

# WELCOME

**Thank you for choosing the TriHealth Fitness & Health Pavilion!** We appreciate the opportunity to assist your efforts toward better health and fitness. We pledge to provide you with everything you expect from a fitness and wellness center:

- A clean and well maintained facility
- Properly maintained exercise equipment
- A professionally trained and certified staff
- Quality programs and services

If you have any questions or concerns now or in the future, please visit with any of our Pavilion staff members. The following policies have been developed to ensure a safe and comfortable environment for all members and guests. We hope you will take a moment to review them, share them with any family members and keep them handy for future reference. The Pavilion reserves the right to amend policies as deemed necessary.

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## Hours of Operation

Monday-Thursday	5:30 a.m. - 9 p.m.
Friday	5:30 a.m. - 8:00 p.m.
Saturday	7 a.m. - 5 p.m.
Sunday	8 a.m. - 5 p.m.
<i>Holiday hours as posted</i>	

## General Rules

- The TriHealth Pavilion is meant to be a place of enjoyment for members. Therefore, all members should treat each other with respect and expect to be treated as such by others. Non-observance of the above may result in temporary exclusion or curtailment of membership privileges.
- All members use the Pavilion at their own risks. The Pavilion is not held responsible for any pre-existing conditions, athletic injuries or other injuries sustained while using the facilities of the club. Physician consent to commence an exercise program is strongly encouraged and in some instances, required.
- The use of all facilities is subject to posted rules and policies established by Pavilion Management. The rules contained herein are not inclusive. Amendments to the Pavilion Member Guidelines may be made at any time as deemed necessary. On all questions regarding the interpretation of Pavilion Member Guidelines, the decision of the Pavilion Management is final.
- As a proponent of healthy lifestyles and preventive health care, our environment is **smoke-free**. Smoking is not allowed on Pavilion property.
- Proper etiquette, language and courtesy are to be observed at all times. This includes following time restrictions on equipment or facilities where applicable.
- A member's obligation to pay monthly dues is not dependent on the availability of the Pavilion's facilities or equipment. Sport leagues, seminars, repairs and/or maintenance of the facilities may make it necessary for the Pavilion to restrict use of one or more of the facilities or to temporarily close the Pavilion, which will not reduce or suspend a membership obligation for payment of dues. It is our intent to notify members of these situations as far in advance as possible.
- All programs and services end at closing time each day, including the use of the whirlpools, steam rooms and saunas. However, members will have up to 30 minutes to shower and exit the facility.
- **No photographs are permitted to be taken anywhere at or on the property of the TriHealth Fitness & Health Pavilion without advanced authorization from management.**

TriHealthPavilion.com

# MEMBERSHIP

## General Information

- It shall be the policy of the TriHealth Fitness & Health Pavilion to accept applications for membership from any person or business of good character and responsible credit background without regard to race, creed, color, sex or national origin.
- Members must contact a Member Services Representative to add or drop individuals from membership or if membership status changes such as senior or corporate membership eligibility. Additional enrollment fees will be required when adding family members.
- Dependent children on their parent's membership can remain family members with their parents through age 21. If the child is a full time student and provides proof of their student status, they can remain on the family membership up to the age of 24 years old. When the child becomes 24 years old, that child will be required to establish their own membership account. No enrollment fee will be charged to convert to this new membership account.
- Grandparents are eligible to add their grandchild(ren) to their membership accounts up through age 21, or through age 24 when they provide proof of full time student status. Applicable membership enrollment, processing fees and monthly membership dues will apply. In addition, if the grandparent is the legal guardian of the child, the grandparents will be required to provide their signature on the membership change form, as well as provide a copy of proof of their legal guardianship, if the grandparents are indeed the legal guardian of the child(ren). If the grandparents **are not** the legal guardian of the child(ren), they will be required to obtain an original signature from the child(ren)'s parents who are legal guardians of the child(ren).
- Couples can join on the same membership account if they share a joint mortgage or a joint checking account, **or** they are legally married. Membership dues must be drafted from one account or credit card. Current Pavilion members who experience a change in status as indicated above, need to provide proof of documents to Member Services. If current members are paying a different membership rate, a refund will only be given for the current month membership dues when the appropriate documentation is provided.

- Senior membership discounts begin at age 65. It is the **member's responsibility** to notify the Member Services office when a family member turns 65 and is eligible for the senior rate. Refunds will not be given for late notice.
- For membership records and mailing purposes, members are required to notify the Pavilion of address, phone, name and/or credit card/banking changes and email changes with an approved signature.
- **Dues will be withdrawn the fifth of the month.** If the tenth falls on a weekend or holiday, the monthly dues transaction will take place on the first business day following the tenth.
- Paid in advance membership option is available. When paying for 12 months of membership dues in advance, you will receive your 13th month of membership free.
- **A \$35 service charge will be assessed for a returned check or credit card transaction due to insufficient funds, closed account, unavailable credit line or other similar circumstances.** If you have a lost or stolen credit card, please notify us immediately to change billing process and avoid service charges.
- Dues are subject to adjustment by management with written notice to the membership.
- Memberships are not transferable.
- The Pavilion is not responsible for lost or stolen, damaged items in facility or on grounds. Please keep your valuables at home.

