



# Membership Handbook

**Get More Out Of Life!**



**Effective June 2017**

**5310 Merchandise Dr., Fort Wayne, IN 46825**

**(260) 483-1415**

**[www.spiecefitness.com](http://www.spiecefitness.com)**

# SPIECE FITNESS MEMBERSHIP HANDBOOK

**Thank you for your decision to join the family members at Spiece Fitness!**  
*Our mission is to provide our members a path to a healthier, happier life!*

We have prepared the following information to make your orientation to Spiece Fitness smoother. It is our desire to provide you with multiple opportunities to pursue a healthy lifestyle through exercise, health education, sports medicine, rehabilitation, complementary care and social activities.

The policies, procedures and guidelines in this handbook are strictly enforced in order to provide a safe and functional facility for our members.

## Hours of Operation

Monday – Thursday	5:00 AM – 10:00 PM
Friday	5:00 AM – 9:00 PM
Saturday	7:00 AM – 7:00 PM
Sunday	8:00 AM – 6:00 PM

Hours of operation are subject to change based upon facility utilization patterns. Spiece Fitness doors will open at the times posted above. Members and guests must clear the fitness floor by the closing times posted above and locker rooms and lobby should be cleared within ten (10) minutes of closing times. Please schedule your workouts and locker room use accordingly.

Holiday hours will be posted approximately one (1) week in advance.

## Spiece Fitness Contact Information

Spiece Fitness Reception Desk	(260) 483-1415	
Spiece Fitness Fax	(260) 969-1867	
Spiece Fitness Trainers Desk	(260) 969-6343	
<b>Anne Davis</b> , Executive Director	(260) 969-6339	<a href="mailto:adavis@spiecefitness.com">adavis@spiecefitness.com</a>
<b>Tim Gemmer</b> , Accounting Manager	(260) 969-6371	<a href="mailto:tgemmer@spiecefitness.com">tgemmer@spiecefitness.com</a>
<b>JD Didion</b> , Pro Shop & Member Services Director	(260) 969-6334	<a href="mailto:jdidion@spiecefitness.com">jdidion@spiecefitness.com</a>
<b>Becky Levi</b> , Fitness & Sports Performance Director	(260) 969-6384	<a href="mailto:blevi@spiecefitness.com">blevi@spiecefitness.com</a>
<b>Lisa Click</b> , Group Fitness Director	(260) 241-2113	<a href="mailto:lclick@spiecefitness.com">lclick@spiecefitness.com</a>
<b>Morgan Pearson</b> , Youth Coordinator	(260) 969-6375	<a href="mailto:mpearson@spiecefitness.com">mpearson@spiecefitness.com</a>
<b>Hannah Picotte</b> , Aquatics/GF Coordinator	(260) 969-6375	<a href="mailto:hpicotte@spiecefitness.com">hpicotte@spiecefitness.com</a>
<b>Michelle Mikesell</b> , Membership Director	(260) 969-6372	<a href="mailto:mmikesell@spiecefitness.com">mmikesell@spiecefitness.com</a>
<b>Scott Maloney</b> , Courts & Member Service	(260)969-6381	<a href="mailto:smaloney@spiecefitness.com">smaloney@spiecefitness.com</a>

## Section 1: House Information & Policies

### A. **Membership Cards & Facility Check Ins**

- (1) Each member will receive a membership card. This card will be required to enter the facility. You enter Spiece Fitness by scanning your membership barcode at the front desk.
- (2) Upon one of your first visits to Spiece Fitness, the attending staff member at the front desk will ask to take your picture for your membership profile. Pictures are required to ensure the identity of your membership account and for the safety of our staff, members and guests. Your image will appear on the check in screen when you scan your membership card.
- (3) If you lose or forget your membership card please present a picture ID at the front desk. A \$5.00 fee may be charged to replace lost membership cards. If your card is worn from use we will be happy to replace it at no cost.

