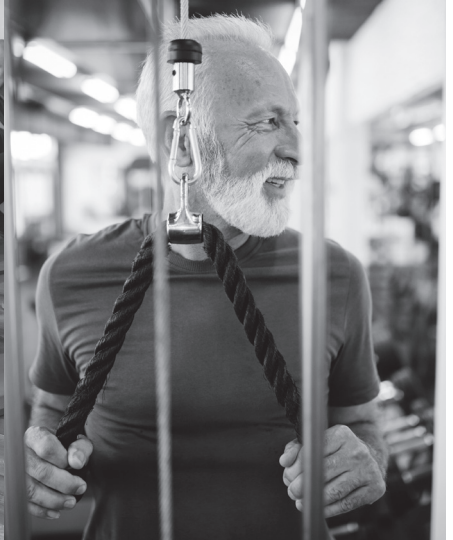


MEMBER HANDBOOK



LECOM

THE JOHN M. & SILVIA FERRETTI
MEDICAL FITNESS & WELLNESS CENTER

CONGRATULATIONS!

You have taken an important step towards enhancing your health and well-being. Soon you will discover many ways The LECOM Medical Fitness & Wellness Center can positively impact the quality of your life.

At the LECOM Medical Fitness & Wellness 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 degreed and certified professionals will assist you in reaching and maintaining your health and fitness goals.

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

This book features key policies and procedures of the Center, but it is not meant to be a complete list. We may change policies to benefit all members. We are always happy to explain any policies or procedures when you have questions.

The LECOM Medical Fitness & Wellness Center team is happy to explain any of the policies and procedures contained in this handbook at your convenience.

From all of us at the LECOM Medical Fitness & Wellness Center, we would like to welcome you to our 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

Please wear appropriate athletic attire in all areas of the facility. The standards include shirts, shorts, sweat pants, and athletic shoes. Open-toed shoes or sandals are not permitted on the fitness floor. The use of shower sandals in the locker room and aquatic areas is required. The LECOM Medical Fitness & Wellness Center reserves the right, in its sole discretion, to determine what is appropriate attire and appropriate member conduct. The LECOM Medical Fitness & Wellness 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 in the sole discretion of the Center.

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, 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 LECOM Medical Fitness & Wellness Center Terms and Conditions. The rules contained herein are not inclusive. Amendments to The LECOM Medical Fitness & Wellness Center Member Handbook, Terms and Conditions and Rules and Regulations may be made from time to time as necessary. The decision of The LECOM Medical Fitness & Wellness Center shall be final regarding the interpretation of The LECOM Medical Fitness & Wellness Center Member Handbook, Terms, Conditions, Rules and Regulations.

Monthly dues shall continue regardless of use. Please note that all membership cancellations require an advance written notice.

Members will be responsible for all applicable dues and fees during the cancellation period. Please refer to Right to Cancel Membership on page 7 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 LECOM Medical Fitness & Wellness 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®, American Express® or the bank draft method of payment.

ACCOUNT SETTLEMENT METHODS

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

Any questions regarding membership accounts may be directed to the LECOM Medical Fitness & Wellness Center accounting department.

HOUSE CHARGE

The LECOM Medical Fitness & Wellness 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 at the beginning 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 Member Services at your convenience.

GUEST POLICY

Members are welcome to bring a guest anytime. Individual guests are limited to the number of visits determined by Center policy. The LECOM Medical Fitness & Wellness Center reserves the right to require all guests to complete and sign a guest registration card. Each guest must:

- *Present a valid guest pass or pay a guest fee per visit.*
- *Be 18 years of age or accompanied by a parent or guardian 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 Associate for additional information.

AGE REQUIREMENTS

The LECOM Medical Fitness & Wellness Center is an adult facility. You must be 18 to have an individual membership. The LECOM Medical Fitness & Wellness Center allows family memberships to include secondary members ages 16 years and older (with a parent member).

SENIOR MEMBERSHIP

Senior memberships for those 62 years or older are available at a reduced rate.

STUDENT MEMBERSHIP

College students are eligible for short-term usage of the Center. Extended terms for one, two or three months during college breaks and holidays are available. Certain restrictions apply. See a Member Service Associate for details.

MEMBERSHIP CHANGES

TO UPGRADE: to add a family member to an existing membership, please contact a Member Services Associate. 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, please provide a request in writing. Members may downgrade their membership at any time, but must provide advance written notice. A fee may apply. See Center for complete details.

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.

The LECOM Medical Fitness & Wellness Center will allow a Member to cancel this Contract in the event of the death or disability of the Member. In the event a Member cancels for any of the aforementioned reasons, The LECOM Medical Fitness & Wellness Center has the right to require and verify reasonable evidence of the Members death or disability.