## Membership Cards

- Membership cards must be presented for admission to the Pavilion and Kids' Life Center and are necessary for daily locker entry.
- Replacement of a lost, stolen or destroyed membership card will require a \$6 replacement fee. A Member Services Representative should be notified when a new card is needed.

## Membership Can Be Placed "ON HOLD" for the Following Reasons:

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- **A medical leave of absence** requires a physician's note documenting the reason for the leave and the amount of time the leave needs to be. A physician release form and an updated Health History form is also required for member to return from leave and resume exercise indicating any restrictions. There is no charge for the medical leave of absence.
- **A work-related leave of absence** requires a notice from the member's employer stating that you will be out of the area for business reasons. This leave is restricted to a time period of two months through six months and is subject to a fee.
- **A leave of absence for extended vacation** requires that the member submit a forwarding address. This leave is also restricted to a time period of two months to six months and is subject to a fee.
- **The college leave of absence** is restricted to a time period of two months to nine months and is also subject to a one time \$30 fee per individual per academic school year. The college leave requires proof of school enrollment.

All members are required to fill out a Leave of Absence form at the Member Services office in order to activate a "frozen membership" status. You will receive a duplicate copy of the Leave of Absence form for your records.

#### **Leave of Absences can not be backdated.**

Leave of Absence forms submitted after the 25th of a given month will not take effect until the last day of the next month due to the timing of the EFT process.

**Upon return from a Leave of Absence, the member must stop in the Member Services office, although billing will begin automatically on the designated date given at the time the leave is first processed.** There is no charge to reactivate your membership and unlike a reinstatement from Resignation, no enrollment fee is charged upon a reactivation from Leave of Absence.

#### **Loss of Membership Privilege**

- The TriHealth Fitness & Health Pavilion along with TriHealth Security and Senior Management reserves the right to discontinue membership privileges for any of the following reasons:

1. Intentional misuse of Pavilion equipment or facility.
2. Destruction of Pavilion equipment or property.
3. Theft on Pavilion property.
4. Failure to follow proper safety practices and precautions, or any membership/facility policies or procedures.
5. Fighting on Pavilion property.
6. Use of profanity.
7. Unauthorized possession of alcohol on Pavilion property.
8. Possession of illegal drugs or drug paraphernalia.
9. Smoking or use of tobacco products on Pavilion property.
10. Failure to pay membership fees or outstanding payments for any Pavilion Service.
11. Sexual harassment towards other members or staff.
12. Repeated violation of club policy or belligerent, suspicious, or harassing behavior threatening to members or staff as deemed so at the discretion of management and TriHealth Security.

#### **Membership Cancellation**

- A **30-day written and signed notice** to a Member Services Representative via a **resignation form onsite, a certified letter, or an email with a scanned signature is required** for membership cancellation. Turn in your membership card at your last visit to the Pavilion to complete the cancellation process and deactivate the fee collection. If you cancel your membership at any time, and decide to rejoin the Pavilion at a later date, you will be required to pay an enrollment fee at the prevailing rate.

#### **Food and Beverage Services**

- Food and beverages are available at the Atrium Café, vending area and outdoor concession stand. Food and beverages (except water) are prohibited beyond these areas, with the exception of the Conference Center. Food may not be brought in from outside the club. Only water (no food or power drinks) is permitted throughout the facility if it is contained in plastic containers with spill-proof caps.
- No one under 14 years of age will be allowed in the café without adult supervision.
- The Atrium Café is available for your catering, birthday or party needs.

# GENERAL INFORMATION AND SPA

## Guest Policies

- Members' guests are welcome at all times. Guests are \$25 per visit; those accompanied by a member receive a discounted single visit guest pass rate of \$20 each. A one-week guest pass, valid for seven consecutive days, may be purchased for \$50 and a 10-day series pass for \$180 with a 3 month expiration date. Quarter lockers are available for guests.
- All guests must sign the guest registry, complete a guest waiver liability release and submit a picture ID prior to use of the facility.
- Violation of Pavilion rules shall be grounds for refusing that person further guest privileges. Members are responsible for their guests' behavior during their visit.

