

Member Handbook



THIBODAUX REGIONAL
FITNESS CENTER

Welcome

You have taken an important step towards enhancing your health and well-being. There are many ways the Thibodaux Regional Fitness Center (the Center) can positively impact the quality of your life.

At the Thibodaux Regional Fitness Center, we approach health and fitness from a medically integrated perspective. We believe that our Center is unique in its commitment to meeting each member's personal needs. Our progressive fitness environment, comprehensive programs and certified professionals will assist you in reaching and maintaining your health and fitness goals.

This handbook is intended to provide you the information you need to have an enjoyable and safe experience. We want you to experience all of the courtesies, comforts, privileges and services you deserve. Our team will maintain and oversee these policies for your benefit and for the benefit of all of our members.

This handbook features key policies and procedures of the Center, but it is not meant to be a complete list. We may change policies as necessary and appropriate based on health and fitness considerations and guidelines and to benefit all members. We are always happy to explain any policies or procedures when you have questions.

From all of us at the Thibodaux Regional Fitness Center, we hope that your membership experience will result in a healthier mind and body for many years to come!

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Proper Attire, Conduct & Facility Expectations

Please wear athletic attire appropriate for the space in all areas of and at all times when using the facility. The standards include shirts, shorts, sweatpants, and athletic shoes on the fitness floor and in the group exercise studios. In addition, swimming attire is required in the pools. Open-toed shoes or sandals are not permitted on the fitness floor. Bare feet are allowed only in locker room and aquatic areas. The use of shower sandals in the locker room and pool areas is recommended. The Center reserves the right, in its sole discretion, to determine what is appropriate attire and appropriate member conduct. The Center reserves the right to revoke membership privileges based on improper conduct or behavior that might interfere with other members' use and enjoyment of the facility or is otherwise contrary to orderly Center operations is the sole discretion of the Center.

If you have experienced symptoms of communicable illness, including but not limited to, a fever, runny nose, cough, sore throat, sneezing, diarrhea or vomiting, please stay home until your symptoms have subsided. Center policy states those entering the facility should use discretion and be seventy-two hours without fever and otherwise symptom-free prior to entering the facility.

Member Service

Our Member Services team is here to assist our members in any way possible. Please visit our Member Services desk if you have questions or concerns so we can provide you with the best possible experience. Member Services can assist with membership-related issues, program enrollment and scheduling, Fitness Shop, purchases and member feedback. In addition, comment cards are located at the Member Services desk to provide additional opportunities for members to communicate to Center Management in a written form. We encourage you to meet with our Member Services Manager or Center Director whenever you have a concern.

Member Terms & Conditions

All members shall comply with this Member Handbook and any and all Center Terms and Conditions. The rules contained herein are not inclusive. Amendments to the Center Member Handbook, Terms and Conditions and Rules and Regulations may be made from time to time as necessary. The decision of the Center shall be final regarding the interpretation of the Member Handbook, Terms, Conditions, Rules and Regulations.

Please note that all membership cancellations require an advance written notice. Monthly dues shall continue regardless of use. Members will be responsible for all applicable dues and fees during the cancellation period. Please refer to Right to Cancel Membership on page 8 of this handbook.

Your Membership Account

All members' personal, financial, and health-related information is strictly confidential and may require updating from time to time. The Center utilizes different methods to settle your account depending on the type of membership. Electronic Funds Transfer (EFT) or prepayment is used for all membership types via MasterCard, Visa, Discover or the bank draft method of payment.

Account Settlement Methods

Once you provide your account information and authorization, we'll automatically debit the pre-defined accounts for the appropriate monthly dues and house charges as designated in any program or the membership agreement. The Center reserves the right to refuse entry to any member whose account has not been settled.

Payroll deduction is the preferred payment method for employees. Payroll deductions will occur once per month on the first payday of the month.

Any questions regarding membership accounts may be directed to the Center's accounting department.

House Charge

The Center provides house charge privileges for members' convenience. House charges allow members to use their membership card to bill products and services to their Center account. Settlement of house charge accounts occurs via EFT on the 5th of each month for the previous month's charges. Membership accounts with dues settlement methods other than EFT will be required to provide the accounting department with the account information necessary to allow for EFT collection of house charges. For more information and to establish your house charge account, please stop by the Member Services desk at your convenience.

Guest Policy

Members 18 years or older are welcome to bring a guest anytime unless prohibited by the Center for safety and/or health related reasons. Each guest is limited to 3 visits per year unless residing 40 miles further than The Center. The Center reserves the right to require all guests to complete and sign a guest registration card. Each guest must:

- Present a valid Center guest pass or pay a guest fee per visit.
- Be 18 years of age or accompanied by a parent or guardian, who is a member of The Center, if 16 or 17 years of age.
- Present a driver's license or valid form of identification.
- Complete and sign a guest registration and waiver.

