

**MONTANA ATHLETIC CLUB
BIGFORK**



Member Handbook

JANUARY 2009

*Welcome to the MAC!
Congratulations on your decision to join the family.*

Understanding the information in this handbook will add to your satisfaction as a MAC member. We want to provide you with many opportunities to pursue a healthy lifestyle through exercise, recreation, social activities and health education. We value your input, so please feel free to stop by the Front Desk and enter any comments in our member suggestion book. Once again, welcome to the Montana Athletic Club.

MAC STANDARDS

SECTION I: HOURS OF OPERATION

A. FACILITY

Hours

Monday through Friday	5:00 AM - 9:00 PM
Saturday & Sunday	8:00 AM - 6:00 PM

Hours are subject to change based upon members' utilization patterns. The MAC doors will be open no sooner than the posted times. **All members and guests must exit the building no later than the posted closing time.**

B. ADULT HOURS – 5PM TO 7PM MONDAY THROUGH THURSDAY

Monday through Thursday 5pm to 7pm are designated adult hours, we ask that children 13 and under remain in the *Children's Activity Center*. Children taking lessons or participating in programs are an exception.

C. HOLIDAY HOURS

The MAC will be closed for certain holidays such as New Years Day, Easter, 4th of July, Thanksgiving, and Christmas Day. The MAC will close early on Christmas Eve and New Year's Eve and open later the day after each of those holidays. The MAC will be open with limited services for Memorial Day and Labor Day. This is not an exclusive list of Holiday or closing days.

D. CLOSURES

The MAC or sections therein may periodically be closed for a short period to perform the necessary maintenance required to keep the facility in first-class condition. Dues will not be prorated for these closures.

SECTION II: HOUSE ITEMS

A. MEMBERSHIP CARDS

Each member 14 years of age or older will receive a membership card. This **card is required for entrance.**

B. CHECK IN

You may enter the MAC by presenting your membership card to the Front Desk staff. Members under the age of 14 are not issued cards, but **must** check in at the Front Desk with an accompanying adult member.

Children ages 13 and under are not required to have a membership but must be signed in at the Front Desk by an accompanying adult member.

No one will be allowed in the facility without appropriate identification or payment.

C. CLASS REGISTRATION (See the MAC program guide)

1. Members are given first priority for special class and program registration. Most classes and special workshops are free to members, while others are offered at a discounted fee. Check our seasonal schedules for current offerings. If space is available, you may join a class after the registration period.
2. Payment must be received at the time of registration.
3. Refunds may or may not be issued and are on a case by case basis. See class or program description for details.

D. LOCKER ROOMS

1. Day use lockers (the tall, double lockers) are available at no charge. Please bring your own lock. Locks are also available for purchase at the Front Desk. Any locks left overnight will be removed and the contents of the locker will be placed in the lost and found.
2. Rental lockers for storage of personal items are available for an annual fee. Check at the Front Desk for availability or to place your name on a waiting list. There is a fee for key replacements.
3. Supervision of children under 13 is required by an accompanying adult member. Children of the opposite sex over the age of four years old are not allowed in the locker room.

E. TOWELS

1. Shower towels are available at the Service Desk for a fee. Current rates will be posted. Please return used towels to the laundry bin at the Service Desk.
2. To help control costs, please **do not remove towels** from the MAC.

F. ATTIRE

1. All members are expected to wear proper workout attire for their particular activities.
2. Any clothing that has writing or symbolism which degrades, humiliates or threatens another person(s) is prohibited.
3. No opened toe shoes or bare feet allowed in any fitness area. Shirts must cover a majority of the skin when in contact with exercise machines.
4. No cut off jeans in pool areas or workout area.
5. Shoes worn outside the facility may not be worn in any fitness court or aquatics area.
6. Swimmers must dry off and wear a shirt if entering lobby areas.

G. VALUABLES, LOST & FOUND

1. **The MAC will not be responsible for any items lost, stolen or damaged in, on, or about the facility or parking lot.**
2. You are advised to leave your valuables at home. Do not leave them unsecured within the facility. Do not leave them unattended in your vehicle.
3. Lost & Found items are kept for two weeks and then donated to charity.
4. All lost items must be claimed in person.

H. SMOKING

The MAC is a designated smoke and tobacco-free environment. No tobacco products within 100 yards of the facility. There is no designated smoking area. This includes chewing tobacco.

