



MEMBER HANDBOOK



**355 W. Washington Avenue
Lake Bluff, IL 60044
847.234.4150 x35
Direct: 847.482.9326
www.lakebluffparks.org**

Lake Bluff Health & Fitness Center



WELCOME.....

We realize that you have other choices when it comes to fitness and we'd like to thank you for choosing the Lake Bluff Health & Fitness Center. Designed with our community in mind, the Fitness Center offers you a full range of equipment and classes at an affordable price within a socially friendly environment.



We believe we have the best club around, meaning the most attentive and knowledgeable staff, a variety of the most current workout equipment, current Group X classes, personal training and a clean and comfortable atmosphere.

We hope you find your membership to be a healthy and enjoyable experience. This handbook is intended to answer questions you may have about your membership and the facility.



Our associates are here to help you, so please call on us with any questions you may have. Welcome to our community, we look forward to getting to know you.

Yours in Good Health,
Lake Bluff Health & Fitness Center Team

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General Information

According to the 2008 physical activity guidelines for Americans, adults gain the most substantial benefits by participating in at least 2 hours and 30 minutes of moderately intensive physical activity each week. As physical activity increases, so do health benefits such as decreased risk of developing coronary heart disease, stroke, hypertension and diabetes.

Physical activity is defined as any form of exercise or movement that expends energy. To get the best health benefits, choose activities that increase your breathing rate. When you breathe harder, the heart and blood vessels get healthier. Activities like brisk walking at 3 mph, a planned aerobics class, running, dancing, swimming and cycling are activities that when done properly fall into the category of moderately intensive. To meet the recommended 2 hour and 30 minutes of activity, a participant would need to do 30 minutes of any of the above activities 5 days per week. Even short, 10-minute bursts of activity count toward the overall goal of 150 accumulated minutes per week. Include strength building activities like push-ups and lifting weights as an added benefit for improving health and strengthening muscles.

Be sure to pick an activity that you enjoy and that fits your lifestyle and find a time that works for you and your schedule. Start small, stay consistent and remember that every little bit counts.

Hours

Regular Hours (September-May)

Monday-Friday	5:00 am-9:00 pm
Saturday	7:00 am-6:00 pm
Sunday	7:00 am-5:00 pm

Summer Hours (Memorial Day-Labor Day)

Monday-Thursday	5:00 am-9:00 pm
Friday	5:00 am-8:00 pm
Saturday	7:00 am-5:00 pm
Sunday	7:00 am-4:00 pm

Holiday Hours

New Year's Day	Closed
Easter Sunday	Closed
Memorial Day	7:00 am-12:00 pm
July 4 th	Closed
Labor Day	7:00 am-12:00 pm
Thanksgiving	7:00 am-12:00 pm
Christmas Eve	7:00 am-12:00 pm
Christmas Day	Closed
New Year's Eve	7:00 am-12:00 pm

Membership Information

Memberships to the Lake Bluff Health & Fitness Center are available to residents as well as non-residents of Lake Bluff. New members are required to pay an Strategy Session Fee as well as the appropriate Membership Fee at time of joining.

Memberships are valid for one full calendar year from the date of purchase and are not refundable or transferable.

Age Requirements

Membership is open to those individuals at least 14 years of age. Children under the age of 14 are not permitted on the second floor except for special programs.

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Membership Categories

- Individual and Individual Plus Classes (14-61)
- Track Only (14+)
- Senior Track (62+)
- Senior and Senior Plus Classes (62+)
- Senior 6 month (62+)
- Household Memberships: Adults age 14-61 residing in the same household. Memberships must be of the same type (Individual or Individual Plus), must be processed at the same time and must be debited from the same account if using monthly billing.
- Senior Couple Memberships: Adults ages 62+ residing in the same household. Memberships must be the same type (Senior or Senior Plus), must be processed at the same time and must be debited from the same account if using monthly billing.

Payment

Memberships may be paid in one of the following ways:

- Annual payment in full by cash, check or credit card
- Monthly Billing

Monthly Billing

- A \$25 non-refundable service fee applies to all monthly billing payment plans.
- Payments are processed on the 15th of every month or up to 5 business days after.
- All transactions rejected due to no fault of the Park District will be assessed a \$20 service fee.
- Payments rejected for 2 consecutive months will result in the membership being cancelled; the account will be prorated out from the date of 2nd declined payment. Any remaining balance must be paid in full before a new registration will be processed and

member will be required to pay membership fee in full.

- Payments rejected 3 times during the year will require the member to pay the renewal in full.

