons, and court time.

## **J. TURF AREA**

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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 aged 7-10 are allowed to use the area only when participating in a program or during Family Turf Time when directly supervised by a parent. Children aged 7-10 are not allowed to use weight or cardio equipment.
4. Children 11-12 are allowed to use turf area under direct adult supervision.
5. Turf area, including the black top, is not available during scheduled classes. See Turf schedule for details.

## **K. CLASS REGISTRATION**

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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**

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

## **M. CHILD CARE (TYKE TOWN)**

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1. Tyke Town is a drop-in care facility which means there are no reservations and you may come in at any time. If 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 such as late fees, snack and diaper fees may apply.
2. Parents are expected to be in the facility while their children are in Tyke Town. If you leave for an outside workout, you must notify the staff of your intentions. Tyke Town 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 have identification labels, such as bottles, diapers, food, bags and clothes.
6. Diapers are not supplied. Please provide extra diapers for your child's comfort. Diaper fees may apply.
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 exceptions.
8. See Tyke Town staff for a complete list of policies.

## **SECTION IV - MEMBERSHIP ACCOUNT POLICIES**

### **A. BILLING**

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1. Members will be billed on the first of each month for dues for that current month. Accounts are due and payable in full upon receipt. Monthly dues are not based upon attendance. The registration fee is a non-refundable processing fee.
2. Any additional charges made to membership accounts are payable by following months billing cycle..
3. All account changes must be made three business days prior to the month in which the change is to become effective.
4. Any account payment returned from the bank or credit/debit card declined will be charged an additional fee.

### **B. DELIQUENCY**

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Delinquent accounts are inactivated and are subject to no admit status or cancellation at the discretion of Logan Health Fitness Center. When an account reaches 60 days past due, you may be subject to collection actions. Contractual members who are 60 days past due will be in default of the member agreement and all remaining monthly payments become due or member may choose to pay a one-time termination fee.

### **C. ELECTRONIC FUNDS TRANSFER (ETF)**

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Monthly dues may be paid by Electronic Funds Transfer (ETF) from a checking or savings account. Billing is generated on the 1<sup>st</sup> of every month and withdrawn from the checking or savings account on file on the 10<sup>th</sup> of each month. Any account payment returned from the bank will be charged an additional fee.

### **D. CREDIT OR DEBIT CARDS**

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Monthly dues paid through credit card or debit card fund transfers are withdrawn on the 1<sup>st</sup> of every month. Any card declined will be charged an additional fee. All recurring dues paid using credit or debit cards will be charged a convenience fee based on the membership type.

### **E. YEAR PRE-PAYMENTS**

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Monthly fees may be paid one year in advance. Yearly prepayments are eligible for a 10% discount on the annual 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 account member, proportional fees shall be refunded to the estate of the account holder.

### **F. VACATION FREEZE**

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1. Two 30-day vacation freezes are allowed each calendar year for a flat rate of \$25.00 per month 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.
2. 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

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Occupational leave is available when your work takes you 50 miles or more out of the area for more than a month with written employer verification. There is a \$10.00 monthly charge. Occupational leaves will not exceed 12 consecutive months.

## H. HARDSHIP LEAVE

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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

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1. All members must complete a health history questionnaire. Medical release will be required for any individual who is identified as being high-risk.
2. A Medical Freeze is available for prolonged illness or injury. Written notification from a healthcare 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 healthcare provider before returning to regular workouts.

## J. TERMINATION

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**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 on 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. Membership 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 for 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

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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

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1. 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.
2. The primary member will be notified of any adjustments requested that affect their active membership account before changes are made.
3. 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.
4. Downgrades will be effective on the first of the upcoming month and must be received at least three business days prior to the first day of the month.
5. 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

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1. 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.
2. 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.
3. 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.
4. 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.
5. Credit balances on member accounts will be used as in-house credit.
6. Refunds may be available upon request.

## N. MEMBERSHIP TYPES DEFINED

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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

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**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 cohabit 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 –Facility Usage Based On Age

All members and guests/non-members are expected to behave in an appropriate manner while following the age guidelines of the facility. Members are responsible for the behavior of their guests. Age Verification documentation may be requested.

**\*\* Please note non-members guidelines that are different than members are in gray. \*\***

### AQUATIC AREA

Spa				
Ages 0-5	Age 6 - 11	Age 12	Age 13	Age 14 & up
NOT allowed per Montana State Regulations	Allowed during Open Swim. Responsible adult (18+) Must be on premises.	Allowed during Open Swim.	Allowed during Open Swim.	Full Access
Non-members must have responsible adult (18+) on premises				

Multi-Use Pool				
Age 0-5	Age 6-11	Age 12	Age 13	Age 14 & up
Allowed during Open Swim with adult (18+) in the water. Max. 2 non-swimmers per adult.	Allowed during Open Swim. Non-swimmers MUST have an adult in the water. Supervising adult (18+) must remain on the premises for those we can swim.	Allowed during Open Swim.	Allowed during Open Swim.	Full Access
		Non-members must have responsible adult (18+) on premises		

After School Guidelines	
After School Procedures	Non-members under 18 are not permitted Mon-Fri 3-6pm/Wed 1-6pm. This restriction is from September through May. Guest pass, Day Pass and Punch Pass use during after school hours are not permitted. To help prevent overcrowding for our members and create the best experience, we limit youth non-member usage during the days and times indicated above. Guest passes, Day Passes and Punch Passes can be used by non-members 18 and older.
Lobby Area	No loitering or hanging out in the lobby area. 15-minute time limit from 3-5:30 pm.
Gymnasium (See Schedule)	Teen Gym 3-5:30pm M/T/Th/F and 2-5:30pm Wed, Students loitering in the gym and benches will be asked to leave.
Weight Area Cardio Mezzanine	Monday-Friday after school times until 6:00pm: Ages 15 and older no restrictions. Ages 11-14 with direct adult supervision.
Time in Facility	Middle school aged students will be asked to keep their time in the facility active and productive. IF a student has been in the facility for over 2 hours and is being unproductive or disruptive, he/she will be asked to leave. IF the facility is busy during after school hours, we may ask students to limit their time to 2 hours.