I. GUEST POLICY

1. All Guests **MUST** register at the Front Desk and pay the appropriate fees.
2. Any adult member (18 or older) may bring a guest of any age. Members 17 and younger who bring a guest under age 18 **MUST** have a guest registration and PAR-Q signed by their guests' parents or legal guardian. Phone calls will not be accepted.

J. SPECIAL EVENTS

Special events will have precedence in facility usage and will be posted in advance.

K. PHOTOGRAPHY

Use of any camera, video or still photography is specifically prohibited at all times without the written consent of the MAC management. This includes cell phones capable of taking pictures/video.

L. SOLICITATION/DISTRIBUTION

No literature may be distributed nor any solicitation made on the premises without consent of the MAC management.

SECTION III: FACILITY STANDARDS

A. AQUATICS

1. Recreation Pool
 - a. SHOWERING - State law requires that you shower prior to entry into the pool and/or spa.
 - b. CHILDREN - Children age 13 and younger must be directly supervised by a responsible adult in the pools or pool area. For safety reasons, please keep a ratio of 6 kids per adult. Water wings are not allowed.
 - c. RULES- Basic rules apply: No running on deck, no rough play, **NO DIVING**. Equipment must be used properly.
 - d. TOYS AND EQUIPMENT- Outdoor toys and small toys are not allowed in the pools. No sharp or heavy metal objects, as they chip the pool finish. Clean, floating toys, four inches or larger in diameter are generally acceptable, although the MAC management reserves the right to disallow any toy or piece of equipment.
 - e. SCHEDULING- Please check the current Pool Schedule for information on classes, lap swim, adult swim, open swim, and special events. Scheduled classes have priority use of the pool. Members can share pool time with other members where noted on schedules. Courteous, compatible usage is encouraged. Classes requiring exclusive use of the pool will be posted in the pool schedule.

- f. LAP SWIM- Please observe lap swim etiquette. If crowded, please travel in a circular pattern and share the lane with other swimmers.
- g. POOL CLOSURE- The pools may be closed for special events or maintenance which will be posted with as much advance notice as possible. We reserve the right to close any pool or spa due to contamination or mechanical problems.
- h. FOOD- With the exception of water in a plastic container, no food or beverages are allowed in any aquatics area.

2. Jacuzzi and Dry Sauna

- ❖ The Jacuzzi and Dry Sauna are available for use by members 14 and older.
 - ❖ Children age 13 and younger must be directly supervised by a responsible adult in the Jacuzzi and Dry Sauna.
 - ❖ State law states that children age 6 and under are not allowed in the Jacuzzi.
 - ❖ Parents must be **IN** the water with children that are 7 years old. Water wings and toys are not allowed.
- a. **DO NOT add water to the sauna!** It is a dry sauna and the elements will be damaged if water is added.
 - b. Elderly persons, pregnant women, infants, and those with health conditions that require medical care should consult with a physician before entering the Jacuzzi or Dry Sauna.
 - c. Unsupervised use by children 13 and younger is prohibited.
 - d. Hot water immersing while under the influence of alcohol, narcotics, drugs, or medication may lead to serious consequences and is not recommended.
 - e. Avoid using the Jacuzzi or Dry Sauna alone.
 - f. Long exposure may result in nausea, dizziness, or fainting.

3. Steam Rooms

- a. The steam rooms are available in both the men's and women's locker rooms during all business hours.
- b. Children 13 and younger are not permitted in the steam rooms.
- c. **PLEASE READ AND FOLLOW POSTED PRECAUTIONS.**

B. GYMNASIUM

- 1. Consult the Front Desk for activity options and times.
- 2. Use of the gym is for members, guests, and day-fee users 14 and older. Members 13 or younger must be under direct supervision of a responsible adult member or in a supervised class for which the child is registered. Direct supervision means the adult is in the gym with the child.
- 3. Gym equipment is available, inquire at the Front Desk.
- 4. Athletic shoes must be non-marking. Any shoes worn outside the club may not be worn in any fitness area, including the gym.
- 5. Profanity does not belong in the MAC. (See VI, Behavior Standards)
- 6. Gym participants are to be respectful of other users, equipment and the

facility. Recklessly kicking balls or abusing equipment/facility is not tolerated.

