



MEMBER HANDBOOK

 **Kaweah Health
Lifestyle Fitness Center**

TheLifestyleCenter.org   

Acknowledgement of receipt of Member Policy Handbook

This is to acknowledge that I have received a copy of Kaweah Health Lifestyle Fitness Center Member's Handbook.

I understand that the Member Handbook contains important information on Kaweah Health Lifestyle Fitness Center's policies on my privileges and obligations as a member. I acknowledge that I am expected to read, understand and adhere to these policies.

I agree to familiarize myself with the material in the handbook. I agree to abide by the policies and rules set forth in the handbook. I understand that failure to follow such policies may result in termination of membership. I also understand that I am governed by the contents of the handbook and additional policies and that Kaweah Health Lifestyle Fitness Center may change, rescind, or add to any policies, benefits, or practices described in the handbook, or otherwise, from time to time in its sole and absolute discretion and with or without prior notice. Kaweah Health Lifestyle Fitness Center will advise members of material changes within a reasonable time.

Member signature

Date

Member Name (please print)

Member #

If you have questions or do not understand the statements in the policy book, please contact a membership representative.

MEMBER POLICY HANDBOOK

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OUR MISSION

Health is our passion.
Excellence is our focus.
Compassion is our promise.



Kaweah Health Lifestyle Fitness Center promotes wellness and self-improvement in our community through medically based fitness, education and rehabilitation services. Our professionally trained staff offers a personalized approach to comprehensive, cutting-edge health and fitness.

KAWEAH HEALTH LIFESTYLE FITNESS CENTER

Dear Member:

Welcome and thank you for choosing Kaweah Health Lifestyle Fitness Center and Kaweah Health.

We hope that you will find your experience with us to be healthy and enjoyable for yourself and your family. Your decision to join signifies your decision to make a positive, healthy impact on your way of life.

This policy handbook is intended to answer any questions you may have regarding your membership or services provided throughout our facility. As always, if you would like additional details or information please call or simply ask a staff member to direct you.

All of us at Kaweah Health Lifestyle Fitness Center are committed to excellence in service within a clean and friendly environment. Please help us to continue making improvements by sharing your comments and suggestions in the box located just behind the Rockwall.

Our goal is to exceed your expectations at every opportunity while helping you to meet and exceed your personal health and fitness goals. Our professional staff is here to inspire, motivate and educate you and others like you in the active pursuit of good health and well-being.

We consider it a privilege to serve you and value you as a member. We look forward to seeing you at Kaweah Health Lifestyle Fitness Center.

On behalf of the entire staff,

Wishing you the best of health,



Patrick Tazio, Director

MEMBER POLICY HANDBOOK

Kaweah Health Lifestyle Fitness Center is a medically supervised health, fitness and wellness facility developed, owned and operated by Kaweah Health. Kaweah Health Lifestyle Fitness Center has been established to meet the health, fitness, wellness and rehabilitation needs of its' membership. By virtue of Kaweah Health Lifestyle Fitness Center membership, a member agrees to abide by all Terms and Conditions of Club membership and Rules, Regulations and Club policies.

FACILITY HOURS: ***EXCLUDING HOLIDAYS**

HOURS OF OPERATION

Monday through Friday: 4:30 AM - 10 PM

Saturday and Sunday: 6 AM - 7 PM

MEMBERSHIP HOURS

Monday through Friday: 8:30 AM–6:30 PM

Saturday: 10:00 AM–2:00 PM

Sunday: Closed

BUSINESS / CUSTOMER SERVICE HOURS

Monday through Friday: 7:00 AM – 6:30 PM

Saturday: 8:00 AM–12:00 PM

Sunday: Closed

CHILD CARE

Monday through Thursday: 8:00 AM–8:00 PM

Friday: 7:00 AM – 6:30 PM

Saturday: 8:00 AM–12:00 PM

Sunday: Closed

** ALL HOURS SUBJECT TO CHANGE WITHOUT NOTICE*

ENTERING THE FACILITY AND USING YOUR MEMBERSHIP CARD

The area beyond the control desk is for members only.

You must present your membership card to the desk attendant and be cleared to utilize the facility. If you do not have your membership card, you may be asked for a valid picture I.D. thus delaying your check in. In the event you need to have a replacement card made you will be charged a nominal fee. Membership cards are non-transferable and may only be presented by the member to whom the card was issued.

MEMBERSHIP QUALIFICATIONS

All memberships are subject to approval by Kaweah Health Lifestyle Fitness Center. Without regard to race, sex, ethnic background or religion, any individual eighteen (18) years of age or older (under age eighteen [18] must have parent or legal guardian consent by signature), of proven financial responsibility, is eligible for membership in Kaweah Health Lifestyle Fitness Center. Membership to Kaweah Health Lifestyle Fitness Center includes a member's right to utilize the facilities in accordance with these Terms and Conditions, Rules, Regulations, and Kaweah Health Lifestyle Fitness Center Policies, which may be amended from time to time. Membership does not confer any authority in the management of Kaweah Health Lifestyle Fitness Center or any interest in the property or assets of the facility. Memberships are non-transferable.

MEMBERSHIP NUMBER

Each member is issued a membership number that is located on the top right hand corner of each agreement. Members are issued a membership card with their name and member number. Each member must show their member card at the control desk and be cleared by desk personnel to gain access to Kaweah Health Lifestyle Fitness Center.

KAWEAH HEALTH LIFESTYLE FITNESS CENTER

AGE REQUIREMENTS

Members age 16 years and older have full use of the facility and do not need to be directly supervised by an adult.

Members 12 through 15 years of age have full use of the facility with direct supervision of an adult member over 18 years old.

