

“Wellbeing is an active process of optimizing every aspect of ourselves to harmoniously reflect the image of our Creator.”



The Wellness Club
Member Handbook

MEMBERSHIP

All Andraesen Center for Wellness (ACW) memberships auto-renew. Every new member is required to sign a membership agreement during registration. It is the responsibility of the member to be familiar with all the rules and code of conduct as outlined in the membership agreement. Failure to comply with any of the following rules and the code of conduct may result in termination of membership. It is up to the discretion of management to address each violation.

Membership (ages 14 and older) includes access to the following:

- Both fitness floors
- All fitness equipment
- Group fitness classes
- Pool
- Healing Oasis
- Indoor track
- Outdoor experiential courtyard
- Locker rooms
- The Wellness Club app

- * Please note that membership does not include access to the Recreation Center (gymnasium).
- * Towel service is NOT provided.

Membership Orientation

Facility orientations are available upon request. To request an orientation, please call 269-471-6090 or email thewellnessclub@andrews.edu.

Check-In

All members and guests are required to scan in at the reception desk upon every visit using one of the membership identification options provided during member registration.

Children 13 and Younger

- Membership for children ages 13 and younger includes access to the pool area and free childcare through the ACW Kids' Club program, when available.
- Children ages 13 and younger must pass the water competency sequence to be allowed use of the pool during open swim time with

parental/legal guardian present on the pool deck. Children who do not pass the water competency sequence must be directly supervised by their parent/legal guardian at all times.

- Parents may provide written permission for another adult 18 or older to supervise their child. This permission form is available on the Aquatics page of the website. Adults may only be responsible for up to five children at a time.
- Children ages 13 and younger who want to utilize the pool at the ACW will be required to become a child add-on member to their parent's or legal guardian's membership or receive a day pass.
- Confirmation of date of birth (school ID with date of birth or birth certificate) may be requested. Children ages 13 and younger are not permitted in the Healing Oasis.

Youth Ages 14 & 15

- Youth ages 14 & 15 are permitted to use THE WELLNESS CLUB in its entirety, but must be accompanied by a parent or legal guardian at all times. A youth add-on membership to their parent's or legal guardian's membership is required.
- Youth ages 16 and older are permitted to use THE WELLNESS CLUB in its entirety without parental supervision; however, they must have an eligible add-on membership to their parent's or legal guardian's membership until turning 18. At that time, an individual membership may be obtained.

Visitors

Daily passes and punch cards can be purchased. Please contact membership services for more information by email at thewellnessclub@andrews.edu or visit andrews.edu/wellnesscenter.

Membership Changes, Pauses and Cancellations

- Changes to membership may be requested at any time. A membership pause may be requested at any time. Monthly memberships



will incur a pause fee of \$10 per month, charged at the initiation of the pause. Annual memberships may be paused with no fees.

- Membership may be cancelled at any time, but a 10-day notice prior to renewal is required to prevent renewal charges. Early cancellation of annual memberships will not be eligible for pro-rated refunds. Cancellations may be requested via completion of a Membership Cancellation Form (available at the Front Desk) or by emailing thewellnessclub@andrews.edu.
- Management reserves the right to cancel memberships at their discretion. Members rejoining 30 days after cancellation will begin their membership with a new enrollment date and may be subject to an enrollment fee.

Payment Updates and Returned/Late Payments

Updates to account information on file may be made in person at the Reception Desk or Member Services or can be managed on the WELLNESS CLUB app. A service fee of \$30 may be charged on any electronic funds transfers or credit/debit card drafts that are unsuccessful due to insufficient funds.

POLICIES & PROCEDURES

Member Etiquette

Behavior deemed by management as inappropriate and that negatively impacts other patrons, staff or guests will not be tolerated and may result in dismissal from the Andreasen Center for Wellness and/or revocation of membership. This may include, but is not limited to, use of profanity, taking pictures and videos in locker rooms or of others without their consent, inappropriate dress, theft, harassment/stalking, intimidation/threats, aggressive or violent behavior, etc.

Safety/Emergencies

Use of the Andreasen Center for Wellness is at the risk of the patron. Members who need

permission from a medical provider prior to starting exercise will be encouraged to go see a doctor prior to starting their membership at THE WELLNESS CLUB. Members and guests should observe all posted signs throughout THE WELLNESS CLUB.