7. NO DUNKING or hanging on rims or nets.

8. Shirts must be worn at all times.

D. FITNESS AREA

1. EQUIPMENT

- a. Unrestricted use of cardiovascular or weight training equipment is **limited to members 14 years and older.** Children ages 12 and 13 may use equipment when directly supervised by a responsible adult member. Due to insurance requirements, children 11 and younger are NOT permitted in the fitness area.
- b. We encourage members to participate in our Weight Room Basics class and/or a fitness evaluation to learn the proper use of equipment.
- c. At times some equipment may be reserved for special classes.
- d. We request that members clean equipment after use. Cleaning rags and spray bottles are available in designated areas.
- e. Reception of television programming can be accessed through any personal FM radio headset.
- f. Shoes and shirts are mandatory, no sandals, bare feet or other open-toed shoes. Shirts must cover the majority of skin that comes in contact with the exercise equipment.
- g. Safety and Etiquette:
 - Return and rack weights when finished.
 - Always use collars to secure weight plates onto bars.
 - Allow others to “work in” or take turns on weight equipment.
- a. Wipe equipment when finished for sanitization purposes.
- b. Refrain from swearing, grunting and making loud noises which are distracting / offensive to others.
- c. Control weights to avoid dropping them on the floor.
- d. Plan ahead to avoid monopolizing several pieces of equipment at once.
- e. Chalk will not be used.
- f. Water only (no food or beverages).
- g. Return towels and magazines to their proper place.
- h. During peak hours (or while others are waiting) limit your time on the cardio equipment to 30 minutes.

2. AEROBICS, YOGA & PILATES STUDIO

- a. Classes are **limited to members 14 years and older**. Arrangements can be made for children ages 12 and 13 to attend class when directly supervised by a responsible adult member. Children 13 and younger are not permitted to attend cycling classes or use the studio. Children attending a lesson or special program are an exception.
- d. Members may check out aerobics equipment. Please stop by the Front Desk or ask a fitness staff person for assistance.

3. HANDBALL/RACQUETBALL/SQUASH COURTS

- a. Members may reserve a court up to 2 days in advance at the Front Desk or by phone.
- b. Each member is allowed one **reserved** hour of court time per day. You must have two members' last names to reserve a court. Courts that are not reserved are open to play by any member.
- c. The court will be held for 10 minutes beyond the reserved time, after which the court will be given to another player.
- d. **Non-marking athletic shoes** and appropriate clothing are required at all times.
- e. Safety first – eye protection is recommended at all times. **Players 17 and younger are required to wear proper eye protection while on the court.** Lenses must be shatterproof.
- f. Equipment such as eyeguards and racquets are available for purchase in the Proshop. You may also rent or checkout these items for a small fee from the Front Desk. Members that use MAC racquets must use eye protection.
- g. Children 13 and younger must be directly supervised by a responsible adult member. Safety precautions and proper rules must be followed.
- h. Walleyball may be played in all equipped courts. Request for setup may be made at the Front Desk.
- i. Squash is available in courts 1 & 2. Please read wall-moving directions or check with the Front Desk for assistance. **First-timers, please ask for assistance.**

SECTION IV: MEMBERSHIP STANDARDS

A. MEMBERSHIP CLASSIFICATIONS DEFINED

1. Adult memberships are for those 14 - 60 years of age.
2. Family memberships include married couples, significant others (with same address), dependent elderly parents, and dependent children 14 through 21. The second family member, regardless of spouse or child (between 14 and 21), will pay the couple rate. When a child is no longer a dependent, he/she may continue their own membership with no enrollment fee.
3. Senior memberships are for individuals 60 years of age or older.
4. High School and College memberships are available for students **who do not have parents who are members**. Please inquire at the Front Desk for current rates.
5. Corporate memberships are available. Please inquire with our Membership Coordinator.

B. ACCOUNTS (**Monthly dues are not based upon attendance**)

1. EFT (Electronic Funds Transfer)

Monthly dues may be paid through electronic funds transfer (EFT). To activate EFT, please speak with our Member Accounts department.

2. CREDIT CARD

Monthly dues may be paid by credit card. **Credit card billing will necessitate a \$5 per month convenience fee.** To activate payment by credit card you must see the Member Accounts department. **Changes must be made 10 days prior to the month in which the change is to become effective.**

3. DIRECT BILL

Members will be billed at the first of each month. **Direct Bill accounts will be charged a \$5 per month convenience fee.** Accounts are due and payable upon receipt of statements.

4. FINANCE CHARGES

A monthly finance charge will be applied to accounts not paid in full by the next billing cycle.

5. DELINQUENCY

Delinquent accounts, 60 days past due, will be deactivated and are subject to a “no admit status” or cancellation at the discretion of the MAC management.

6. ONE YEAR MEMBERSHIPS

Annual memberships are available and include reduced monthly dues. Annual dues are non-refundable.

