

POLICIES AND PROCEDURES

The enforcement of these rules and policies is for the good of all members to assure the comforts and services to which each member of Innovative Health & Fitness is entitled. Management has the right to suspend or withdraw club privileges from any member, who in their opinion, has abused prescribed privileges or conducted himself or herself in a manner detrimental to Innovative Health & Fitness or its members. Such expulsion or suspension shall become effective immediately upon payment to such member of the pro-rated portion of their unused dues. There will be no refund of the enrollment fee. The manager or designee shall have complete charge of the club while on duty. If you have any questions or concerns, please ask for the manager at the front desk. Innovative Health & Fitness shall not be held responsible or liable by any member or guest for personal injury damage or loss of personal property for any reason. Anyone using Innovative Health & Fitness facilities does so at their own risk.

CLUB HOURS

The club hours are subject to change without notice. The management reserves the right to close Innovative Health & Fitness from time to time to facilitate club programs and on certain holidays.

MEMBERSHIP CARDS

All members are issued a membership card. Photo of member is required for security purposes. The card must be presented at the front desk each time you enter the building for access to the facility. A \$5.00 fee will be charged for replacement of a lost membership card. Cards are non-transferable. Violation of this condition will result in termination of membership without refund. A \$5.00 fee will be charged for each card not returned upon cancellation.

PAYMENT FOR MEMBERSHIP

Membership dues are collected through electronic funds transfer out of checking account, MasterCard, Discover or Visa.

FREEZE

Member may FREEZE membership once a year, with 30 days prior notice to next billing date, for a minimum of one month to a maximum of consecutive three months (five consecutive months for seniors). There will be a fee of \$9 per month to keep the membership on FREEZE. This fee will be paid in advance by members with prepaid membership and billed monthly for EFT memberships. When one member of a Couple's Membership or Family Membership goes on FREEZE all other members must also go on FREEZE for the same length of time. Members will have their freeze time credited to the end of their membership contract. A medical FREEZE will require a written medical documentation from an M.D. precluding the member from using the facility. There is no fee or prior notice needed for a medical FREEZE and additional members on the contract will not have their memberships on FREEZE. The maximum time on a medical FREEZE is one year and requires updated documentation from MD every 4 months.

CANCELLATION OF MEMBERSHIP

We'll be sorry to see you leave. Members must, however, provide a 30-day written notice, in advance of the draft date, in order to terminate their membership. All membership card must be turned in at the time of cancellation (if not there will be a \$5 charge for the card) and a termination form must be completed. No terminations will be accepted over the phone. There is no refund for cancellation of prepaid memberships. In either a one or two year contract, the member must move at least 40 miles away from the facility to have the contract voided.

ADA STATEMENT

Innovative Health & Fitness complies with the intent and spirit of the Americans with Disabilities Act. If you need any special assistance or accommodations, please call or stop by the Front Desk.

BUILDING ATTIRE

Attire must be appropriate for their guests. The following attire regulations should be followed while visiting Innovative:

- Clothing with vulgar or profane writing or pictures is not allowed. Shirts and shoes must be worn at all times.
- Swimsuits are restricted to the pool areas only. No cut-off jeans or gym shorts are allowed in the pool. Children must wear tight fitting swimsuits or tight legged training pants. Disposable undergarments are not permitted.
- Street shoes must be removed before entering pool areas.
- Shorts, sweat pants, leotards and athletic shoes are appropriate attire for activity areas.

LOST / STOLEN / DAMAGED ITEMS

Please safeguard your belongings while you are with us. We suggest you keep articles of value with you. Innovative Health & Fitness, its affiliates, agents or employees, shall not be liable for the loss, theft, or damage of personal property of members or guests. If you have a locker key, you are responsible for it or there will be a \$10.00 fee if lost. Keep it with you the entire time you are at Innovative Health & Fitness. Please leave gym bags locked in lockers. Innovative Health & Fitness is not responsible for shrinkage or discoloration to items that we launder.