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, both relocation and optional bridges, must be in full-month increments. They must be submitted in writing at least 30 days in advance of the bridge start date, and backdated bridge requests will not be honored—no exceptions.*
- *Relocation bridges are honored for a minimum of 2 months and a maximum of 6 months.*
- *Optional bridges (circumstances outside of relocation) are honored for a minimum of 2 months and a maximum of 3 months. Optional bridges are limited to 3 months per calendar year.*
- *All requests must be approved by the Center Director. Member dues, based on the number of approved bridge months, will be suspended.*

MONTHLY MEMBERSHIPS

Members on an approved relocation bridge or medical freeze will have their dues portion suspended. A membership-processing fee may be charged during the bridged period (see Member Services desk for details). A member may not use the facility during the bridged period.

YEARLY OR PAID IN FULL MEMBERSHIPS

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. The LECOM Medical Fitness & Wellness 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 LECOM Medical Fitness & Wellness Center is not responsible for lost or stolen items.

FACILITY TOURS

Tours are available at the Member Services desk.

ADDITIONAL SERVICES

PERSONAL TRAINING

The LECOM Medical Fitness & Wellness 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 The LECOM Medical Fitness & Wellness 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.

SPA SERVICES

The Spa at the LECOM Medical Fitness & Wellness Center offers comprehensive spa services including massage therapy, full waxing services, facials, nail services and body treatments. A menu of spa services is available at the Spa and at our Member Services desk.

To obtain additional information about these services, visit the Spa at LECOM.



NUTRITION CONSULTATIONS & SWIM LESSONS

The Center offers Nutrition Consultations and Swim Lessons for an additional fee. Only The LECOM Medical Fitness & Wellness Center professionals are eligible to conduct these services in the Center; therefore, members who do not comply with this policy (by participating in and/or providing services for a fee) are subject to having their memberships revoked.

CANCELLATION POLICY

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

PLEASE NOTE: *All sessions expire one year from date of purchase unless otherwise indicated.*

GROUP EXERCISE

The LECOM Medical Fitness & Wellness Center provides a wide range of land and aquatic group exercise programs. Schedules are available at the Member Service desk and on our website. 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 LECOM Medical Fitness & Wellness Center reserves the right to change class times and instructors and to add or remove classes.

AQUATICS

A variety of aquatic programs and pool areas are available for member use. Health department standards encourage members to 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 required.

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.

Pools will be closed annually for mandatory maintenance and cleaning.

SAUNA / STEAM ROOMS / 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. Swimsuits are required in the whirlpools, steam rooms and saunas (street shoes and full clothing are not allowed in the sauna or steam room). The use of shower sandals is required in the locker rooms and aquatic areas.

LOCKER ROOMS

The LECOM Medical Fitness & Wellness Center features an advanced key-less locker system for your protection and convenience. In addition, the locker rooms provide a number of fine amenities including: *saunas, steam rooms, whirlpools, towels, soap, shampoo, lotion, deodorant, hair dryers, hair spray, and shaving cream.*

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

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

HEALTHY CAFÉ

Our café offers a wide variety of fare including food, beverages and performance shakes. Members can enjoy healthy foods in our relaxing, comfortable seating area or take it to go.

CELL PHONE/PHOTOGRAPHY/ VIDEOGRAPHY

Cell phone use, including texting, is prohibited in the locker rooms and while using the exercise equipment. Please use lobby areas to make and receive cell phone calls. If found using cell phone in locker rooms, membership will be terminated.

Photography and videography is strictly prohibited in The LECOM Medical Fitness & Wellness 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 LECOM Medical Fitness & Wellness Center is a designated smoke-free environment. Smoking cigarettes, pipes, cigars or use of any other tobacco product including E-Cigarettes is 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.

MEMBER ETIQUETTE

Please abide by the basic rule of “courtesy to 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 Healthy Café or wireless internet lounge areas. Beverages must be stored in plastic bottles with secure tops.*
- *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.*

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 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 fitness floor equipment, please remove all personal belongings.*

- *Please re-rack your free weights after use and avoid dropping weights and dumbbells on the floor.*
- *Children are prohibited from the Fitness Floor and stairs leading to the Fitness Floor for safety reasons; please use the elevator if escorting children to another level.*
- *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 is 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.*
- *Fingernail cutting, toenail cutting and ex-foliating are prohibited in the locker room.*
- *Hair cutting and coloring are prohibited in the locker rooms.*
- *Membership will be terminated if found on cell phone in the locker rooms.*

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. 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.*

ASSISTANCE

If you have any questions or need assistance on the Fitness Floor, feel free to ask one of the Fitness Team members (wearing red shirts or jackets).

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

HOURS OF OPERATION*

Monday – Thursday: 5 am – 10 pm

Friday – 5 am – 9 pm

Saturday & Sunday: 7 am – 6 pm

*Hours of operation subject to change during holidays and without notice. Please visit the Member Services desk for more information.

CENTER SAFE POINTS

The Center has designated the following locations as safe points in case of emergency:

- *Weather related emergency: respective male or female locker rooms.*
- *All other emergencies: the basketball gymnasium.*

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