Membership Upgrades/Changes

Requests for upgrades must be requested and paid prior to the expiration of current membership type. Membership start date will not change; and the new member Strategy Session fee will apply if not previously paid.

Limited to one change per membership year.

Membership Renewals

Members are asked to renew their membership before expiration. A completed membership registration form and waiver are required. Renewal letters are mailed one month in advance of expiration, no other reminders are mailed.

Refunds

Refunds are allowed for active memberships due to medical conditions and relocation. Refund requests must be written and received prior to the membership expiration. Refunds requested due to medical conditions require a Physicians note and will be processed at the time the Physicians note is received. **Please inform us immediately as no retroactive refunds will be processed.** Refunds requested for Household and Senior Couple memberships require all memberships to be prorated out when processing a refund for one member. Please contact the Fitness & Healthy Lifestyle Manager for details. A processing fee of \$5 applies. Members with the monthly billing plan are responsible for the remaining balance owed after the withdrawal is processed. The \$25 monthly billing charge and the \$60 new member Strategy Session fee are not refundable.

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Involuntary Termination of Membership

We reserve the right to terminate membership privileges with no refund of any member for the following reasons:

- Failure to follow applicable rules, regulations or policies.
- Member engages in conduct determined to be improper or detrimental.

Notification will be in writing to the latest address on file.

Account Changes

Please help us ensure that we have proper information for your account. If there is account change information regarding billing, phone, address or email, please contact us at 847.234.4150.

ID Cards

Members are issued a photo membership card at time of joining and must present their membership card or another form of valid photo ID upon arrival for each visit. Lost or stolen membership cards may be replaced at the Guest Services Desk (downstairs) during regular hours.

Conduct

Members are subject to the supervision and guidance of the fitness center staff while in the facility and must follow their directions. It is important to remember that we share our facilities with teens and people of all backgrounds, therefore the use of appropriate language should be used at all times.

Proper Attire

For safety and sanitation purposes, members are required to wear appropriate attire while in the facility. We ask that members consider the type of activity they plan to participate in and dress accordingly.

- Aside from locker rooms, shirts and shoes must be worn at all times.
- For your safety, sandals and open toed shoes are not allowed.
- Shoes may be removed for classes such as yoga and Pilates, but must be worn throughout the rest of the facility.
- Maintain comfort with clothes that offer flexibility, but are not too revealing when performing various exercises.

Strategy Session

New members are encouraged to schedule the strategy session before beginning their exercise program. This one-on-one session is designed to assist you in planning and setting goals for success. Trainers will assist you in learning the fitness equipment and perform a fitness assessment, including body composition, cardiovascular endurance, muscular strength and flexibility.

Guests

Members are invited and encouraged to bring guests to the facility. All guests must be at least 14 years of age and are required to bring a valid photo ID. Waivers must be signed by all guests. A parent or guardian of any guest under the age of 18 years of age must accompany his/her child and sign a waiver.

A guest fee is required; however a non-resident may pay the resident guest fee when accompanied by a member.

Guests are not permitted to work with or instruct members in any way that resembles professional services including but not limited to personal training or physical therapy.

Strength Training & Cardiovascular Areas

Cardiovascular and strength-training equipment may be out of order periodically. When special factory parts must be ordered, some units may be out of order for several weeks. Please be patient while we do our best to keep all of our machines available for members.

The safety and enjoyment of every member is important to us. Please adhere to the following general rules so that each person has the best possible experience:

- Limit your time on cardiovascular equipment to 30 minutes when others are waiting.
- Equipment cleaning wipes are provided throughout the fitness center. Please use the wipes to clean equipment after use.
- Be willing to share equipment and machines by inviting others to “take turns” with you between sets or exercises.
- Bags, coats and other personal belongings should be kept in a locker or on the coat rack.
- Return weights and other equipment to their safe and designated places.

Free Weights

Use caution in the free weight areas - be aware of others.

- Use a spotter when bench pressing or using heavy weights.
- Do not drop, swing or throw weights.
- Put all equipment away – dumbbells, jump ropes, kettle bells, etc.
- Rack free weights in designated locations.
- Return cable accessories to the stand.

Track

You may walk, run, or jog on our track. Please follow the lane designations: inside lane for walkers and outside lane for joggers/runners. If you are walking/jogging two abreast, please be considerate when approaching or passing others. To avoid potential collisions, always run in the direction of arrows (changes every day) look before crossing the track and look behind you before changing lanes.