MEMBERSHIP SERVICES & PROTOCOL

DRESS CODE

Shirts, shorts, sweat suits, leotards, workout tights and non-marking athletic shoes must be worn in all areas of Kaweah Health Lifestyle Fitness Center. Open toed shoes such as sandals, jeans or cutoffs are not permitted. Shirts must be worn at all times. Members wearing bathing suits must have proper “cover-attire” when outside the pool or locker room areas. Clothing that is determined to be profane, offensive or distasteful is prohibited and may be required to be changed/removed while using the facility.

CODE OF CONDUCT

- All members, guests and staff of Kaweah Health Lifestyle Fitness Center are requested to act in a safe, responsible manner and with character and courtesy while respecting the rights, welfare and dignity of others while visiting Kaweah Health Lifestyle Fitness Center.
- Photography and videography are not permitted without prior authorization from Kaweah Health Lifestyle Fitness Center management.
- Please be courteous with cell phone usage. Personal conversations can be distracting to others, especially when in aerobic and aquatic classes.
- Tattoos that are determined to be profane, offensive or distasteful may be required to be covered up while utilizing the facility.
- Profanity, aggressive gestures or behaviors, either verbally or physically, towards other members, guests or staff will not be tolerated and could possibly result in an ejection from the facility.
- Fighting will not be tolerated and will result in an immediate ejection from the facility.
- Theft or mistreating, defacing, abusing, or any willful damage to the facilities or any equipment or products is also grounds for immediate ejection and possible legal ramifications.

- Harassment or intimidation by words, gestures, body language or any other menacing behavior will not be tolerated and should be reported to Kaweah Health Lifestyle Fitness Center staff immediately.
- The use, possession or concealment of any drugs, alcoholic beverages, weapons and firearms is forbidden.
- Proper exercise attire must be worn at all times in the fitness areas. Food, beverages (other than water bottles), gym bags, shopping bags, luggage, briefcases, backpacks, street shoes, boots, open-toe shoes, sandals or jeans are not permitted in any of the fitness areas.
- Exercise instruction and personalized training will not be permitted by non-Kaweah Health Lifestyle Fitness Center staff members within the facility. Exceptions may be approved by Kaweah Health Lifestyle Fitness Center management on a case-by-case basis.

***** Kaweah Health Lifestyle Fitness Center management has the right to refuse entry or have any violator of these policies escorted out of the facility. Any other incident or act not covered above will be addressed on a case by case situation. Violations of the acts listed above could result in suspension or revocation of membership privileges temporarily or permanently as deemed necessary by Kaweah Health Lifestyle Fitness Center management.***

COACHING & GOAL SETTING SERVICES

Kaweah Health Lifestyle Fitness Center offers a wide variety of coaching and goal setting services that cater to members of all activity levels. Upon enrollment, you are encouraged to participate in our Program Design, Fitness Profile and Wellness Check appointments. These comprehensive services are available to help you reach your health and fitness goals!

PROGRAM DESIGN

Taking advantage of this complimentary appointment will put you one step closer to achieving your health and fitness goals! An Exercise Physiologist who will be your fitness coach will design a custom fitness program to accommodate your health and fitness needs. Members will receive both a cardiovascular and resistance training program if appropriate at that time as well as aerobic and aquatic class recommendations. Our staff will instruct you on the proper use of a variety of fitness equipment. Our goal is to provide you with a safe, effective and personalized program while answering all of your questions.

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PERIODIC UPDATES

Kaweah Health Lifestyle Fitness Center staff would like to stress, we are always here for you. Let us help you set short-term goals along the way. Every 6-8 weeks it is important to have your fitness program re-assessed by one of our Exercise Physiologists. This will enable us to help you modify your program based on the progress you've made to date. Periodic updates help keep you focused on the long-term goal while warding off boredom and the dreaded exercise plateau. For more information or to schedule an update appointment, please call (559) 624-3450.

ACTIVELINXX®

ActiveLinxx is a computerized monitoring and tracking tool available free of charge to all members of Kaweah Health Lifestyle Fitness Center. This system uses the latest computer technology to give feedback to members, ensuring that you are exercising properly and efficiently. By monitoring your exercise more closely and by giving your fitness coach the information they need to become more proactively involved in motivating you to stay with your program, we feel you will see better results more quickly than ever before. Just ask your fitness coach about ActiveLinxx during your program design appointment or schedule your appointment at the fitness desk.

WELLNESS CHECK

All members are encouraged to participate in a Wellness Check. A Certified Medical Assistant performs this non-diagnostic screening which is offered at no charge to members. Based on your personal medical history the screening may include the following components:

- Review of your Health History
- Measure of Height and Weight
- Blood Pressure and Pulse Rate
- Total Cholesterol & Glucose (by finger stick)

For more information or to get scheduled for your Medical Fitness Screening, please call (559) 624-3450.

FITNESS PROFILE

Fitness Profiles are an optional, non-diagnostic evaluation that is included with your membership. All members are encouraged to participate in a Fitness Profile. An Exercise Physiologist, who has a minimum of a Bachelor of Science degree in Exercise Physiology or Kinesiology, conducts all Fitness Profiles. This vital service allows our Exercise Physiology staff to assess a number of health and fitness parameters. All results are confidential.

Based on your personal medical history, the Fitness Profile may include the following areas:

- Resting Pulse Rate and Blood Pressure
- Body Composition and/or Measurements
- Aerobic (Cardiovascular) Fitness
- Flexibility
- Strength
- Athletic Performance Testing (Available upon request)

Every 8-10 weeks it is important to have your Fitness Profile updated by one of our Exercise Physiologists to help you track your progress on your health and fitness journey.

For more information about the Fitness Profile or to schedule an appointment, please call (559) 624-3450.

