



Policies & Guidelines

Keep this document. It contains important information that you will need to fully access the many services offered by the University of Rochester (the “University”) Medical Center Fitness & Wellness Center (the “Center”).

MISSION STATEMENT

The Center’s mission is to promote total body health for the faculty, staff, students and other members of the University.

HOURS

The Center is open twenty-four hours a day. The Center is staffed Monday through Friday, 10:00am to 5:30pm, excluding University holidays. The Office/Pro-Shop is open Monday through Friday, 10:00am to 5:30pm, excluding University holidays.

MEMBERSHIP

Faculty, staff, students, alumni and retirees of the University are eligible to join the Center. Subject to certain limitations (see below), the spouses, domestic partners and dependents of the aforementioned groups are also eligible for membership. Contractors currently employed at the University are eligible for membership as well. All new members must complete a membership application, make the necessary payment arrangements, and complete an orientation tour before they will be granted access to the Center.

SPOUSES, PARTNERS AND DEPENDENTS LIMITATIONS

Pursuant to University benefits policies, “dependent” is defined as a child age 16 to 21 or fulltime student whose parents are financially responsible for them and “domestic partner” is defined as a person of the same sex living with the University affiliate who cannot legally marry the University affiliate.

In all cases, the University affiliated spouse, partner, parent or guardian must be a registered member of the Center before their non-University affiliated spouse, partner, or dependent can join. We reserve the right to demand documentation of the relationship of the University affiliate and their non-University affiliated spouse, partner, or dependent.

TERMINATION OF MEMBERSHIP

We reserve the right to terminate or suspend membership without refund, either temporarily or permanently, in cases of noncompliance with our rules and procedures. If you pay the full membership dues in advance, it is your responsibility to renew your membership before the end of the paid period. If you elect to pay for your membership by payroll deduction, your membership will not expire automatically; see the Payroll Deduction heading for more information. Your membership will also be terminated if your affiliation with the University is interrupted. If you do not terminate your payroll deduction when your University affiliation is interrupted, it will automatically restart when you return.

MEMBERSHIP FEES

Membership fees vary depending on the nature of your affiliation with the University, or the affiliation of your spouse, partner, parent or guardian (if appropriate). Determination of status is defined by the University ID card. In cases where a member has multiple affiliations and/or ID’s (for example, staff and student), the highest rate applies. Students must be currently enrolled as a student at the University to qualify for the student rate.

All members may pay their full membership dues in advance. Alternatively, persons paid directly by the University (e.g. faculty and staff) on a regular basis may elect to pay their membership dues via payroll deduction. See the Payroll Deduction section for more information.

Membership fees are charged to cover expenses associated with the cost of operations. The Center operates as a cost center and is responsible for its operational expenses.

PAYROLL DEDUCTION

Only staff, faculty, residents, post-doctoral students and fellows on the University payroll may elect to use payroll deduction. Once they initiate payroll deduction, their spouse, partner and/or dependent may also have their membership dues payroll deducted. Payroll deduction can only be initiated in the Office, in person. We cannot accept requests via mail, e-mail, phone, or fax. At signup, you will be expected to pay a pro-rated amount of your membership dues until your first deduction is applied, as well as a small administrative fee. Subsequent deductions will be applied automatically and will include any increase in membership rates.

To terminate payroll deduction for any reason, simply complete a Payroll Deduction Cancellation Request. This must also be done in person. We cannot accept cancellation requests via mail, e-mail, phone, or fax. There will be a processing delay set by the Payroll & Employee Records department. Please plan accordingly.

If fees cannot be deducted from your paycheck for any reason, you will be responsible for any amount in arrears.

PAYROLL DEDUCTION (continued)

Members are responsible for notifying the Center of changes to their payroll cycle and/or employment status.

REFUND POLICY

All membership fees are non-refundable regardless of the method of payment or the reason for termination. We do not issue refunds for services and rentals, including, but not limited to: personal training, massage and locker rentals. Refunds for premium classes and leagues are only issued in the event that the entire class sequence or season is canceled.

MINIMUM AGE REQUIREMENTS

Children are not allowed in the Center. Dependents 16 years of age or older may join (see Spouses, Partners and Dependents Limitations).

FOOD AND BEVERAGE

Members may not carry food or liquids (with the exception of water) in the Center. Alcoholic beverages are prohibited at all times.

LOCKER ROOMS AND LOCKERS

Use of the Center locker rooms is free of charge to members and their guests. Lockers and locks are University property and may be rented on a periodic basis. Locker rentals automatically expire at the end of the pre-paid term, or upon termination of Center membership, whichever comes first.

The Center will attempt to notify members when their lockers expire. However, we reserve the right to clean and reassign expired lockers. Expired locker items cannot be stored, and the Center is not responsible for items left in lockers or locker rooms. It is your responsibility to ensure that we have accurate contact information. The Center is not responsible for delayed, damaged, lost or misdirected notifications.

We do not recommend leaving belongings unsecured at any time. We reserve the right to discard without notice any items left unsecured to provide a clean, safe environment for all members.

SECURITY

All emergency exits in the Center are alarmed and signal Security to respond to openings. Please do not open these doors. The revolving door is the only appropriate entrance and exit. This alarm system is provided for your safety and the security of the facility. Non-compliance to our security policies will threaten your membership.

The Center is equipped with a video surveillance system. The cameras film activity in the Center 24 hours a day and are monitored by UR Security. All locker rooms are also equipped with emergency phones that connect directly with a Security dispatcher.