INNOVATIVE HEALTH & FITNESS

POLICIES AND PROCEDURES (Cont'd)

PETS

Pets are not allowed at Innovative Health & Fitness. Special accommodations for guide dogs are to be made with management.

ACCIDENT / INJURY or INCIDENT

We do our best to keep you safe. If an accident, injury or unusual incident occurs, report it to any Innovative Health & Fitness staff member immediately. Innovative Health & Fitness assumes no responsibility for injuries incurred while participating in Innovative Health & Fitness's activities. It is expected that all members who use Innovative Health & Fitness carry their own medical insurance.

LOCKER ROOM POLICIES

Innovative Health & Fitness respects the privacy of all people using the facility. No usage of devices that capture, record or transfer images are allowed in locker rooms or any part of the facility. Innovative Health & Fitness staff may enter locker rooms to conduct tours, cleaning, and other job functions.

CHILD CARE POLICIES

- Parents must be on the premises in order to leave their children in the child care area. Parents are responsible at all times for the conduct of their children, damages caused by them and for any personal injuries to their children when they are unsupervised.
- Children that are members, age 14-16, must go through an orientation session with an Innovative Health & Fitness staff member in order to use the equipment. The staff member will evaluate the child's physical size, muscular development, and mental maturity during the orientation to assure that the child is ready and capable of using the equipment in a proper and safe manner. Going through an orientation does not guarantee that the child will be allowed to use the equipment. Usage privileges will be revoked if the child is seen abusing equipment in an unsafe manner.
- During family time, no children under the age of 14 are allowed in the weight equipment or cardiovascular area at any time.

CODE OF CONDUCT

Using these principles: honesty, responsibility, caring and respect as a guide, we have developed the following Code of Conduct to ensure that all whom enter our facility enjoy a safe, welcoming and comfortable environment. We ask individuals to act in a manner that upholds these principles at all times when they are in our facility or participating in Innovative Health & Fitness programs. We expect those using Innovative Health & Fitness to behave in a way that shows respect and caring for others, which includes not using any language or engaging in any action that can hurt or frighten another person or that falls below a generally accepted standard of conduct. Specifically, action that does not show respect to others includes but is not limited to:

- Attire must be appropriate, including swimsuits only in the pool area, and shoes, shorts and shirt in other areas of the facility.
- Clothing with vulgar or profane writing or pictures is not allowed.
- Use of angry or vulgar language including swearing, name calling or shouting.
- Making physical contact with another person in any angry or threatening way.
- Engaging in sexual activity or contact with another person.
- Harassing or intimidating by words, gestures, body language or any other menacing behavior.
- Stealing or other behavior which results in the destruction of property.
- Carrying or concealing any weapons, devices or objects which may be used as weapons.
- Using or possessing illegal chemicals or alcohol on Innovative property or in vehicles.
- Smoking. Innovative offers a smoke-free environment for its members.
- Cell phone usage including picture taking is prohibited.
- Member to Member personal training is not allowed. All personal training is to be performed by a Personal Trainer.
- Members using radios, tape, CD or DVD Players must use headphones.
- Restricted use of cellular phones in locker rooms.
- Towels, toiletries and other club property, are provided by Innovative as a courtesy to its members during club usage only.
- Removal of club property from the premises may result in the termination of membership privileges without refund.
- Food and drink are only allowed in the cafe. Water and Sports Drinks are allowed in spill-proof containers.
- No solicitation by members or guests is permitted without prior written approval from management.

Members and guests are encouraged to be responsible for their personal comfort and safety, and to ask any person whose behavior threatens their comfort to refrain from doing so. If a member or guest feels uncomfortable confronting the person directly, they should report the behavior to a staff person. Members and guests should not hesitate to notify a staff person if assistance is needed, we want to assist.

INNOVATIVE HEALTH & FITNESS