PERSONAL TRAINING

Personal training is a great way to gain the information, guidance, and motivation you may need to achieve your fitness goal. All personal trainers are certified by nationally accredited organizations. Call 624-3449 for more information or if you would like to be contacted for personal training.

FITNESS FLOOR AND WEIGHT ROOM ETIQUETTE

Please observe the following guidelines while using the fitness floor and weight room.

- Please don't sit on the weight equipment between sets. Allow others to work in with you.
- Unload weight equipment and return weights to the racks when finished.
- Don't slam the weights.
- Refrain from using foul or offensive language.
- Open beverage containers are not permitted.
- An adult member must directly supervise all children under age 16. No children under age 12.
- Please follow the dress codes at all times.
- Please wipe perspiration from the equipment when finished.
- Please do not leave personal belongings behind the Fitness Desk.
- Please avoid wearing cologne/perfume when exercising.
- Horseplay will not be tolerated.
- Proper care and use of all equipment is the responsibility of each member.
- Please be safe! Ask Kaweah Health Lifestyle Fitness Center fitness staff for any assistance.
- Please observe the 30-minute limit on all cardiovascular equipment. Please limit your workout on cardiovascular equipment to 20 minutes during peak hours.

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DROPZONE

This functional training/strength training area is located on the first floor of Kaweah Health Lifestyle Fitness Center. The DropZone provides equipment that will incorporate strength, balance, flexibility and core stability exercises.

DROPZONE ETIQUETTE

Please observe the following guidelines while using the DropZone.

- Appropriate shoes (i.e. tennis shoes) must be worn at all times. Barefoot training is not allowed.
- Horseplay will not be tolerated.
- Refrain from using foul or offensive language.
- A medicine ball wall target is available. Please do not throw medicine balls at any other part of the walls in the DropZone.
- Please return all weights, bars and miscellaneous equipment to its proper place.
- Please do not bring equipment from the upstairs fitness areas down to the DropZone.
- The Olympic lifting platform is available on a first come first serve basis.
- An adult member must directly supervise all children under the age of 16. No children under the age of 12.

CARDIO-THEATERS

The Cardio-theaters are a wonderful way to pass the time while you do the cardiovascular portion of your workout. Each Cardio-theater offers a wide range of satellite television channels and a variety of radio stations. Most standard earphones can be utilized for the Cardio-theaters. Earphones are also available for purchase in Kaweah Health Lifestyle Fitness Center Pro-shop.

AEROBIC STUDIO

Over variety of group exercise classes are offered each week in the two exercise studios that are equipped with state-of-the-art aerobic floor and stereo equipment. Classes ranging from beginning, intermediate and advanced levels are included in your membership and are instructed by certified, professional instructors.

****Please note that an adult member must directly supervise children under the age of 16. No children under the age of 12 are permitted in the Aerobic studios unless they are participating in a Children's program.***

GROUP EXERCISE ETIQUETTE

Please observe the following guidelines for attending a group exercise class.

- Please be on time. Warming up is important to avoid injury. If you arrive late, please warm up prior to entering the class.
- Please be considerate of other's exercise space. Avoid crowding in front of a member who has arrived in class before you.
- Please keep conversation to a minimum. It's important to listen to the instructors for guidance and safety concerns.
- Please refrain from entering the aerobic studios when a class is in session and refrain from entering the studio before the preceding class has finished. It's distracting to class participants.
- We strongly suggest that you do not use hand weights during the aerobic portion of class. Weights increase strain on the heart and can cause ligament and joint damage when used during rapid motions.
- Please wear appropriate attire as described under Dress Codes.
- Please refrain from eating or drinking in the aerobic studios. Water bottles are acceptable.
- Please avoid wearing cologne and/ or perfume to class.

RECOVERY ZONE SERVICES

REJUVENATE YOUR BODY WITH WHOLE BODY CRYOTHERAPY

Cryotherapy is used to help relieve chronic pain, decrease inflammation, speed recovery time, increase athletic performance, and reduce delayed onset muscle soreness. The XR chamber surrounds your body, up to the neck, with extremely cold (up to -220° F) non-toxic nitrogen gas. This dry chill allows you to experience a pleasant cooling sensation, not the bone-chilling feeling of an ice-bath, while naturally triggering your body's most powerful healing and wellness mechanisms. It is a natural wellness treatment with no negative side effects.

All interested in using this service are required to register by completing a health screening questionnaire and sign a waiver. Please visit lifestyle.cryoinnovations.com to complete.

Sessions available by appointment only, payment required upon scheduling and receipt required for first session. Call to (559) 624-3450 to make an appointment or for pricing information.

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DECOMPRESS WITH THE NORMATEC® RECOVERY SYSTEM

The NormaTec® Recovery System is a cutting-edge, commercial grade compression device that enhance the body's natural ability to recover. Using NormaTec's full-length leg, arm, or hip compression attachments rejuvenates muscle tissue and dramatically reduces tightness and soreness. Instead of using static compression (squeezing) to transport fluid out of the limbs, NormaTec® Pulse Technology uses dynamic compression (pulsing). The patented pulsing action more effectively mimics the muscle pump of the legs and arms, greatly enhancing the movement of fluid and metabolites out of the limbs after an intense workout.

All interested in using this service are required to review and sign a waiver. The waiver can be found and printed from our website at thelifestylecenter.org

Sessions available by appointment only, payment required upon scheduling and receipt required for first session. Call to (559) 624-3450 to make an appointment or for pricing information.

MULTI-USE POOL AND THERAPY POOL

Your membership to Kaweah Health Lifestyle Fitness Center includes the use of the two indoor pools, the 25-yard multi-use and the warm water therapy pool. Both pools are open to members throughout normal operating facility hours. Please be advised that all members swim at their own risk.