## Locker Rooms

- Locker rooms are accessible to members and guests age 14 and older. A full size locker is provided for members for daily use only. Please do not leave articles overnight on or in the daily, full-size lockers since items will be removed nightly.
- Younger members (6 weeks to 13 years old) and younger guests must use the gender neutral changing rooms or the boys and girls changing rooms adjacent to the lap pool deck.
- A private locker is available for a monthly fee, with or without laundry services for members' athletic apparel. The Pavilion staff is not responsible for shrinkage or fading of color due to the laundering process.
- Bath and exercise towels are available for your use. Please return all soiled towels to towel bins. A towel detector is located near the service desk to remind all members and guests to return their towels before leaving the facility.
- A \$35 charge will be assessed for a lost locker key.
- Camera phones are prohibited.

## Health & Safety Rules

- For your safety, emergency buttons can be found at numerous locations in the facility. By activating the emergency button, assistance will be sent to the area immediately to provide first aid attention or assistance.

## Important Facility Reminder: Exiting the Pavilion

- Drive cautiously. Upon entering and exiting Pavilion property, be aware of runners and walkers crossing the driveway on the outdoor exercise trail and on the driveway. Exercisers have the right of way.

- Please be aware that there are **no left turns out of the driveway between 7-9 a.m. and 4-6 p.m. as indicated by the signage at the exit**. Please turn right and then make a legal U-turn at the traffic light at Ursuline Academy (1/8th mile west of the center, off of Pfeiffer Road).
- We want to ensure the safety of all of our members and visitors. Following these directions will provide for a safer exit and prevent you from receiving an unnecessary traffic ticket.
- It is the responsibility of each member who experiences a change in health status during membership to notify a fitness specialist to determine appropriate modifications to their exercise program. In some cases, a Medical Consultation form may be required to continue participation.
- For your protection, any accident or incident must be reported immediately to a Pavilion associate.

- AEDs are located on both the first and second floors of the fitness center and on the cardiac rehab crash cart in the Cardiac Rehab and in the Physical Therapy departments. The first floor AED is located on the left wall across from the front desk as you face it, near the Gender Neutral Changing rooms. The second floor AED is located at the top of the stairs on the right hand pillar on the fitness floor.

## Elevator Use

- Members requiring elevator access to the second floor should notify the service desk for assistance.

## Outdoors

- Drive cautiously. Upon entering Pavilion property, be aware of runners and walkers crossing the driveway on the outdoor exercise trail. Exercisers have the right of way. Please observe the posted restriction that there be no left turns out of the driveway between 7am-9am and 4pm-6pm.
- A bike rack is available near the Pavilion entrance. We recommend that all bikes be locked.

- Protect your property. Secure your automobiles and do not leave valuables (car phones, radar detectors, purses, laptop computers, etc.) visible in your car. The Pavilion is not responsible for damage to your car or for items stolen in the parking lot.

## Lost and Found

- Items in the Lost and Found will be stored for 30 days (maximum). Items not claimed in 30 days are given to a charitable organization. It is the member's responsibility

to claim lost articles. Lost items are not available for use (i.e. Headphones, swim goggles). Valuables such as jewelry, phones, ipods, etc. are turned over to TriHealth Security at Bethesda North Hospital.

### **Dress Code**

- Proper footwear and attire for the facilities being used must be worn. No ragged or tattered clothing is allowed. Members must wear shirts in all areas of the Pavilion except the wet areas and the sports arena. Clothing considered offensive by the Pavilion Management will be prohibited. Bathing suits or water aerobic attire is required in the pool areas. Non-marking footwear is required on all Pavilion floor surfaces.
- Closed-toe shoes must be worn on fitness floor.
- We recommend that you wear water shoes in locker rooms and showers to avoid slipping on wet surfaces.

### **Parking**

- Parking on west side of facility by Rehab/Medical entrance is restricted during medical business hours M-F, 7am-6pm for Rehab patients only. Members should please refrain from parking in this area except at night and on weekends.

### **Telephones**

- For your convenience, private telephone booths are located in the locker rooms. These are phones for **local calls only**. As a courtesy to fellow members, calls should not exceed 3 minutes.
- Pavilion staff are not responsible for incoming calls to members or guests.

### **Cell Phones**

We ask for your cooperation in honoring the following guidelines when using your cell phone:

- Turn the ringer to vibrate or silent.
- Limit your conversation to urgent use only.
- Talk as quietly and as briefly as you can so as not to disturb those around you.
- Do not use your cell phone in certain areas or during activities when it could be disruptive to others. This includes but is not limited to on the exercise equipment, in the exercise studios, the locker room lounges, the Spas or in quiet meeting areas.
- Cell phones may be used in the café, the first floor atrium area, on the indoor track, at the outdoor pool, in hallway reception areas and in locker room phone booths.

### **Member Comments and Suggestions**

- Comment and suggestion boxes are located throughout the facility. The Pavilion welcomes all comments, compliments and suggestions from its members.