Membership Options

Additional family members on any membership account must reside at the same address. Month-to-month and annual membership payment options are available. Please contact a Member Services representative for additional information.

Age Requirements

The Thibodaux Regional Fitness Center is an adult facility. You must be 18 to have an individual membership. The Center allows family memberships to include secondary members ages 16 years and older, and 12 - 15 years olds with a parent member.

Senior Membership

Senior memberships for those 65 years or older are available at a reduced rate.

Membership Changes

To Upgrade

To add a family member to an existing membership, the primary account holder may contact a Member Services representative. Additional family members must reside at the same address and be age-appropriate based on Center policy.

To Downgrade

To cancel or remove a family member from a membership account, the primary account holder must provide a request in writing. Members may downgrade their membership at any time without a fee; however, members must provide an advance written notice.

Right to Cancel Membership

Members may cancel their membership agreements without penalty within three business days after your initial agreement signing with a full refund. All membership cancellations after this period will require in person, advance written notice of intent to cancel to a member of the Member Services Team. If written notice is received by the 20th of the month, membership will be terminated at the end of that month. If received after the 20th of the month, membership will be terminated at the end of the following month. Members are responsible for paying their monthly dues for the period until cancellation becomes effective.

Membership Hold

Members can place their memberships on hold (“hold”) in accordance with the following restrictions:

Medical Freeze

- Members must provide written authorization from member’s doctor indicating the inability to use the facility within 30 days of the event. Upon return, the member must provide written authorization from his or her physician to resume facility use.
- Medical freezes are honored for a minimum of 1 month and a maximum of 6 months.

Membership Bridge

- Requests must be submitted in writing 30 days in advance of the bridge start date.
- Bridges are honored for a minimum of 2 months and a maximum of 6 months.

All bridge requests for medical or extenuating circumstances must be made in writing and are subject to approval by the Center Director. The Center will not honor backdated bridge requests.

Members on an approved relocation bridge or medical freeze will have their dues portion suspended. *A member may not use the facility during the bridged or medical freeze period.*

Yearly or Paid in Full members on an approved bridge or medical freeze will have their membership expiration date extended per the Bridge/Medical freeze extension schedule for yearly/paid in full memberships.

Member ID Card & Replacement

All members are required to present membership cards upon entrance to the Center at the Member Services desk. Members may also scan in using our app, Fit@ThibReg, on a cellular device. Center membership cards that have been lost or stolen will be replaced through Member Services for an additional fee. The fee for replacement is due upon receiving your card. ID Cards are non-transferable.

Lost & Found

The Center maintains a “Lost & Found”. Inquiries can be made at the Member Services desk. Members may turn in or claim items. Items will be kept for one month before being donated to charity. Intimate items including underwear, soaps, brushes/combs will be disposed of. The Center is not responsible for lost or stolen items.

Facility Tours

Tours are available at the Member Services desk.

Additional Services

Personal Training

The Center offers a variety of personal training services and packages provided by degreed and certified fitness staff for an additional fee. Contact the Member Services desk for additional information or to schedule an appointment. Only Center trainers are eligible to conduct personal training in the Center; therefore, members who do not comply with this policy (by participating in and/or providing training for a fee) are subject to having their memberships revoked.

Personal Training sessions are non-refundable. In the case of documented medical reasons, the client may be credited the remaining amount to their account, or expiration dates may be modified.

Massage Services

Our certified massage therapists provide a therapeutic and clinical approach to the massage services offered. Our massage therapists focus on your individual needs necessary to improve overall health and encourage relaxation. Schedule a massage service and experience for yourself our unique approach. A menu of massage services is available at our Member Services desk.

To obtain additional information about these services, visit the Member Service desk.

Swim Instructions

We have group and private swim lessons for all ages. Our certified instructors will help you build your confidence in the water. Improve your mobility and flexibility in the warm-water therapy pool. Train for an athletic event and increase your fitness level in our lap pool. Visit the Member Services desk for more information.

Swim Clinics

Improve your skills in our swim clinic! Advance and develop the technique and efficiency of your stroke and skills in the water. This three-hour clinic will provide demonstrations and practice of functional movements / drills that will focus on improving flexibility and core strength. Visit the Member Services desk for more information

Water Tots

We have the perfect program for your little one to be comfortable in the water. These private swim lessons are designed for ages 1–3 to concentrate on basic stroke movements. We'll also introduce blowing bubbles (first step in breathing techniques), basic kicking and paddling. Visit the Member Services desk for more information.