THE 25-YARD MULTI-USE POOL

This pool has been designed to accommodate a variety of aquatic activities. Lap swimming, private and group swimming lessons, aquatic group exercise classes, and Family Swim are just a few of the activities offered in the multi-use pool. Pool scheduling is subject to change and often includes multiple activities at any one time.

WARM WATER THERAPY POOL

Also designed for a multiple of activities, this pool is also utilized by physical therapy patients and may be limited for use at times. Check your monthly aquatic calendars for availability and class schedules for either of the two pools.

AQUATIC GUIDELINES AND ETIQUETTE

Please observe the following guidelines while in the pool area. Please note that all of Kaweah Health Lifestyle Fitness Center facility rules of conduct are applicable and enforceable in pool areas.

“Please be Courteous”

- Horseplay such as running, splashing, shoving or dunking is not permitted and will not be tolerated.
- Showers are required prior to entering the pool and/or spa.
- Diving is not permitted.
- An adult must accompany children under 16 years of age.
- Glass containers or metal objects are not permitted in the pool area.
- Emergency equipment is to be used by qualified (authorized) personnel only.
- Spitting, spouting water, or blowing nose in the water is prohibited.
- Individuals with open sores and/or rashes are not permitted in the pool area.
- Hair shoulder-length or longer should be pulled up or secured with a swim cap.
- Chewing gum is not permitted.
- No sitting or hanging on lane lines.
- Profanity, improper behavior, intoxication, and vulgarity are not permitted.
- Appropriate, non-metallic swimming attire (swimsuit, or shorts) must be worn.
- With the exception of water bottles, food and drinks are not permitted in the pool area.
- Use of artificial flotation devices such as inflatable air mattresses, rubber balls, inner tubes, or water wings are prohibited.
- Aqua socks and or shoes are strongly recommended in the pool area to protect feet from excessive abrasion associated with aquatic exercise.
- Please refrain from lap swimming in the warm water therapy pool.
- Members and guests under the age of 18 (eighteen) are not allowed on the water treadmills.
- Members 12 through 15 years of age have full use of the pools with direct supervision of an adult member over 18 years old.
- Children under 12 years of age are permitted to participate in Family Swim with the direct supervision of a parent or legal guardian or our youth aquatic activities but are not permitted in the pool outside of scheduled activities.

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ATTENDING A GROUP EXERCISE CLASS

The aerobic and aquatic classes are open to all active members of Kaweah Health Lifestyle Fitness Center and are included with your membership. Monthly class schedules with times, days, location and class descriptions are available at the control desk. Please look over the class descriptions, as they will assist you in selecting classes appropriate for your fitness level.

SAUNAS

Saunas are accessible on the lap pool deck. Separate gender specific saunas are available for our members. However, if one is inoperable we do allow use by the opposite gender while the disabled sauna is being repaired. Cross gender use is also allowed if all parties agree. Please observe the following guidelines while using the Sauna's. Please note that all Kaweah Health Lifestyle Fitness Center facility rules of conduct are applicable and enforceable in sauna areas.

- Recommended temperature range for the sauna is 160-180 degrees.
- Recommended time in sauna is 5-15 minutes.
- Do not exceed 30 minutes in the sauna.
- Do not smoke, drink alcohol or eat prior to or during sauna.
- Do not wear jewelry in the sauna.
- Shower before entering sauna.
- After taking a sauna, take shower using warm water and soap, then take a cool shower to close pores.
- Shower before entering the pools.
- Please consult your physician before use. May not be suitable for persons under a physician's care with high blood pressure or heart conditions.
- Children under 12 years are not permitted in the sauna. Children under 16 years of age must be accompanied by an adult.
- Cellphone use is discouraged while in the Saunas, the extreme temperatures can and will damage your phone's internal components. However, if you are using a cellphone please be respectful and keep conversations to a minimum. Please use headphones or earbuds while listening to music or watching videos.

MULTI-PURPOSE GYMNASIUM

The multi-purpose gymnasium has been designed to accommodate a wide range of scheduled and free-play activities such as indoor soccer, indoor volleyball, basketball,

and a variety of children's activities. Use of the gymnasium is included with your membership however, there are several leagues and activities scheduled throughout every season, which may limit utilization during specified times. Prior notification for reserved or scheduled activities will be posted in advance. For a schedule of gymnasium events you should check the schedule posted just outside of the gymnasium entrance. It does change from time to time, so check the schedule often for updates.

GYMNASIUM ETIQUETTE

Please observe the following guidelines while in the gymnasium. Please note that all of Kaweah Health Lifestyle Fitness Center facility rules of conduct are applicable and enforceable in all areas.

"Please be Courteous"

- Horseplay will not be tolerated.
- Athletic shoes (non-marking soles) must be worn at all times. No open toed shoes.
- Shirts must be worn at all times.
- Profanity, improper behavior, intoxication, and vulgarity are not permitted.
- Any fighting will immediately result in automatic dismissal from the facility.
- Spitting is not permitted.
- Chewing gum is not permitted.
- An adult must accompany children under 16 years of age unless participating in an organized youth program.

WALKING / RUNNING TRACKS

Everyone is encouraged to please be courteous while using the indoor track.

The indoor track located on the second floor measures one-tenth of one mile. Members using the indoor track should travel in a counter-clockwise direction with walkers and slower runners staying to the inside lane. Runners should yield to the walkers and the faster runners should stay to the outside lane. Please be courteous and look before entering the track; please do not stop to carry on a conversation on the track. When exercising or using equipment in the corners, please keep body extremities out of the track lanes.

CHILDREN'S PROGRAMMING

A wide range of activities is available to children 5 to 12 years of age. Non-member dependents of members in all remaining

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membership categories may participate in some of the children's programming by paying the prevailing guest fee. For more information, call (559) 624-3400.