### **SPA POLICIES**

- Spa services are available to members and non-members of the TriHealth Fitness & Health Pavilion.
- Periodically, we send email surveys to you that provide you with an opportunity to rate the facility and provide any comments, suggestions or praise for our team members, programs and facility.
- Please arrive 10 minutes before your appointment and 15 minutes before your first visit or any multi-service appointment. Arriving late will shorten the precious minutes of your spa treatment. Your treatment will end on time so that our next guest will not be delayed.
- Please help us maintain our peaceful atmosphere by turning off cell phones or pagers or switching them to silent mode.
- Tipping a spa professional is always up to our guests' discretion.
- Products may be exchanged for spa credit, if unopened. No cash refunds.
- We prefer that our clients schedule an appointment, although we do our best to accommodate walk-in appointments. **For appointments, call (513) 246-2636.**

### **Cancellation and Rescheduling Policies**

- Please provide us with at least 24 hours notice of any schedule changes to ensure that all of our guests receive the best service possible. A credit card number is required to reserve your appointments. Services canceled within 6 hours of the scheduled service time or no shows will be charged \$25 for each of the appointments missed.

### **Child Care**

- As a courtesy to our clients, the Pavilion Spa is an adult area for ages 14 and older, unless a younger child is receiving a service. If you are receiving Spa services, child care is available in the Kids' Life Center at no charge. Please see the Spa receptionist for a voucher. Please note there is a 2 hour limit for child care.

### **Payment**

- We accept cash, check, American Express, Visa, MasterCard and Discover Card. Pavilion members may charge services and products to their house account. TriHealth employees are eligible for payroll deduction. When scheduling same day services an up front payment may be required.

# AQUATIC GROUP FITNESS

- Due to the poor acoustics in the aquatic environment and possible voice damage to your instructor, we ask kindly that you minimize talking during your one hour fitness class to be respectful to your fellow participants and instructor.
- Please arrive on time for your scheduled class and notify your instructor of any reasons you may need to leave early (i.e. medications and health issues).
- Schedules are subject to change and will be posted on the website for your use in the pools. Copies of the schedules are also available from the front desk and pool areas.

In a continued effort to support both lap swimmers and group fitness participants, we have established additional guidelines that we ask everyone to be familiar with and follow.

- Each aquatic group fitness class will begin with two lanes open. Lanes will be added based on the following number of participants:
  - 0-7 participants - 2 lanes for group fitness class, 4 lanes for lap swimmers. (Guard does not move lane lines)
  - 8-14 participants - 3 lanes for group fitness, 3 lanes for lap swimmers. (Guard moves one lane line)
  - 15-30+ participants - 4 lanes for group fitness class, 2 lanes for lap swimmers. (Guard moves 2 lane lines)
- Two lap lanes are always reserved for lap swimmers in the main pool.
- Number of lanes available for use will be determined based on class attendance (until 15 minutes after class is scheduled to start.)
- After 15 minutes, additional lanes will not be given to class for late participants.
- Aquatic group fitness classes hold priority for lane usage during class time. However, please allow other pool users

time to finish their workouts before entering the pool. Entrance into the pool is permitted no more than 5 minutes prior to the beginning of class when the lane is already in use.

If assistance is needed in enforcing any policy, please contact our lifeguard who will call the Manager on Duty to respond. Please do not get into a confrontation with another member, but allow our manager to resolve the issue.

# FITNESS AREAS

## General Guidelines

For the safety and enjoyment of all members, the following general guidelines apply:

- Members and guests should observe all posted signs and be careful when exercising. Exercise equipment must be used according to its intended purpose and design. The Pavilion reserves the right to prohibit members from using equipment incorrectly or using equipment that increases the likelihood of injury.
- Food, drinks and gum are prohibited in exercise areas with the exception of water bottles with spill-proof caps.
- No horseplay. Please respect the rights of others.
- Please do not use the equipment or railings to sit or rest.
- Profanity is prohibited.
- Appropriate clothing is required including shirts and closed toe athletic shoes such as running, aerobic or weight lifting shoes. Thongs with tights and sports bra tops are **NOT** permitted.
- Workout bags are not permitted on fitness floor.
- When doing multiple sets, please be considerate and allow other members to "work in" between sets!!!
- If a piece of equipment does not work properly, please discontinue use and notify a staff member immediately.
- Please use a towel or antibacterial wipes provided to wipe perspiration off equipment immediately after use!!!