Cancellation Policy

When canceling appointments for session-based services, 24 hours' notice is required. Should less than 24 hours' notice be provided, the client will be charged a fee for the scheduled service.

Please note: All sessions expire one year from date of purchase unless otherwise indicated.

Group Exercise

The Center provides a wide range of land and aquatic group exercise programs. Schedules are available at the Member Services desk, on our mobile app, Fit@ThibReg and our website. Class participants should arrive on time to avoid disrupting other class members and to get maximum benefit from the warm-up. Group exercise classes listed on class schedule are all-inclusive; however, there are specialty classes that require a fee for attendance. The Center reserves the right to change class times and instructors and to add or remove classes.

The Center reserves the right to limit the number of participants in each class for the safety (health and wellness) of our members and staff. Members are expected to wipe down equipment both before and after use in a group exercise studio.

The Center reserves the right to close the area for health and wellness reasons at its sole discretion.

Aquatics

Health department standards encourage that members shower with soap and water before use of any pool, sauna or steam room. Members must follow all posted rules and regulations. Proper swim attire is required in all pools. The use of swim sandals in the aquatics and locker room is recommended.

Please refrain from wearing fragrances while using the pools.

Lap pool lanes should be shared during peak hours. The proper lap swimming etiquette is to “circle swim” using a counter-clockwise rotation of the lane in use. If all lanes are being used to full capacity, it is requested that members be courteous and restrict their workouts to a reasonable time frame. The Center reserves the right to limit the number of participants in the swim lanes and pools for the safety (health and wellness) of our members and staff.

The Center reserves the right to shut down the area for health and wellness reasons at its sole discretion.

Child Care Area

Fit Kids is a supervised child activity area where children enjoy a fun experience while their parents or grandparents are using the facility. Children receive quality care in a safe, kid-friendly atmosphere with activities ranging from arts and crafts to physical fitness.

- Program fees apply
- For members' children and grandchildren ages 6 months to 11 years old
- An alternate guardian form can be obtained in Fit Kids
- Limit one visit per day, per child, up to two hours per visit
- Parents or guardians must remain in the Fitness Center while a child is in the Fit Kids
- A non-member or guest can utilize Fit Kids, please see Members Service Desk for fee, all policies and procedures apply
- Reservations are needed for all non-walking infants

Gymnasium

Shirts are required at all times in the gymnasium. Our gymnasium is available for basketball, volleyball and Center activities; please note posted schedule in gymnasium for availability.

Track

Please read the track signs carefully and comply with the direction designated for the day; signs are located at each of the two entrances of the track. As a matter of safety, please do not stand and converse in any lane of the track. Walk in the inside lanes and run in the outside lanes; yield right of way to members using the track at a higher pace.

Sauna/Steam Room/Whirlpool

A sauna, steam room and whirlpool are provided in each locker room to enhance your fitness experience. No shaving or use of scents, oils or creams in these areas. Appropriate attire should be worn (street shoes and full clothing are not allowed in the sauna or steam room). The Center reserves the right to close the sauna, steam room and whirlpool for health and wellness reasons at its sole discretion.

Locker Rooms

The Center features an advanced keyless locker system for your protection and convenience. In addition, the locker rooms provide a number of fine amenities including: towels, soap, shampoo, lotion, deodorant, hair dryers, hair spray and mouthwash.

Lockers are provided for members on a “per use” basis. These lockers must be emptied of their contents after each visit to the Center.

Use the disinfectant wipes provided in the locker room areas to remove perspiration from benches/chairs/stools before and after each use; disinfectant wipes are available throughout the locker room area.

Complimentary towel service is provided to members for their convenience. Please assist us in keeping the locker rooms clean for your fellow members.

The Center reserves the right to close the area for health and wellness reasons at its sole discretion.

Fit Corner

The Fit Corner offers a variety of fitness apparel and necessities. The Fit Corner is open to members as well as the general public. Purchases may be made at the Member Services desk.

Cell Phone/Photography/Videography

As a courtesy to fellow members and for your own safety, talking on cell phones is discouraged in the facility, locker room and pool deck. Please use lobby areas to make and receive cell phone calls and text messages.

Photography and videography is strictly prohibited in the Center unless the Center Director has granted authorization. Multiple offenses of this policy can result in loss of membership privileges.

Tobacco, Alcohol, Controlled Substances & Weapons

The Center is a designated smoke-free environment. Smoking cigarettes, pipes, cigars or use of any other tobacco product including E-Cigarettes are not allowed. Alcohol and drugs are NOT permitted on the premises. Weapons including guns, knives, explosives or any other items with potential to inflict harm are not allowed on the premises. Appropriate action will be taken against any member or guest who violates this policy.