For your child's safety, please have your children wear proper athletic shoes for all youth activities.

Please make sure to sign your children in and out for all youth activities.

JUNIOR JIU-JITSU

Teaches kids ages 5-15 the basic fundamental techniques of Brazilian Jiu-jitsu. This class focuses on improving balance, flexibility, coordination and cardiovascular capacity in a game oriented environment. Monthly class schedules with times, days location and class descriptions are available at the control desk.

SUMMER "LEARN TO SWIM" SEASON

Throughout the summer months Kaweah Health Lifestyle Fitness Center aquatic program offers a wide variety of specialty classes that teach children how to swim. This program is offered to children age six months and up. Although we offer these specialty classes during the summer months for multiple students, the aquatic program offers swimming instruction year-round. Call 624-3421 for more information.

2-STORY INDOOR ROCKWALL

Before climbing, all participants must attend an Orientation Session. Call 624-3416 to schedule an orientation appointment. After completing the safety orientation, you may checkout the equipment from the Front Desk. Children under 16 years of age must be supervised by an adult at all times while using the Rockwall. Climbers must be at least 5 years of age and weigh at least 30 pounds and no more than 300 pounds.

TERMS AND CONDITIONS

AUTOMATIC MEMBERSHIP RENEWAL

Your membership in Kaweah Health Lifestyle Fitness Center is a 12-month automatically renewing agreement. Once a member has fulfilled his/her 12-month obligation the membership agreement will automatically continue on a month-to-month basis, without notice, unless written notice of intent to cancel by either party is received at least (thirty) 30-days prior to the anniversary date.

Note: a written notice of intent to cancel must be dated, signed, and either mailed or hand delivered to Kaweah Health Lifestyle Fitness Center. Cancellations will become effective thirty (30) days from the date of receipt by Kaweah Health Lifestyle Fitness Center.

Member is responsible for all dues and charges incurred up to the actual date of cancellation.

SHORT-TERM MEMBERSHIPS

Short-term memberships are offered for those that are unable to fulfill a 12-month obligation. Short-term memberships are only provided to individuals. We do not offer short-term memberships for couples or families. All enrollment fees and dues must be prepaid for the term of the membership.

MEMBERSHIP DUES AND FEES

Your membership in Kaweah Health Lifestyle Fitness Center is a 12-month automatically renewing agreement, payable for 12-months in full or on a monthly basis by Electronic Funds Transfer (EFT). Membership constitutes a contractual commitment to pay Kaweah Health Lifestyle Fitness Center dues. Withdrawals from Kaweah Health Lifestyle Fitness Center, except for the detailed reasons listed under "Consumer's Right to Cancellation," will not relieve a member from fulfilling his/her twelve-month obligation. This twelve-month membership agreement is automatically renewable, without notice, unless written notice of intent to cancel by either party is received at least thirty days prior to the anniversary date. This notice must be dated, signed and mailed or hand delivered to Kaweah Health Lifestyle Fitness Center. Cancellations then become effective thirty days from the date Kaweah Health Lifestyle Fitness Center receives cancellation notice.

INCREASES OF DUES AND FEES

Kaweah Health Lifestyle Fitness Center, at its option, may increase dues or fees from time to time. Members will be notified at least (thirty) 30-days prior to any increase in Kaweah Health Lifestyle Fitness Center dues or fees. Dues will not be adjusted during times when Kaweah Health Lifestyle Fitness Center is repairing or renovating any of its facilities. Your membership is a 12-month automatically renewing contract, payable annually or monthly through Electronic Fund Transfer (EFT) of a personal checking or savings account.

PAYMENT POLICIES

Members may choose to pay for their membership in full in 12-month increments. Kaweah Health Lifestyle Fitness Center will accept cash, check or major credit card in an amount equal

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to the full value of the appropriate membership category including the one-time enrollment fee. Members who choose to pay for their membership monthly will be required to pay the sum of the appropriate one time enrollment fee at the time of joining, the prorated of the current month dues, first full month's dues and last month's dues. Dues for the following month will be collected on the fifth of each month (in advance of the month services will be delivered) through automatic Electronic Funds Transfer of checking/ savings account. Monthly payments delivered in person to Kaweah Health Lifestyle Fitness Center Control Desk prior to the 25th of each month will not negate the automatic Electronic Funds Transfer for the following month. Fees for programs, services and products may be paid for at the control desk or in the customer service office with cash, check or major credit card. Member agrees to pay collection costs incurred by Kaweah Health Lifestyle Fitness Center in collecting any past due amounts, including court costs, mailing costs and reasonable attorney's fees. Member also agrees to pay a handling fee for any returned check. Products are subject to sales tax.

ACH CONVERSION NOTIFICATION

When you provide a check as payment, you authorize Kaweah Health either to use information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction.

When we use information from your check to make an electronic funds transfer, funds may be withdrawn from your account as soon as the same day you make your payment and you will not receive your check back from your financial institution. For inquiries, call (559) 624-3408.

CHARGING PURCHASES TO THE MEMBERSHIP

Members electing to pay for their membership dues through electronic funds transfer may have the added convenience of charging purchases to their individual membership account. You will be asked for your membership card and possibly a second form of identification for security reasons. Please be advised that all dues and charges will be processed in full on the 27th of the month and transmitted for payment.

If more than one individual is on the membership all active members may have the ability to charge purchases against the membership unless the primary individual possessing the membership explicitly declines this option in writing.

CHANGE IN METHOD OF PAYMENT

Members may change the method by which their dues are paid but this is not recommended until the initial 12-month obligation has been satisfied. Changing the method of payment can be completed in the customer service office or with a membership representative. If you would like to discuss payment options call (559) 624-3400.