7. LEAVE OF ABSENCE

MAC does "Freeze" or "Hold" memberships, unless it's for medical reasons. If you decide to leave the MAC for any reason, your membership will be canceled. You may rejoin at any time without penalty or Registration Fee. If you decide to leave before your commitment expires, you will be required to pay the difference between the commitment month dues and the actual attended months dues, plus a \$25 cancellation fee.

Medical Reasons - if you have an injury, illness or a physician's order to halt your workout, you may put your membership on hold at no charge **with a note** from your physician stating the months you will be unable to use the facility.

C. TERMINATION

- a. Resignation: The member may resign from the club by giving a written notice **at least fourteen days prior to the first day of the month**. Monthly fees will not be prorated should membership be terminated in the middle of the month. Past due accounts must be paid in full. Any difference between the commitment month dues and the actual attended month dues plus a \$25 cancellation fee will be automatically deducted from the EFT or credit card of the membership. If a Choice Membership terminates early, all used Personal Training will be withdrawn automatically via EFT or credit card. All membership cards must be turned in and the resignation shall be effective the first day of the following month. If you have a rental locker your keys are due at the time of resignation. Your membership will not be terminated until you have returned your keys.
- b. Termination: The membership of any member who is in arrears in the payment of his/her account for a period in excess of 60 days may have their membership terminated. All debts and bills to the club are immediately due in full. Any difference between the commitment month dues and the actual attended month dues, plus a \$25 cancellation fee, and in the case of Choice Memberships all used Personal Training will be automatically deducted from the EFT or credit card of the membership. The membership of a member may be cancelled or suspended by management for any period of time due to violation of any rules and regulations of the club, or any conduct which, in the opinion of the management of the club, is detrimental to the welfare, good order and character of the club.

- c. Any member, child of a member, or guest of a member found maliciously or willingly destroying or abusing the facilities of the club or exhibiting any inappropriate behavior will be subject to immediate expulsion without refund of registration fees and the member shall be liable to the club for all damages resulting from such actions. Termination of a member by the club does not relieve the member of dues or other charges, previous to the date of termination. *(See section VI, Behavioral Standards)*

D. FEE ADJUSTMENTS

Fees will be raised as warranted by economic conditions. Members will be given advance notice of such increases via postings at the facility.

SECTION V: CHILD CARE STANDARDS

1. The Children's Activity Center (CAC) is available to members while participating in MAC activities. Check current schedule for hours of operation, available at the CAC or the Front Desk.
2. We ask that you refrain from bringing children 13 years and younger into the MAC *(except for the CAC if open)* between the hours of 5PM to 7PM Monday through Friday. This is our prime time and we reserve this time for our adult members. Children taking lessons or participating in programs are an exception.
3. Children 13 and younger left unattended in any part of the facility will be escorted to the CAC by MAC staff. Parents will be charged the appropriate fee.
4. Parents are expected to be in the facility while their children are in the CAC. If you leave for an "outside" workout please notify the CAC staff. The maximum stay is 2 hours per visit. **Charges will be assessed to the nearest ½ hour.**
5. We encourage parents to make reservations. Daycare can fill quickly.
6. Security Standard
 - a. When a parent drops off their child, they will immediately sign them in at the CAC desk. When the parent returns, the sign-out signature must match the sign-in signature. If the signatures do not match, the staff cannot allow the child to leave.
 - b. If a parent drops off their child and wants their spouse to pick the child up, written permission must be provided on the sign-in sheet. **Before the spouse may leave with the child their identity must be verified.** Members may use their on-file computer picture for verification. Non-members will be required to provide a picture ID.

7. Well Child Standard

For the protection of other children and the staff as well as your own child, please do not ask us to care for your child if he/she is ill. Our personnel reserve the right to refuse admittance of any child. We consider a child to be ill if he/she has:

- a. Had a fever within a 24 hour period
- b. Diarrhea or nausea within a 24 hour period
- c. Discharge from eyes, or a profuse nasal discharge
- d. A contagious disease (pink eye, or a rash of any sort)
- e. Cough or runny nose that isn't clear

8. Behavior/Discipline Standard

Caregivers must set limits so that all children will learn respect for the things and the people in their environment. Consistent limits reduce the need to test rules and also make the caregiver's job easier. Children who are disrespectful and are disruptive while at the CAC will be removed from the center. We reserve the right to refuse to admit repeatedly disruptive children.