Please note that the Center and its staff are not responsible for any personal property.

ID READER

University students and staff must wear ID's at all times in the Medical Center. Your UR ID is needed for entry. Upon completion of the membership requirements, members will have their ID cards activated for the Center's card reader. Access will be denied to members without their own ID card. Further, the use of another person's ID card constitutes a violation of our policies (see Termination of Membership). The door chime is available for new members and deliveries only.

GUESTS

Members may procure access for their visitor by obtaining a Guest Pass in the Office. Members may have no more than three outstanding guest passes and there is a \$5.00 fee for each Pass. Guests must be accompanied by a member at all times.

Guests of the Center's sports leagues are the responsibility of the team captains. Captains must procure the necessary information about insurance coverage and agreements for their guests. A small surcharge may apply.

CLOTHING

Appropriate athletic clothing and footwear should be worn in the Center. In the gymnasium and the squash courts, only clean, non-marking shoes may be worn. Hospital uniforms, including scrubs, are not appropriate athletic attire. All members, regardless of gender, must wear shirts and shoes at all times.

Clothing should be stored in your locker or personal athletic bag. Towels and clothing should not be stored above lockers or on clothing racks. We reserve the right to discard any items left there.

Outside footwear should not be worn while using the studio, gymnasium, equipment or courts.

The Center is not responsible for any personal belongings.

PROTECTIVE EYEWEAR

Protective eyewear is mandatory while in the squash courts. Shatterproof lenses are also necessary for team sports. Loaners are available in the Office for members who wish to borrow them. Your play may be interrupted if you lack proper eye protection. Non-compliance to our protection rule will threaten your membership.

RENEWAL NOTICES

The Center will mail renewal notices to members one month in advance of the date their membership expires. However, it is the member's responsibility to provide us with accurate contact information. The Center is not responsible for delayed, damaged, lost or misdirected notifications.

CLUB ETIQUETTE

Please observe the following rules of etiquette:

- Wipe off all equipment with a paper towel moistened with spray cleaner.
- Respect other members' privilege to reserve equipment (see Equipment Sign-up Sheets).
- Move through the circuit as efficiently as possible and minimize "rest" periods on machines between sets.
- Focus on your exercise while using weight resistance machines. Reading or holding discussions is inappropriate.
- DO use another machine while waiting and make every effort to avoid pressuring other members.
- Proper use of resistance machines involves knowledge of their use and the philosophy of training
- Seek the advice of staff if you have questions about the safe and effective usage of the equipment.
- To ensure the most effective workout for every members, limit your time on any one piece of equipment.
- A personal training appointment may make your workout safer and more effective.
- Enjoy and use the Center often. Care of the equipment will keep them in optimal condition and prolong their life. After all – the Fitness & Wellness Center belongs to all the members!

EQUIPMENT SIGN-UP SHEETS

Members may reserve time slots on some cardio equipment up to three days in advance. There is a five minute grace period on reserved equipment for tardy arrivals. Reservations always begin and end at the posted time and the official time is University 'time and temperature,' as indicated by the digital clocks in the Equipment Room. Once your time slot ends, it is necessary that you free the machine for the next reservation.

Members are limited to one reserved timeslot per machine per day. Identical machines are considered as one in the enforcement of this rule (e.g. members are limited to one reservation on any of the treadmills, not each of the treadmills). During periods of heavy usage, members are limited to one reserved timeslot per day.

Reservations must include the first initial, last name and phone number (if applicable). If these are not legible, the reservation may be considered in violation of equipment sign-up policies.

The Center reserves the right to invalidate reservations that violate equipment sign-up policies.

SQUASH COURT RESERVATIONS

Reservation periods are limited to one timeslot per day. Back to back sign-up by players is an inappropriate use of the sign-up privilege and will invalidate your reservation. Players have a ten minute grace period after which they must forfeit their time slots.

ROOM RESERVATIONS

Walk-in reservations for the gymnasium, dance studio, squash courts and Spa Room are for special occasions and specified periods are dependant on space availability and prior reservations.

Outside groups with proper insurance can reserve these areas. Rental fees will apply.

LOAN EQUIPMENT

Members may borrow sports equipment and protective eyewear from the Office. During office hours, you must leave your ID at the desk while using the equipment. For use after the office closes, you must sign out and return the items within 24 hours.

Weekend loans are due on the following Monday morning. The Center reserve the right to require a security deposit or an ID swap during the loan period. Failure to return loaned equipment in good condition and in a timely manner may result in forfeiture of the security deposit and/or other penalties, at the discretion of the Center's management.

TOWELS

Towels are available, for a nominal fee, for the convenience of the Center's members. Soiled towels should be placed in the specially marked receptacles located in each locker room and at the base of the stairwell.

LEAGUE PLAY

The Center offers the opportunity for teams, departments or individuals to play basketball, volleyball, soccer, badminton and softball within our leagues and/or regularly scheduled pick up games. Information and rules particular to the various sports are available in the Office. See the Guests section for information about non-members and sports leagues.

FITNESS CLASSES

Fitness classes are open to all members. Instructors have valid certifications and experience to teach their class(es). We strongly encourage you to consult the instructor before taking a fitness class for the first time. Classes have a limited capacity and space is on a first come, first serve basis.

FEEDBACK

We welcome your comments. You are encouraged to use the comment cards found at the landing of the second level of the facility to provide feedback. Center staff will attempt to contact you for