CHANGING NAME, ADDRESS OR PHONE NUMBER

If you change your name, address, or telephone number you will need to notify Kaweah Health Lifestyle Fitness Center as soon as possible to avoid any possible complication of your membership status. These changes can be completed at the Customer Service Desk or with a membership representative. Some situations will require you to submit verification of change.

MEMBERSHIP CATEGORIES

Each membership type has an initial enrollment fee and specific monthly fees. Memberships are available in the following categories:

Single: One person, 16 years and older (under 18 years of age requires a signature of authorization from a parent or legal guardian).

Couple: Married couple or significant other living in the same household. A mother or father and a minor child may also constitute a Couple-membership.

Family: Four (4) members of an immediate family. (Typically, this would entail parents and children 20 years of age and under living in the same household.) There is an additional monthly fee for each additional member after four. Dependent full-time college students under 25 years of age, living more than 25 miles from home may receive approval to be enrolled under a family membership at the discretion of Kaweah Health Lifestyle Fitness Center management (you will be requested to provide verification of enrollment including the total number of academic units).

***Student:** High school and college students enrolled with six or more academic units may qualify for student memberships. (Verification of current student status indicating total number of units will be required.)

*Please note that individuals must again provide current student status after the initial 12-month agreement has been fulfilled and for each subsequent 12-month anniversary date to

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continue to receive the student membership rates. Student membership dues will automatically increase to regular membership fees if student verification is not provided.

Senior: Senior memberships are available for individuals 60 years of age and older.

Senior Couple: Senior Couple memberships are available to senior couples whereby both individuals are at least 60 years of age or older and reside in the same household.

Senior Active Adult: Active Adult memberships are available for individual seniors (60 years and older) only. This membership is limited to use of the facility

Monday through Friday, 10 AM to 4 PM, and full use of the facility during all hours of operation on Saturday and Sunday.

MEMBERSHIP CLASSIFICATION CHANGES

A member in good standing may change their membership classification by adding or removing individuals from their individual membership thus altering their membership category. Only the primary person possessing the membership is permitted to make changes effecting the membership status or classification.

ADDING - FIRST TIME (UPGRADES)

When someone is added to a membership for the first time, that individual (whether it is a spouse, child, or other) is committed for 12 full months from the activation date, regardless of the status of the primary or main member. They may not cancel or be cancelled by the primary or main member before they have fulfilled the twelve-month obligation. Any such cancellations prior to the end of their commitment will fall under normal cancellation procedures, to include any fees that may incur. Any such fees will remain the responsibility of the individual who is financially responsible for the membership. Adding a fifth or subsequent member to a pre-existing family membership will require payment of a predetermined processing fee and will result in additional charges in monthly dues.

ADDING - PREVIOUS MEMBER (RE-ACTIVATION)

When re-activating a member that was previously an active member under the same primary or main membership, the re-activation must be for a period NOT LESS THAN 30 days (one month). For individuals re-activating a previous member on their membership for the minimum period, a

predetermined processing fee along with the difference in monthly dues MUST be collected at the time of re-activation. If the member is paying monthly dues by EFT and re-activating an adjoining member for an undetermined length of time, the member will be charged a processing fee and monthly dues must be adjusted accordingly. (The processing fee may be charged to the account at the request of the member financially responsible for the membership.)

** Please note: When re-activating a membership that was previously removed from the primary account, the membership must have been inactive for no longer than six consecutive months to avoid any additional initiation fee charges. Re-activating a member that has been inactive for longer than six consecutive months will require the appropriate difference in initiation fees and a renewed obligation to a twelve-month commitment but will not be charged a processing fee.*

REMOVING INDIVIDUALS

When removing a member under a primary account, the member being removed must first have fulfilled their individual twelve-month commitment unless the member is under 12 years of age. Once it has been established that the individual commitment has been fulfilled, removing that individual from the primary membership may be processed without incurring any additional fees.

FREEZING YOUR MEMBERSHIP

Membership freezes are provided as a courtesy only and are limited to a maximum of six consecutive months unless special arrangements have been made in advance. Please speak with a membership or customer service representative if you would like more information about freezing your membership. Please keep in mind that freezes do not apply toward the initial 12-month obligation.

*MEDICAL FREEZE

In lieu of cancellation for medical reasons, a member may request a temporary medical suspension according to item 1 under Additional Rights to Cancellation. There is no charge for placing your membership on a medical freeze. However, a medical suspension will not become effective until a physician's statement is presented to Kaweah Health Lifestyle Fitness Center. To qualify for a medical freeze you will need to provide a physician's statement to Kaweah Health Lifestyle

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Fitness Center within 30 days of your injury or illness. The statement must indicate the medical reason(s) you are unable to utilize the facility, the date of injury or illness that prevents you from exercising and an estimated date you may return to exercise. As with a personal freeze, a medical freeze must be for a minimum of 30 consecutive days and in 30-day (monthly) increments for a maximum of six consecutive months unless prior arrangements have been made. Upon returning from a medical freeze you must present Kaweah Health Lifestyle Fitness Center with a physician's note of clearance stating the specific date that you became medically able to exercise. Please be aware that we cannot issue a refund of dues or fees that were collected in the absence of a physician's statement indicating your inability to utilize the facility.

***PERSONAL FREEZE**

This non-medical membership suspension is just \$10.00 per month and is non-refundable. Members requesting this service must complete the appropriate documentation and provide payment for such services prior to the 27th day of the preceding month. Payment for the total length of time (six months maximum) if you wish to freeze your membership is required prior to processing your personal freeze request. The freeze period must be for a minimum of one full month commencing on the first day of the month and in monthly increments. Your membership will automatically return to "active" status at the end of your requested freeze period at which time you will be responsible for any applicable dues and/or fees upon reactivation. If you wish to reactivate your membership prior to your specified date of return, you must pay the pro-rate for the remaining days left until your scheduled monthly fee is due.