## Cell Phones

We ask for your cooperation in honoring the following guidelines when using your cell phone:

- Turn the ringer to vibrate or silent.
- Limit your conversation to urgent use only.
- Talk as quietly and as briefly as you can so as not to disturb those around you.
- Do not use your cell phone in certain areas or during activities when it could be disruptive to others. This includes but is not limited to on the exercise equipment, in the exercise studios, the locker room lounges, the Spas or in quiet meeting areas.
- Cell phones may be used in the café, the first floor atrium area, on the indoor track, at the outdoor pool, in hallway

reception areas and in locker room phone booths.

## Resistance Equipment

- Members following the Cybex or Star Trac circuit have priority.
- Please reset range limiting devices when set complete.

## Free Weight Area

- Chalk is not allowed.
- Collars should be used at all times.
- Do not leave weights on bars. Please remove after use and return to racks.
- Do not sit, lean or stand on bars.
- Spotters are required.
- Use built-in safety supports where available on Nautilus equipment.

## Spotter Responsibilities

- Check bar for proper weight distribution.
- Agree on lift count and number of repetitions.
- Always remain ready to assist lifter.
- Do not release bar until after lifter has full control.
- Use both hands when assisting with lift.

## Lifter Responsibilities

- Communicate with spotters regarding lift count number and repetitions.
- Stay with the bar on a missed lift.
- With assistance from spotter, finish the lift and stay with the bar until it is safely back on the rack.
- Do not drop weights. This includes dumbbells and any other weight equipment.

## Cardiovascular Equipment

- Follow guidelines and directions provided.
- Please observe sign-up or time restrictions during peak usage times.
- If you have questions about how to operate specific equipment, check with a Fitness Staff Member.

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- Please respect other members and wipe off equipment.

### **Walking/Running Track**

- Enter and exit track at designated locations.
- Check the directional arrow prior to using the track.
- Please use the inside lane for walking and the outside lane for running.
- Please walk/jog/run in a single file line.

### **Computerized Workout Record**

- Computer stations are located in exercise areas to log exercise sessions.
- The fitness staff will provide training to members on logging procedures and data interpretation.

### **Personal Training**

- Personal training is offered at the Pavilion. Information is available at the fitness service desk.
- Unauthorized trainers are not permitted.

### **Broadcast Vision**

- The Broadcast Vision system allows access to a variety of television and radio channel options within the cardiovascular machine area.
- Headphones with a standard jack are needed to access the Broadcast Vision system and are available for purchase in The Shop at the Pavilion.
- Stations are determined by a member survey bi-annually and are not changed on a regular basis.

### **Circuit Etiquette Strength Equipment**

- Please be aware that the right of way belongs to members who are following the circuit from beginning to end. However, members are entitled to use unoccupied machines when available. When doing multiple sets, please be courteous and allow other members to "work in" sets with you. The best way to "work in" sets is to politely ask the Member using the machine if you can work in with them. See a fitness staff member for assistance if needed.

### **Sports Arena**

- Children under the age of 14 must always be accompanied by a parent and are allowed in the gym only during designated family gym times.
- Consult a sports arena schedule for open gym, open basketball, open volleyball, league play and class times.

- Recreational leagues are available.
- Non-marking athletic shoes must be worn. Shirts must be worn when leaving the court.
- Equipment and balls will be provided by the center.
- Balls should not be thrown or bounced against walls. Intentional damage will result in suspension of membership.
- Dunking is allowed, but hanging on the nets or rims is prohibited.
- Injuries or accidents should be reported to a staff member immediately.
- Food, drinks and chewing gum are prohibited. Covered plastic water bottles, containing water only, are permitted.
- Profanity, spitting or fighting are not permitted.
- Consult a sports arena schedule for gym times. Schedule is subject to change.



# KIDS' LIFE CENTER AND JUNIOR GYM

## Kids' Life Center

- **Pregistration is required for child members and guests.** (ages 6 weeks to 13 years). Participation in the Kids' Life Center is included for children who are members. Otherwise, there is a \$8 charge per visit per child for member's children and \$10 per visit per child for guests' children. Preregister online or call 513 246 2615.
- Parents are expected to complete a **Pre-Participation Form** (form can be found at the Kids' Life Center reception desk), if regular use of the Kids' Life Center is expected.
- The TriHealth Fitness & Health Pavilion asks that you do not bring your children when they are sick. Management reserves the right to refuse child care due to illness. The Pavilion also asks that if your child comes down with a contagious illness (e.g. Chicken Pox, etc.) the parents notify the Pavilion so that we in turn may notify other members who used the Kids' Life Center during the same time. In addition, please inform us if your child has any physical problems or and health information that we should know on the Pre-Participation Form.
- If someone other than the person who dropped off the child will be picking them up, the Kids' Life Center staff must be notified and the name of the person picking up the child must be written on the child's sticker. Identification will be required in order for that person to take the child with them.
- There is a **2-hour maximum time limit** for children to be in the Kids' Life Center. Parents should schedule their workouts accordingly. Late charges will be charged to your account at the rate of \$1 per minute for each minute late if you are more than 5 minutes late picking up your child.
- Please make sure children are properly dressed and are wearing gym shoes or close toed shoes if they would like to use the Kids' Life Center Jr. Gym.
- Diaper changing will be the responsibility of the parent.
- Toys are provided. Toys from home are not permitted. If a child insists on bringing in a toy from home, please note that we are not responsible for lost, stolen, or broken toys.
- **No food, bottles, or sippy cups** are allowed in the Kids' Life Center. Mother's are welcome to nurse their infants in the nursery.
- Parents will be notified of any disciplinary problems the staff is having with a child. Continuous disruptions may result in suspension of Kids' Life Center privileges.