Group X Classes

Group X classes are offered to members and non-members as an extra fee service. Classes may be purchased as a daily walk-in, 12 or 24 punch passes, as a 3-month unlimited pass, or as part of your Fitness Center membership.

Class times vary from early morning to late evening and weekends. Classes include a wide range of non-impact to high-intensity. Group X class schedules are updated on a monthly basis.

Rates and Group X class schedules can be found on the Park District website.

Personal Training

Personal training is offered to members and non-members as an extra fee service.

Our personal trainers offer motivation, proper instruction and professional guidance to ensure you the most effective workout. Our staff is highly qualified to design customized one-on-one training or small group training programs for those interested in this aspect of the Fitness Center. Our trainers bring a diverse background to their training and provide motivation and guidance to improve the health of their clients.

Tailor your fitness program to meet your schedule or budget needs. We offer private, semi-private and small-group instruction, with

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30 minute or hour long sessions. If you are looking to reach the top of your game, this type of training is just for you.

Rates can be found on the Park District website.

Locker & Towel Service

Pin-coded complimentary lockers are available for daily use. Operation instructions are posted in each locker room. Please ask for assistance at the desk as needed.

We ask that you limit your shower time during high traffic use and when others are waiting. For sanitation and safety reasons, we strongly encourage members to wear non-slip footwear, or shower shoes, throughout the locker room.

Handicap accessible toilets and showers are also available in each locker room. Please keep in mind that these areas are reserved first for members in need of handicap accommodations.

Workout towels and shower towels are provided for daily use while in the facility. Help us conserve water and prolong the life of our linens – kindly limit the use of shower towels to two per person. Please return all towels to the designated laundry bin.

Amenities such as hairdryers, mouthwash, kleenex, hand lotion and q-tips are available in each locker room.

Cell Phone Policy

Due to the advances of cell phone video/picture technology, and for the privacy of our members and guests; cell phone use is limited to the lobby and track area only.

Lost Items

A lost and found collection is located at the Fitness Center desk. Please check with desk staff if you have lost or left behind any items.

- Occasionally the lost and found is combined with the Recreation Center building lost and found located in the downstairs lobby.
- Periodically, lost and found items are donated to charity.
- A reminder will be posted prior to donation.

We recommend that you do not bring valuables into the facility as we are not responsible for lost or stolen items.

Communications

Keeping our members apprised of the latest information pertaining to facilities, programs, and services is important to us. To that end, members should be aware of these key sources of information:

- LBPD website: www.lakebluffparkdistrict.org – contains a variety of information, including membership information and forms, Group X schedule, Personal Training rates, and general Fitness Center information.
- E*Newsletter – our monthly newsletter; includes Health & Fitness Center information, ongoing and upcoming program and event information, and other facility related information
- Information Board – found in the lobby at the top of the stairs; includes program announcements, facility information and a current Group X schedule. Additional boards are located outside the spin studio and inside the Group X studio.
- Announcements – posted in various locations throughout the facility, including locker rooms, group studios and at the Fitness Center desk.

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Comment Box

Your feedback is important to us. A comment box and cards are located near the member services desk for your convenience in offering us feedback, accolades, suggestions and concerns. Comment cards are collected and reviewed by the management team for appropriate action and follow-up. We often have further questions and would like to hear more detail regarding your thoughts. Leaving your name and contact preference is always helpful to us in evaluating member feedback.

Emergency Procedures

Our members' safety is our number one priority. All facility staff are trained in first aid and certified in cardio pulmonary resuscitation (CPR) and in the use of the Automated External defibrillator (AED). The AED is located on the wall near the Fitness Center desk.

Parking

Handicap parking is located directly in front of the Recreation Center entrance and is legally reserved for those with proper handicap identification.

Facility Closing

Management reserves the right at any time to close all or part of the facility for any period of time, with or without notice, in connection with the cleaning, repair, alteration or maintenance work or for reasons beyond our control.

Maintenance is done annually in August; dates will be posted in advance.

In the event of inclement weather members should call the facility for information and updates.

Childcare

In-house child care is provided for those children whose parents are participating in programs on Park District grounds. There is a daily 1½ hour maximum.

Monday – Friday	8:00 am-2:30 pm
Saturday	8:30 am-12:00 pm

Disclaimer

This handbook is intended to answer questions you may have about your membership and the facility and are not all inclusive. Additional policies and procedures may be adopted and posted in or around the facility and shall be binding on all members. Management reserves the right to change or amend these policies and procedures as deemed necessary for the safety and functionality of the facility