**Please note: Any period of time a membership is inactive due to a personal freeze request or medical suspension extends the introductory twelve-month anniversary date for the same period of time the membership is inactive. Also note that members may not be permitted to submit a notice of cancellation while the membership is inactive by member request.*

CONSUMERS RIGHT TO CANCELLATION

You, the buyer, may cancel your Agreement at any time prior to midnight of the fifth (5th) business day of the health studio after the date of your Agreement, excluding Sundays and

holidays. To cancel your Agreement, mail or deliver a signed and dated notice, or send a telegram which states that you, the buyer, are canceling your Agreement, or words of similar effect. The notice shall be sent to KAWEAH HEALTH LIFESTYLE FITNESS CENTER at 5105 W. Cypress Avenue, Visalia, CA 93277. All monies paid pursuant to your Agreement shall be refunded within ten (10) days of receipt of the notice of cancellation, except that payment made for any health studio services received prior to such cancellation. Your membership card must be returned along with your notice of cancellation.

CANCELING YOUR MEMBERSHIP

After fulfilling your twelve (12) month commitment, all non-medical membership cancellations require the submittal of a "30-Day Written Notice". The 30-day notice period is effective and begins on the last day of the month in which the 30-day notice is received. Cancellation notification must be sent to Kaweah Health Lifestyle Fitness Center, 5105 West Cypress Avenue, Visalia, CA 93277.

MOVING

If you move further than 25 miles away from Kaweah Health Lifestyle Fitness Center and your residence at the time of enrollment prior to fulfilling the minimum twelve month membership Agreement and are unable to transfer the membership Agreement to a comparable facility, then you shall be relieved from the obligation of making payments for services other than those received prior to notifying Kaweah Health Lifestyle Fitness Center. In the event of a cancellation under this paragraph, you will be charged a cancellation fee, not to exceed \$100.00, or, if more than half the life of the Agreement has expired, not to exceed \$50.00. Such notifications require the submittal of a "30-Day Written Notice". The 30-day notice period is effective and begins on the last day of the month in which the 30-day notice is received. You will be required to provide verification of your new address with your 30-day written notice.

ADDITIONAL RIGHTS TO CANCELLATION

You may also cancel the agreement for any of the following reasons. Additionally, consumer has a right to a pro-rated refund of monthly dues in the event that they paid for their annual membership in full and they cancel prematurely for one of the following reasons.

- If, upon a medical doctor's written order, you cannot physically receive the services because of significant physical disability for a period in excess of three (3) months.
- If you die, your estate shall be relieved of any further obligation for payment under the contract not then due and owing.

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CHANGES OR REVISIONS IN MEMBERSHIP TERMS AND CONDITIONS

The membership fees, monthly dues, charges, membership Rules, Regulations and Policies, and Kaweah Health Lifestyle Fitness Center's Terms and Conditions are subject to change by Kaweah Health Lifestyle Fitness Center management from time to time. Members may be notified of such changes in any manner that Kaweah Health Lifestyle Fitness Center management deems appropriate.

SUSPENSION/TERMINATION OF MEMBERSHIP

Kaweah Health Lifestyle Fitness Center may terminate for cause any membership by mailing notice in writing to the last address shown on the records of the club for the member being terminated. The terminated member will be required to return promptly any property currently in their possession belonging to Kaweah Health Lifestyle Fitness Center. A terminated member will remain liable for all dues and other indebtedness incurred until their membership anniversary date. Use of Kaweah Health Lifestyle Fitness Center is available only to members in good standing and their guests.

DAMAGES

Members and guests of Kaweah Health Lifestyle Fitness Center are responsible for any damage to Kaweah Health Lifestyle Fitness Center property and/or property of other members and their guests, with the exception of ordinary wear or usage.

EMERGENCY PROCEDURES

Should an accident/incident occur at Kaweah Health Lifestyle Fitness Center, immediately report it to the Control Desk by using one of the courtesy telephones located throughout the facility or notify any staff member. Emergency procedures will be expedited immediately. Should you or a family member become injured while at Kaweah Health Lifestyle Fitness Center, Kaweah Health Lifestyle Fitness Center staff is not permitted to provide off site transportation but reserve the right to call an ambulance.

ANCILLARY SERVICES

CHILDCARE KID ZONE

Individual sessions may be purchased at the control desk or monthly childcare memberships may be purchased in the membership office. Childcare sessions are limited to a maximum time length of two hours per session.

AGE LIMIT

Children between the ages of 6 weeks to 12 years will be accepted for care.

APPOINTMENTS (559) 624-3438

Appointments are required for infants. Any child under 20 months is considered an infant. At 20 months they are considered toddlers. You may call or stop by to make appointments any time during childcare business hours.

ILLNESS

Out of consideration for the other parents, children and staff, we cannot allow sick children in the Childcare Kid Zone. If your child is obviously not feeling well, we will ask that you take them home.

TOYS

Childcare is not responsible for lost or broken toys. Children are expected to share any toys they bring. Please make sure your children do not bring coins, small toys or anything that can pose a choking threat.

DIAPERS

Childcare does not provide diapers or wipes. We ask that you bring your child freshly diapered and label diaper bags with your child's name. If your child needs to be re-diapered, you will be contacted to attend to your child's needs.

ADDITIONAL INFORMATION

There may be times we need to contact you to assist your child in the childcare. We understand that your time in the facility is important and will try to remedy the situation to the best of our ability before contacting you.