<b>Gym, Track, Racquetball Crt</b> <small>(See Gym Schedule)</small>			
<b>Age 0-10</b> Allowed under direct adult (18+) supervision	<b>Age 11</b> Responsible adult (18+) must be on premises	<b>Age 12</b> Full Access. Reservations required for racquetball.	<b>Age 13 &amp; Older</b>  Full Access. Reservations required for racquetball
<b>Non-members: may use under direct supervision of an adult (18+)</b>		<b>Non-members must have adult (18+) on premises.</b>	

<b>Alpine and Big Sky Studios</b>		<b>Canyon Studio</b>	
<b>Age 0-12</b> May use when class is not in session under direct adult interaction in organized activities. Children may not sit in studio during class. All equipment is for adult use only.	<b>Age 13 &amp; Older</b>  Full Access. See Schedule	<b>Age 0-12</b>  Not allowed at any time.	<b>Age 13 &amp; Older</b>  Full Access. See Schedule

<b>Fitness Area, Weight Area, Cardio Mezzanine</b>		
<b>Age 0-10</b> Not allowed at any time.	<b>Age 11-12</b> Allowed under direct adult (18+) supervision	<b>Age 13 &amp; Older</b> Full Access. Orientation Recommended
<b>Non-members: <u>NOT</u> allowed at any time.</b>		

<b>Turf Area</b>			
<b>Age 0-6</b>  Not allowed at any time.	<b>Age 7-10</b> Allowed only when with Logan Health program or with parents during Family Turf Time.	<b>Age 11-12</b>  Allowed under direct adult (18+) supervision	<b>Age 13 &amp; Older</b>  Full Access. Orientation Required.

<b>Tennis Courts</b>	
<b>Age 0-12</b> Allowed under direct adult (18+) Supervision	<b>Age 13 &amp; Older</b> Full Access. Reservations Required.

<b>Locker Rooms</b>			
<b>Age 0-6</b> Parents with <u>SAME GENDER</u> children 6 & under may use the Men's & Women's locker room. Allowed under direct adult (18+) supervision. Not allowed in Steam/Sauna.	<b>Age 7-10</b> Allowed in Family and Boys' or Girls' locker rooms under direct adult (18+) supervision.	<b>Age 11-12</b>  Allowed in Boys' or Girls' locker room.	<b>Age 13 &amp; Older</b>  Allowed in Men's or Women's locker room.

<b>Climbing Wall – Waiver Required to Use Wall</b>		
<b>Age 0-4</b>  Climbing/Bouldering NOT allowed at any time.	<b>Age 4-13</b> For all situations this age climber MUST be under direct supervision by adult (18+), parent/guardian or staff. Allowed during Hang Time. During Open Climb, climbers may use the wall independently within the limits of their current certifications and demonstrated abilities. <b>See Climbing Wall section for details.</b>	<b>Age 14 &amp; Older</b> Climbers may use the wall independently within the limits of their current certifications and demonstrated abilities. <b>See Climbing Wall section for details.</b>
<b>Bouldering below red line anytime.</b> A person or child (4+) 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 - BEHAVIOR POLICY

Inappropriate behavior may be classified into three categories.

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

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- Profanity
- Littering
- Minor disrespect towards staff, members, and/or guests
- Non-compliance with policy and/or posted rules.

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

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- 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
- Failure to yield equipment/space at designated times

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

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- Assisting in unauthorized entry
- Vandalism
- Violence (assault/fights, threats, etc., physical or verbal)
- Careless driving
- Harassment of any kind
- Repeated noncompliance with policies and/or rules
- Any act which necessitates intervention by law enforcement
- Any behavior (on or off campus) which, in the sole discretion of the Fitness Center Leadership, poses a threat to the safety and security of members and/or staff.

**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:

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

### CONSEQUENCES, CATEGORY 2:

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- Offenders may be removed from activity.
- If offender is 17 or 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 until return to premises is approved by leadership.

- Staff will document incident in offender's member management account.
- Staff may fill out a Logan Health incident report with offender's name, member number, phone number (parents' names and phone number, if necessary), and description of incident.
- The offender may be suspended from using the facility for a minimum of two weeks (membership dues will not be refunded).

### **CONSEQUENCES, CATEGORY 3:**

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- Law Enforcement may be called.
- Staff will be present to assist and give a statement to responding officers.
- Staff will document incident in offender's member management account.
- Staff may fill out a Logan Health incident report with offender's 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 carry a two-week suspension from access to the facility. After two suspensions the offender's membership will be revoked. The majority of Category 3 offenses 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.

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 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 policies and procedures of Logan Health Fitness Center.

# **LOGAN**

## **HEALTH**

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### **Fitness Center**

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