- First Aid kits and AEDs are available on both levels of THE WELLNESS CLUB. Please be aware of where all AEDs are located throughout the facility in case of an emergency. All staff are trained and certified in CPR/AED and First Aid.
- Staff will provide guidance and direction in the event of an emergency. It is important that you follow these instructions and stay with the staff member during any evacuation or sheltering emergency.
- Fire alarms are located throughout THE WELLNESS CLUB and require evacuation upon activation. Tampering with or misuse of the fire alarm systems (including pull stations and sprinkler heads) is prohibited. The fire alarm system is also capable of mass notification, where directions for other emergencies can be provided verbally through the fire alarm system. Occupants are expected to follow these directions as well.
- In case of a fire, or other emergency requiring evacuation, locate the nearest, safest exit and follow staff members' instructions.
- Notify a staff member immediately regarding any accident or injury.
- In a life-threatening emergency, please dial 911 immediately and notify a staff member.
- All members, guests and visitors are encouraged to sign up to receive campus-wide emergency alerts from the University's AU Alert system. Those who are not current employees or students enrolled at Andrews University may sign up for AU Alert through the public registration option. For more information, please visit andrews.edu/services/safety/aualert/.

Attire/Footwear

In order to maintain an environment that is safe and sanitary for our members, and preserves

the integrity of the equipment, please note the following guidelines:

- Soft-soled, close-toed athletic shoes must be worn at all times on the fitness floors. Shoes may be removed for specific group fitness classes within the fitness studios only.
- Modest shirts are required at all times for men and women.
- Shorts must be long enough to fully cover the buttocks and groin.
- Clothing with offensive language, designs or pictures is not acceptable.
- Belts, metal zippers, studs, etc., may cause damage to equipment and are prohibited.
- Jewelry that may cause equipment damage or pose a risk of injury should be removed.
- Modest, full coverage swimwear is required in the pool and Healing Oasis. Speedos are not permitted. Acceptable athletic attire may be worn in saunas or the infrared cove of the Healing Oasis but is not permitted in the jacuzzi or pool.
- Athletic shoes are not permitted in the Healing Oasis.
- Management reserves the right to evaluate whether or not clothing meets these guidelines and ask a member/guest to change attire.

Locker Room Usage

All-user locker rooms are available. Children ages 5 and older must use gender-appropriate lockers and bathrooms or utilize the all-user locker room space. Use of cameras is prohibited in the locker rooms. Lockers are available in the locker rooms for daily usage only. Locks are not provided but may be utilized during open hours only. Any padlocks left on a locker will be removed/cut upon closing. Any items left in a day-use locker will be kept at Lost & Found for no more than seven days. Items left in the lockers are at your own risk and the Andreasen Center for Wellness is not responsible for lost, stolen or damaged items.

Locker Room Etiquette

Food and drink are not allowed in the locker rooms, with the exception of water. Refrain from standing on benches, running, jumping, horseplay and yelling. **Note that it is NOT PERMITTED to take photos or videos in the locker rooms.** Clean up after yourself and the spaces utilized within the locker room.

Cell Phone/Personal Device Usage

Headphones are required at all times when utilizing a personal device for music, streaming content, entertainment, etc. Images/recordings may only be taken on the fitness floors with consent of all individuals captured within the photo/video. Photos and videos may only be taken in the pool area during private events or swim lessons if consent has been provided by all parents/guardians. Photos and videos are never permitted in the locker rooms, wet hallway, Healing Oasis or during open or lap swim.

Photos/Videos

Use of any photography or videography equipment (including smart phones) is not allowed without management approval throughout the entire facility. Continued disregard of this policy may result in management asking member to leave facility or termination of membership. The privacy of all members/guests is of highest importance.

Smoking/Tobacco/Alcohol/Drug Use

The campus of Andrews University is a tobacco-, alcohol- and drug-free campus. Use of these substances is not permitted on the campus including in or around the ACW.

Weapons

Andrews University has a **no weapons policy**. All weapons and weapon facsimiles are strictly prohibited. Please see the full weapons policy at andrews.edu/services/safety/docs/3.3-weapons-policy.pdf.

Food & Beverages

All food and beverages are restricted to the



lobby area except for water and sports drinks contained in sealable containers, which are permitted in the fitness areas. No food or drinks are permitted in wet areas of the ACW.

Lost & Found

The ACW is not responsible for any lost or stolen items. Lost & Found will retain items for no more than seven days at which point they will be disposed of.