LOCKER ROOMS

Separate gender specific locker rooms are available for our members. For courtesy purposes children of the opposite gender that are over 4 years of age are not permitted in these locker rooms and are required to use the Family Locker Room.

FAMILY LOCKER ROOM

A Family Locker Room with two private changing/showering rooms is available for individuals with children of the opposite gender, as well as those requiring assistance changing or showering. Please refrain from using these rooms unless you have a special need so that they are available to those that truly need them.

LOCKERS

Kaweah Health Lifestyle Fitness Center is not responsible for lost, stolen, or damaged items.

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DAILY USE LOCKERS

Daily use lockers are available to all active members of Kaweah Health Lifestyle Fitness Center free of charge and are available in the men's, women's, and family locker rooms. Members can utilize these lockers by providing their own lock to secure their personal items. These lockers are intended for daily use only and may not be utilized for extended periods.

EXPRESS LOCKERS

The express lockers are the black lockers located just behind the Rockwall. Like the daily use lockers, members may use these lockers by securing items with a personal lock. These lockers are intended for use on a daily basis only and may not be utilized for extended periods.

ANNUAL RENTAL LOCKERS

Annual rental lockers are available in both men's and women's locker rooms. Members may rent these lockers over a 12-month period. The price of these lockers will depend upon the size of the rental. Please stop by the customer service office if you would like more information on this locker option.

COIN OPERATED SECURITY LOCKERS

These security lockers are available next to the Rockwall. For smaller items, these lockers are perfect. After you have chosen your locker and placed your items inside, simply deposit a quarter in the slot provided, turn the key and remove it. The key can then be pinned to your clothes while you exercise.

SUITEMATE®

SuitMates are located in the men's, women's, and family locker rooms. SuitMate is to be used only for the removal of water from one swimsuit at a time. Any other use could damage the machine or the item put into the machine. If excess vibration occurs, release lid immediately. After basket has stopped, redistribute swimsuit and restart. If machine does not operate, wait for a few minutes and try again before notifying a member of the staff. Kaweah Health Lifestyle Fitness Center, Kaweah Health and Extractor Corporation are not responsible for any damage to personal property.

A – 1 MASSAGE AND MUSCLE THERAPY CLINIC

Massage appointments may be made by calling (559) 624-3413. A – 1 Massage and Muscle Therapy Clinic, specializing in wellness counseling, fibromyalgia, and chronic pain management, is not a department of Kaweah Health Lifestyle Fitness Center and is independently owned and operated.

LIFESTYLE FITNESS CENTER PRO-SHOP

The Pro-Shop offers a wide array of exercise and swim apparel and accessories. Also available are last minute items such as personal hygiene products. The Pro-Shop area is designed for self-service. If you need additional assistance or if you have any questions regarding items from the Pro-Shop, you can inquire at the control desk. Please bring all items for purchase to the control desk.

TELEPHONES AND MESSAGES

Members may use the black wall-mounted courtesy telephones for making in-house and local calls. Please be courteous and limit these calls to no more than three minutes. To place a local call simply dial [9], wait for the dial tone then enter the seven-digit phone number. If you wish to receive a message while at Kaweah Health Lifestyle Fitness Center, check in with the control desk and inquire about any messages. The overhead paging system is primarily for emergencies only.

TOWELS

Monthly towel service may be purchased in the membership office or daily towel service may be purchased at the control desk. Towels are the sole property of Kaweah Health Lifestyle Fitness Center and may not be taken outside of the facility. Unfortunately, if pilferage is observed to be excessive this liberal privilege may be suspended or revoked. Members are welcome to bring their own towels but requested not to deposit personal towels in the towel returns. Please refrain from using more than one towel per visit.

WHIRLPOOL FACILITIES (JACUZZI)

For your own safety, please follow the posted guidelines in the respective areas. Members and guests of Kaweah Health Lifestyle Fitness Center use these facilities at their own risk. Appropriate swimming attire is suggested for courtesy reasons however swimsuits are optional, as the whirlpools are located within each gender-specific locker room. Due to the health risk of elevated heat, children under 12 years of age are not permitted to use the spas at any time.

CAREGIVER

A caregiver is a person who assists a member that has a medical condition that requires assistance while using the facility. This arrangement is facilitated through the membership department. Caregivers will be allowed in the facility with the specified member requiring assistance. Caregivers do not have member privileges and are not permitted use of facility equipment including the pools. In the event a caregiver needs to use equipment to assist the member

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(such as the pool) special arrangements may be possible through the membership department. Caregivers may lose , privileges if found to be utilizing equipment or pools beyond , that which is necessary to render assistance.

GUEST POLICIES: GUEST PASSES

Daily, weekly, and monthly guest passes are available for purchase. A guest may be accompanied or unaccompanied by an active member. Each guest is required to provide a photo I.D., register, pay the appropriate guest fee, and complete a guest waiver at the Control Desk prior to using the Facility. Unregistered guests will be asked to leave Kaweah Health Lifestyle Fitness Center immediately.

**Please be advised that children between the ages of 12-15 are permitted to use the facility only with direct supervision of an adult member or guest over 18 years old. Parent signature and ID required if guest is under 18 years of age.*

LOST AND FOUND

Kaweah Health Lifestyle Fitness Center is not responsible for items lost, stolen, or damaged. Lost and found item inquiries should be made at the control desk. Unclaimed items will be donated to local charities after 30 days.

PARKING

Kaweah Health Lifestyle Fitness Center member parking area is located in the front parking lot and east and west parking areas is located in the front parking lot and east and west parking areas of the building. If the parking areas are full, you may park in front of the Kaweah Health Rehabilitation Hospital. Please respect the handicap parking spaces located in the front and east parking lot of the facility. Also, please respect our neighbors and do not park in the lot located on the northwest corner (Medical Office Building).

Notes