This organization does not tolerate violence, perceived or actual. Violence is defined as actions or words that endanger or harm another individuals or results in other individuals having a reasonable belief that they are in danger. Such actions include: verbal or physical harassment, verbal or physical threats, assaults or other violence, any other behavior that causes others to feel unsafe (e.g. bullying, sexual harassment).

Member Etiquette

Please abide by the basic rule of “courtesy to and safety of your fellow members.” Please also refer to the signs posted on the Fitness Floor and located around the center for details.

General

- Avoid the use of strong-smelling colognes, perfumes or lotions.
- Please use clean athletic shoes to keep the Center and equipment clean for others.
- Food is prohibited outside the lobby area; beverages must be stored in plastic bottles with secure tops.
- Food is prohibited in the locker rooms.

- For the safety of others and your personal belongings, (including but not limited to cash, credit cards, and jewelry), should not be left unattended at any time. We recommend the use of our facility lockers to secure your belongings.
- If you have experienced symptoms of communicable illness, including but not limited to, a fever, runny nose, cough, sore throat, or sneezing, please stay home until your symptoms have subsided. Center policy, states those entering the facility should use discretion and be seventy-two hours without fever and otherwise symptom-free prior to entering the facility.

Safety and Wellness

We view Center safety and wellness as a “team sport” at the Center. By using the Center, you acknowledge that it is impossible to completely eliminate the risk of injury, illness, disease, and viruses and you assume the risks that you might get ill or sick when using communal space. To help stop the spread of germs, please review and act in accordance with CDC guidelines:

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Throw used tissues in the trash.
- If you don’t have a tissue, cough or sneeze into your elbow, not your hands.
- Remember to immediately wash your hands after blowing your nose, coughing or sneezing.
- Washing your hands is one of the most effective ways to prevent yourself and your loved ones from getting sick, especially at key times when you are likely to get and spread germs.

- Wash your hands with soap and water for at least 20 seconds.
- If soap and water are not readily available, use an alcohol-based hand sanitizer that contains at least 60% alcohol to clean hands.

Fitness Floor

- Limit time on any cardio equipment piece to 30 minutes during peak times.
- Limit use of circuit training equipment to one set per machine when others are waiting and allow other members to “work in” with you.
- Use the disinfecting wipes provided in the exercise areas to remove perspiration from equipment before and after each use; disinfectant wipes are available throughout the fitness area.
- Use the towels and/or wipes provided in the exercise areas to remove perspiration from equipment before and after each use; disinfectant wipes are available throughout the fitness area.
- When vacating the equipment, please remove all personal belongings.
- Please re-rack your free weights after use and avoid dropping weights and dumbbells on the floor.
- Please do not leave treadmills running unattended; if you must leave the treadmill, please use the pause button to temporarily halt the treadmill belt.

Locker Room

- Please assist us in keeping the locker rooms clean for your fellow members.
- Eating and storage of perishable items are not permitted in the locker rooms at any time, and lockers must be emptied of contents after each visit to the Center.

- Please discard all dirty towels and trash in the appropriately marked receptacles.
- It is required that a towel be wrapped around or placed beneath oneself when using the sauna, steam rooms, benches and chairs.
- Street shoes are not permitted in the shower and spa areas.
- Fingernail cutting, toenail cutting, shaving and exfoliating are prohibited in the locker room.
- Haircutting and coloring are prohibited in the locker rooms.
- Cell phone or tablet use is strictly prohibited in the locker rooms.
- Use the disinfectant wipes provided in the locker room areas to remove perspiration from benches/chairs/stools and lockers before and after each use; disinfectant wipes are available throughout the locker room area.

Assistance

If you have any questions or need assistance on the Fitness Floor, feel free to ask one of the Fitness Team members (wearing black jackets with “Fitness” on the back).

Personal trainers (wearing black shirts) provide a one-on-one service and should not be interrupted unless there is an emergency.

Useful Phone Numbers

| | |
|-------------------------|--------------|
| Member Services Desk: | 985-493-4950 |
| Member Service Manager: | 985-493-4953 |
| Fitness Desk: | 985-493-2894 |
| Fit Kids: | 985-493-4954 |

Hours of Operation

Center and Membership

Monday – Friday: 5 a.m. – 10 p.m.

Saturday – Sunday: 7 a.m. – 7 p.m.

Fit Kids:

Monday – Friday: 8 a.m. – 1 p.m.

3 p.m. – 7:30 p.m.

Saturday: 8 a.m. – 12:30 p.m.

Sunday: Closed

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