- Breastfeeding is welcomed. Please ask Kids' Life Center staff for our designated area.
- Children are permitted to use the indoor pools during **designated family swim times.**
- The outdoor pool is open to children without restriction during operating hours. Children under the age of 8 must be accompanied by a parent or guardian.
- Children under age 13 are restricted from the general locker room area, but are permitted to change in the Gender Neutral Changing Rooms and Pool Changing Rooms. Diaper stations are provided.
- Children under the age of 13 are restricted from the fitness floor, indoor pools, sports arena, and aerobic studios except during the designated family times and special programs.
- Parents with children in diapers or who have separation anxiety may take a pager if one is available. We will hold on to your car keys while the pager is in your possession. When you come to pick up your child, simply return the pager and your keys will be returned to you.
- Only children ages 11-13 are allowed to bring in electronic devices (such as cell phones or tablets) while in the tween area. The Kids' Life Center will not be held responsible for any lost or damaged devices.

## Junior Gym

- For the safety of your child, we recommend that they wear close-toed athletic shoes to the Kids' Life Center. All shoes must have non-marking soles.
- Food, drinks, chewing gum, and candy are prohibited.
- Profanity, spitting, or fighting will not be tolerated and will be reported to parents. If there are 2 or more repeated incidents, usage of the Kids' Life Center may be suspended for a designated period of time and membership refunds not provided.
- Injuries or accidents should be reported to the Kids' Life Center staff immediately.
- Children are not allowed to play in the hallways or closets.
- Equipment and balls will be provided by the Kids' Life Center.
- Gym equipment and balls should remain in the gymnasium.

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- Only children ages 3-5 are allowed on the Kids' Fitness Equipment (air walker, trampoline, and stationary bike).
- Only children age 9 and under are permitted in the bounce house.
- All children must wear socks in the bounce house.
- Children may bring their own roller blades from home. Helmets must be worn while using roller blades in the Kids' Life Center. Roller blades are not permitted on the mats.
- The mats must remain on the ground or on top of other mats. They may not be placed on top of scooters.
- There is to be no standing on the scooters or crashing the scooters into other children on scooters, the walls, or toys.
- Jump ropes are made for jumping and are not to be tied to anything. Jump ropes and hula hoops may not be used to pull or push children in scooters.
- There is no flipping, kicking or tumbling allowed in the bounce house. When sliding in the bounce house, children should slide feet first.

## **KIDS' LIFE CENTER SAFETY & SECURITY PROCEDURE**

### **Security**

There is a magnetic lock on the activity room door. The door between the reception area and the activity room is the **ENTER** door. The **EXIT** door is the 1/2 door by the restrooms at the front desk area.

### **Check In Process**

- To check in your child(ren) simply fill out a sticker for each child. One child will have the information sticker and the additional children will have name stickers. On each sticker, you need to fill in your family identification #. These numbers will be matched with your # on your membership card for check out. Access will then be permitted into the activity room.
- If you do not have your membership card with you, you will need to wear a sticker with a temporary # that will be assigned that day by the Kids' Life Center staff. Your child(ren) will also be assigned that same temporary number for that day.
- The KLC staff will keep a running attendance sheet as you are checking your child(ren) in/out of the Kids' Life

Center. They will record your pager or cell phone number at the time of check in.

- Parents/guardians must be present when checking in.
- Guests or infrequent users will need to wear a sticker with a guest number that will begin with "G". A family ID# is not required for these members/guests.

### **Check Out Process**

- To check your child(ren) out of the Kids' Life Center, return your pager and show the Kids' Life Center staff your family ID#. Upon confirmation of your ID# they will buzz you in to the activity room. Once you gather your child(ren) and your belongings, please exit **through the gym** and proceed to the 1/2 door by the restrooms in the reception area. When you are ready to leave, simply hand the Kids' Life Center desk staff the stickers of each of your child(ren). They will match this to your family ID# and will buzz you out of the Kids' Life Center.

