



## **Policies & Guidelines**

This document contains important information that you will need to fully access the many services offered by the University of Rochester (the "University") Medical Center Fitness 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 Office/Pro-Shop is open Monday through Friday, 10:00am to 5:30pm, excluding University holidays.

## **Membership**

Faculty, staff, students, alumni, retirees and volunteers 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.

## **Spouse, partner and dependent 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.

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

## **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, 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 badges (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, including rent charges. 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 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 an 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 or mailed as an original. We cannot accept cancellation requests via mail, e-mail, phone, or fax. Requests may take up to 3 weeks to process. Please plan accordingly.

If fees cannot be deducted from your paycheck for any reason, you will be responsible for any amount in arrears. 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 Spouse, Partner and Dependant 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. Locker rentals are subject to tax.

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 Public Safety. 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 badge reader**

University students and staff must wear ID badges 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.

### **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 in the courts. 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 - or in the hallway or workout room. 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 email 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.

### **Center Etiquette**

Please observe the following rules of etiquette:

- Wipe off all equipment with a paper towel moistened with spray cleaner.
- Launder clothes regularly.
- Respect other members' privilege to reserve equipment (see Equipment Sign-up Sheets).
- Minimize "rest" periods on machines between sets.
- DO use another machine while waiting to avoid pressuring other members.
- Seek the advice of staff if you have questions about usage of the equipment.
- Please wipe equipment off after use.
- Please do not make or receive cell phone calls in the workout room.
- To ensure the most effective workout for every member, 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 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 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 must be made electronically, after obtaining a login and password.

## **Room Reservations**

Reservations for the gymnasium and studio 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 reserves the right to require a security deposit 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.

## **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.

## **Leagues**

The Center offers the opportunity for teams, departments or individuals to play basketball, volleyball, soccer, kickball 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.

## **Fitness Classes**

Fitness classes are open to all members. Instructors have valid certifications and experience to teach these. 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, or you can email us. Center staff will attempt to contact you to answer your comment.

**Thank you for joining the Fitness Center. We are glad to have you as a member!**