Fitness Floor Etiquette

The safety of all members/guests is of utmost importance. Please contact any staff if you need assistance with any equipment or have questions about classes or services. **Children ages 13 and under are not permitted on the fitness floor.**

The following policies are strictly enforced:

- Appropriate attire is required at all times, including athletic shoes, shirts and full coverage shorts or full coverage swimwear in the wet areas. Please see our Attire policy for more details.
- Personal items will not be kept at the Reception Desk or office areas.
- Do not sit on machines between sets.
- Ask if you may “work in” and always allow others the same courtesy.
- When lifting heavy weights, it is advised that a friend/trainer be available to spot.
- Always re-rack weights and return all equipment/accessories to the proper location.
- Do not drop or throw weights.
- Wipe down all equipment after use with gym wipes provided on the fitness floor.
- Limit time on cardiovascular machines when other members are waiting.
- No horseplay will be permitted with any equipment on the fitness floor or in the group fitness studios.
- Members/guests may not provide fitness training to other members/guests in the

ACW. Doing so may result in membership termination.

- Unauthorized solicitation of any type is not allowed.
- Please see Member Etiquette and other policies for additional guidelines.

Indoor Track

Eleven laps around the outside lane of the track equal one mile. The outside lanes are reserved for runners, and inside lanes are reserved for walkers. Please use mirrors at blind corners and be mindful of slower patrons when running. Running/walking direction will change daily; please check the directional signs and use caution before entering and exiting the track.

Group Fitness Etiquette

The ACW offers a variety of group fitness classes every week. All regular group fitness classes are included with membership. The group fitness schedule is available on the WELLNESS CLUB app. Group fitness schedules are subject to change.

Please note: Take group fitness classes at your own risk and be responsible for knowing your own physical limitations. Note that only water is permitted in the group fitness rooms (no other beverages or food). Note that children under the age of 14 are NOT PERMITTED to be in any regular group fitness classes and children ages 14 & 15 must have a parent/legal guardian present in the building. To ensure access to a class, a reservation may be made for attendance on the WELLNESSCLUB app. If those with reservations do not arrive on time, their spot may be forfeited.

Pool & Healing Oasis Etiquette

When using the pool, please note the following:

1. Use caution and follow the posted rules at all times. Obey the lifeguards.
2. Walk slowly on the deck and diving board at all times.

3. Children ages 13 and younger must be supervised by a parent/legal guardian present on the pool deck and pass the water competency sequence to be allowed use of the pool independently. Children who do not pass the water competency sequence must be directly supervised by their parent/legal guardian at all times. Parents may provide written permission for another adult 18 or older to supervise their child. This permission form is available on the Aquatics page of the website. Adults may only be responsible for up to five children at a time.
4. Shower your child and yourself before entering the pool.
5. Refrain from using the pool if you've experienced recent medical conditions such as severe skin abrasions, cold, coughs, inflamed eyes, infections or open wounds, are wearing bandages, or have recently had diarrhea.
6. Children not yet potty-trained must wear a swim diaper under their regular swimsuit.
7. Flotation toys must remain in the shallow end.
8. Do not bring glass, food, gum, drink or animals into the pool area (except for service animals). Service animals are not permitted in the water, according to Health Department requirements.
9. Dive ONLY in designated areas (9 feet or deeper).
10. Diving board rules are posted and must be observed.
11. No flipping or rear diving from the diving board or edge of the pool.
12. Look before you jump or dive to ensure a safe entry.
13. Wear appropriate swimwear according to dress code. See Attire/Footwear policy.

Photos and videos may only be taken in the pool area during private events or swim lessons if consent has been provided by all parents/guardians. Photos and videos are never permitted in the Healing Oasis or during open or lap swim.

When using the Healing Oasis, please note the following:

1. Use at your own risk. It is recommended that you consult your doctor before use, particularly for seniors.
2. Note that it is recommended to limit sauna, steam bath, whirlpool and infrared light sessions to 15 minutes at a time with a sufficient cool-off break before reentry.
3. Consult your doctor if you are pregnant or have a health condition including, but not limited to, heart disease, diabetes, high or low blood pressure or any serious illness.
4. Note that the Healing Oasis is a quiet space. Please refrain from running, jumping or horseplay.
5. Wear appropriate swim or athletic wear according to dress code.
6. Only flip flops or swim shoes are permitted in the Healing Oasis.
7. Shower with soap and water before entering.
8. Do not bring glass, food, gum, drink or animals (except for service animals) into the Healing Oasis. Service animals are not permitted in the water or saunas, according to Health Department requirements and best practices.
9. Note that there is no lifeguard on duty in this space.
10. Note that it is NOT PERMITTED to take photos or videos.
11. Note that children ages 13 and younger are NOT PERMITTED in the Healing Oasis and children ages 14 & 15 must be accompanied by and within sight of a parent or legal guardian.
12. Adhere to the capacity limitation for the sauna, steam bath and whirlpool areas.



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