# AQUATICS AND GROUP FITNESS

## AQUATICS

### Steam Room/Sauna/Whirlpool>Showers

- In accordance with the American College of Sports Medicine and Ohio Department of Health guidelines, temperatures will be maintained as recommended at 100-110° in the steam room, 170-180° in the sauna and 104° in the whirlpool.
- Water shoes are recommended in all areas due to wet floors.
- Everyone **must shower** before entering the steam room, sauna, or whirlpool.
- Pregnant women, elderly persons, and persons suffering from heart disease, diabetes, or high or low blood pressure should not use the steam room, sauna, or whirlpool without prior medical consultation and permission from their doctor.
- Do not use facilities while under the influence of alcohol, tranquilizers, or other drugs that cause drowsiness or that raise or lower blood pressure.
- For safety reasons, it is advisable to not be alone in steam room, sauna or whirlpool.
- Shaving and bathing are prohibited in the steam room, sauna or whirlpool.
- Please place a towel between yourself and the steam room/ sauna benches.
- Allow yourself at least 5 minutes after exercising to cool down before entering the steam room, sauna or whirlpool.
- Observe reasonable time limits (that is, 10 to 15 minutes), then leave and cool down before returning for another brief stay.
- Long exposure may result in nausea, dizziness or fainting.
- Coloring or dying hair is not permitted anywhere in the facility.
- Do not leave clothes, towels or other personal items in the sauna to dry due to fire hazard!
- Newspapers, books and other reading materials are not permitted in steam room, sauna and whirlpool.

### Main 25 Meter Lap Pool General Policies

- All participants **must shower** before entering all pools.
- Appropriate swimming attire is required.
- Water shoes are permitted and recommended.
- Please do not enter the pool if you have an open wound or similar condition that might expose bodily fluid to the water.
- Horseplay is not allowed, including running, pushing, dunking or throwing.
- Food, drinks (except water) and chewing gum are prohibited. Plastic water bottles with spill proof caps, containing water only, are permitted. No glass containers, alcoholic beverages, or drugs are permitted in the pool area.
- Children under age of 8 must always be accompanied by a parent and are allowed in the indoor pool areas only during family swim times. A parent must remain on Pavilion premises while children 9-13 use the pool facilities during family swim times.
- Shallow diving is **only** allowed from the deep end of the lap pool, with the lifeguard's discretion and permission. No diving from the sides or shallow end. Diving is prohibited in the Outdoor Pool and Warm Water Pool.
- No hanging on lane dividers.

- A minimum of two lap lanes will be open at all times in the 25 meter main lap pool.
- Prolonged underwater swimming for distance and breath holding is not permitted for safety reasons.
- The Pavilion staff will provide pool supplies for class and leisure including kickboards, noodles, and pull buoys (only in the indoor pools). Children need permission by lifeguard to use these supplies.
- For your safety, inflatable flotation devices such as rafts are not allowed.
- Water wings and flotation vests are not permitted. Only US Coast Guard approved PFD (personal flotation devices) life jackets' are allowed. All children under the age of six need to be within arms length of a parent or responsible adult.
- During family swim, only noodles and kickboards will be permitted.
- A handicap lift is available. Please see a lifeguard for usage information.
- Personal training and private swim lessons have priority in the main pool.
- In the event of bodily fluids in the pool, staff will close down affected area in the pool for a minimum of 30 minutes.
- In the event of a sudden cardiac event, the Pavilion has an AED located at the top of the stairs on the Fitness floor.
- Please avoid using any electrical equipment around the pool.
- If you experience an emergency and/or witness an emergency, please contact the lifeguard or activate the Pavilion's emergency response system by using the phone located in the pool area and dialing 9 first, and then 911.
- For safety reasons, conversations with lifeguards while they are on duty are not permitted.
- Lifeguards have authority to enforce all pool rules. All rules subject to change.

### Warm Water Therapy Pool Policies

Same policies as Main Lap Pool except:

- There is not a lifeguard on duty at the warm water pool. This is a "swim at your own risk" pool.
- All members and guests will share the pool in a courteous and friendly manner. People have many different medical needs and issues that you may not be aware of so please be considerate; no touching, pushing or splashing to move people out of the way. If you have an issue with another member, address it with the lifeguard, who will call a manager on duty to address this issue.
- The Aquatic Exercise Association and TriHealth management recommend no more than ten participants per lane for your safety.
- If one encounters an emergency in the WW Pool, please contact the lifeguard in the Main Pool for assistance immediately. You may yell or go over to the guard. The lifeguard will clear the main pool and assist as needed.