9. Personal Items

- a. Please label all belongings. This helps us monitor articles effectively.
- b. The MAC does not supply diapers. Please provide extra diapers for your child's comfort.
- c. Children may bring their own snacks and beverages. However, these snacks must require little or no supervision. To ensure the safety of all children; nuts, hard candy, popcorn, hot dogs, and gum are not allowed in the CAC. If our staff is busy when you come in and your child needs to be set up for their snack, we ask that you do this before you leave. Snacks may be purchased at the Juice Bar.

10. Members are responsible for any damages caused by their children while in the facility.

SECTION VI: BEHAVIOR STANDARDS

All inappropriate behavior may be classified into three categories:

CATEGORY 1: May include, but is not limited to:

- Profanity
- Littering
- Minor disrespect towards staff, members, and/or guests
- Infraction of MAC policy

CATEGORY 2: May include, but is not limited to the following:

- Defiance – unwilling to correct behavior when asked

- Disrespect
- Spitting
- Misuse of Equipment

May include but is not limited to:

- * Hanging on rims
- * Kicking basketballs/volleyballs
- * Inappropriately kicking soccer balls
- * Failure to yield equipment/space at designated times

CATEGORY 3: May include, but is not limited to the following:

- Assisting in unauthorized entry
- Vandalism
- Violence (assault/fights, threats, etc. physical or verbal)
- Careless driving in parking area
- Any act which necessitates intervention by law enforcement

CONSEQUENCES

All incidents will be logged into a computer database for future identification of repeat offenders. Repetitive misbehavior will not be tolerated.

CATEGORY 1:

Verbal warning and explanation of the rule.

CATEGORY 2:

1. Offender removed from activity.
2. If offender is 17 and younger the parents will be immediately notified by phone. The incident will be reviewed with the parent including the consequences applied.
3. If the offender is 18 or older he/she will be removed from the activity and asked to leave the facility. If the offender is a member a suspension of membership may result. Non-members will not be allowed to re-enter the club in the future.
4. Staff will file an incident report with offender's name, member #, phone # (parent's name and phone #, if necessary,) and description of incident.

CATEGORY 3:

1. Police will be called.
2. Staff person will be present to assist and give a statement to responding officers.

DETERMINATION OF CONSEQUENCES

The MAC management will assess each incident and decide on consequence(s). The majority of Category 2 offenses will carry a 30-day suspension/denied access to the MAC. After two 30-day suspensions the offender's membership will be revoked. Category 3 offenses will result in termination of membership unless otherwise stated by the Director.

APPEAL PROCESS

Appeals must be submitted in writing to the Front Desk within 7 days of the incident. The MAC management will review each appeal.

The foregoing policies and procedures are not all inclusive. Other rules and regulations may be posted in and about the club and shall be binding on all members.

Management reserves the right to change and/or Amend these policies and procedures as are deemed necessary for the safe and functional operation of the facility.

FACILITY USE by AGE

- **General Membership:** Age 14
 - At age 14, they are able to use all of our facility and will now be charged a membership fee
 - Everyone age 14 and up should be issued a swipe card and must check-in
- **ALL persons under the of 18 MUST have a parent or guardian signature** on the paper work (membership application, guest pass waiver, etc)
- **Weight Room:** No child under the age of 12 – **NO EXCEPTIONS!**
 - Children ages 12 and 13 may be in the weight room if directly supervised by a responsible adult in the same proximity
 - Our insurance prohibits children under the age of 14 to be in the weight room(includes all equipment, machines, and free weight area)
- **Pool:** Age 13 and under must be supervised by a responsible adult in the pool room.
 - Ratio: 1 adult to every 6 children maximum
- **General Locker Room:** Supervision of children under 14 is required by an accompanying adult member in the locker room.
 - **Children of the Opposite Sex:** Over the age of four years old, children of the opposite sex are not allowed in the locker room
- **Jacuzzi & Dry Sauna:** Under the age of 14, must be accompanied by a responsible adult in the spa area
 - **Jacuzzi:** State law prohibits children 6 and younger from being in the Jacuzzi
- **Steam Room:** Under the age of 14 are **NOT** allowed in the steam room (even if supervised)
- **Racquetball / Squash Courts:** Children 13 and under can use the racquet courts with proper eye protection if the responsible adult is in the facility
- **Basketball Court:** Children 13 and under can use basketball court if the responsible adult is in the facility

*Staff reserves the right to ban non-compliant children or have the responsible adult maintain control.

*Responsible adults are defined as 14 years and older who exhibit conscientious care of their younger charges.