### Water temperature ranges:

**Warm Water Pool, 88-90°**  
**25 Meter Lap Pool, 80-82°**

- The warm water pool is designated to serve the following  
*Continued on back*

- purposes: **1)** Physical Therapy (one on one with a physical therapist), **2)** therapeutic group exercise classes, **3)** private swim lessons, for ages 3 months and older, and **4)** individuals performing exercises of a therapeutic nature. However, ten hours per week, nine months per year, out of 110 total hours of availability will be reserved for family swim. Although the warm water pool is primarily for therapeutic exercise and therapy, in order to encourage youth participation and family enjoyment, also in keeping with our mission, family swims will be programmed and times announced well in advance on our pool schedules and via our website.
- Participants will be required to share lanes during busy periods. Due to the popularity of the warm water pool and limited space in lanes, please respect all participants. Lane sharing is required for all pool users at all times. No more than 2 swimmers in the middle lane. Please wait your turn. Individuals remaining stationary in a lane must move to the side to allow those moving in lanes access to the full lane. It is unreasonable and cannot be expected that one individual will reserve an entire lane for their therapeutic exercise when others are present seeking to participate in their own exercise program.
  - Participants with no medical issues should use the Main Pool or Lap Pool for lap swimming. However, please understand that there are individuals with health issues who may benefit from limited swimming in the warm water pool. Lap swimming in the warm water pool will be **limited to 45 minutes** due to the limited space provided in lanes and the number of individuals utilizing the warm water pool. **Lap swimming will no longer be permitted in the Warm Water Pool during class times.**
  - One lane will always be kept open for therapeutic exercisers. This means during class times, the main part or big area is considered a lane and non-water fitness participants may be asked to move to accommodate the scheduled class. During scheduled private swim lesson times, the instructor will try to be flexible with the areas they use during their lesson. During physical therapy time, physical therapists and their patients have priority in the use of the pool.
  - Our policies and procedures are designed to meet the needs of as many individuals as possible in any given hour. Our scheduled group classes will have precedence over individual exercisers which means individuals must adjust their workout to meet the needs of the larger group. There may be a time during very full classes that you may not have the space needed for your workout. We recommend that you avoid our class times for your individual workouts or better yet, join the class!
  - There are some members or guests that have medical needs and prefer to have a workout horizontally (swimming) as opposed to vertically (which is water walking or water running). Although both types of workouts are allowed in the pool, we do encourage you to swim laps in the Main Pool. You may need to adjust your own private workouts depending on needs of your fellow members. We ask that you work it out together, politely so that everyone's experience is a positive one.
  - All family swims and private swim lessons will be held in the outdoor pool when it is open with the exception of inclement weather.
  - There will be no other programming allowed in the WW Pool unless it is approved by the Aquatics Department. Please read the bulletin boards for the most current

programming changes.

- All aquatics concerns or issues need to be addressed directly with the Aquatics Department:
- Aquatics Supervisor, 513 246 2630.
- Keep pool equipment clear of walkways and put the equipment away when finished using.

### **Outdoor Pool Policies and Family Swim Times**

- For the safety of your child, a parent or adult guardian (14 years of age or older) must accompany all children under the age of 8.
- Adult locker rooms are accessible to members and guests 14 years of age and older. Younger members (6 weeks to 13 years) and guests may use the gender neutral changing rooms or the boys and girls changing rooms adjacent to the lap pool deck.
- Glass containers are prohibited in the pool area.
- All swim participants must shower before entering the pool.
- No running, pushing or horseplay.
- Diving or unsafe maneuvers are not permitted.
- For your safety, inflatable flotation devices such as rafts are not allowed.
- Swim diapers are to be worn by children who are not toilet trained.
- Children under the age of 6 years old must be within arm's reach of an adult or care giver over the age of 14.
- Water wings and flotation vests are not permitted. Only US Coast Guard approved PFD (personal flotation devices) life jackets.
- During family swim, only kickboards and noodles can be used.

### **Entrance to Outdoor Pool**

- All check-ins and entry to the outdoor pool will occur through the front desk. After checking in at the front desk, please go through the gender neutral changing rooms and the warm water pool to enter the outdoor pool.

### **Pavilion Towels**

- Don't forget to bring your own towels for all outside activities. Pavilion towels are for use in the indoor facilities. Beach towels are available for purchase at the Pro Shop. Theft of Pavilion towels will lead to termination of membership.

### **GROUP FITNESS**

- Appropriate clothing is required including non-marking, dry enclosed toe athletic shoes.
- If you are new to a class or have had a recent change in your health status, please see your instructor prior to class.
- Lockers and cubbies are available for personal items. Personal items are not permitted on the studio floor.
- Participants should arrive on time to avoid disrupting other class members and to get the maximum benefit from the warm-up.
- Weights may be used only under the direction of group fitness instructor.
- Food, drinks and chewing gum are prohibited. Covered water bottles are permitted.
- Consult a group fitness class schedule for class times. Classes and instructors are subject to change.