### B. **Locker Rooms & Locker Rentals**

- (1) The men's and women's locker rooms are for members and guests age fourteen (14) and older. Those age thirteen (13) and younger are required to use the family locker room and be supervised by a parent or guardian at all times.
- (2) The family locker room provides assisted changing rooms for parents with children and those needing ADA accommodation. Please be courteous to those in need of the family locker room and use the men's and women's locker rooms if you are capable of doing so.
- (3) Please do not change in the common area of the family locker room as this is co-ed. Use the individual changing/shower rooms and lock the door when in use.
- (4) For your safety, please use caution when walking on wet surfaces in the locker rooms.
- (5) We do not supply locks for your lockers. As a precaution, we encourage you to leave any valuable items at home and bring your own lock or purchase one from our Pro Shop. Spiece Fitness will not be responsible for lost, damaged or stolen articles.
- (6) Spiece has a limited number of lockers available to rent on a first-come, first-served basis. A \$10.00 monthly rental charge will be assessed. You may cancel your locker rental with a thirty (30) day written notice to our accounting department.

### C. **Towels**

- (1) You have the option to obtain a Premier Membership for an upcharge that will include towels. Limiting your towel use to two (2) per visit.
- (2) Exercise sweat towels will be provided at the fitness desk and in group fitness classrooms.
- (3) For your convenience, several towel drop areas are located throughout the facility and in the locker rooms. Please return all towels to the designated drop areas.

### D. **Attire**

- (1) All members are expected to wear clean and appropriate workout attire for their desired activity. No street clothes, street shoes, open-toed shoes or boots will be allowed in the fitness area or on the basketball courts. Shirts and proper footwear are required in all workout areas.
- (2) Swimmers must dry off and wear a shirt or cover up when outside the pool area and locker rooms.
- (3) Spiece management reserves the right to ask you to change clothes or leave if attire is inappropriate or offensive to other members or guests.

### E. **Emergencies – 9, 911**

- (1) To ensure the best safety and care for our members, all non-seasonal Spiece Fitness staff are required to be first aid and CPR/AED certified within 90 days of hire.
- (2) In the event of an accident or injury, members are required to notify the nearest staff member or reception desk immediately no matter how minor the incident may appear.
- (3) To notify local authorities on a Spiece Fitness phone in the event of an emergency, user must dial a '9' first and then '911.'
- (4) In the event of an evacuation, emergency exits are clearly marked throughout the Spiece Fitness facility.

### F. **Guest Policy**

- (1) Members are entitled to bring guests for a fee of \$5 per visit, however local guests, within a 25 mile radius of Spiece Fitness, are limited to two (2) visits per calendar year. However, you are able to bring a limited amount of guest for free per month by upgrading your membership to a Premier.
- (2) Out of town guests are not limited to a certain number of visits unless otherwise stated by a Spiece Fitness member service representative. Out of town guests with a member may purchase passes in the amounts of \$5 per day, \$15 for a week, or \$35 for a month.

- (3) Member Recruiter (7 day trial) passes can be distributed by members at the discretion of a Spiece Fitness member service representative to friends, family members and coworkers (must be first time guests) who live or work within a 25 mile radius of Spiece Fitness and are validated as serious prospects for a membership. Returning guests or those just looking for a free workout are not eligible for a Member Recruiter trial pass.
- (4) All guests must be eighteen (18) years of age or older.
- (5) Before entering the fitness area, all guests must present a photo ID at the front desk and completely and legibly fill out and sign a waiver of liability.
- (6) Spiece Fitness management reserves the right to deny access to guests for reasons of, but not limited to, exceeding their guest pass limit, failing to provide photo identification or refusing to sign a waiver.

#### **G. Facility Age Restrictions**

- (1) For safety and security reasons, children ages thirteen (13) and younger have limited facility access. They are not permitted on the fitness floor unless they are under the direct supervision and program of a Spiece Fitness trainer or Sports Performance coach.
- (2) Children ages thirteen (13) and under have the following membership privileges:
  - Access to the main pool during designated family swim times, however parent or guardian must remain with the children in the pool area while they swim.
  - Access to the basketball courts during open gym times.
  - Kids Zumba classes. Please see the group fitness schedule for Kids Zumba times.
  - Parent or guardian of children ages twelve (12) and thirteen (13) may sign a track waiver for their child to have access to use the indoor track. Authorization of track waiver is dependent upon the child's maturity and ability to follow directions.

#### **H. Parking**

- (1) The Spiece Fieldhouse parking lot is available to members, Day Spa clients, tenant clients and basketball patrons. Please follow the directional lines to ensure proper traffic flow and do not park in restricted areas.
- (2) During some of the busier basketball tournaments, the roped off area on the north side lot is reserved for Spiece Fitness members, Day Spa clients and tenant clients. Please stop at the entrance of the member parking area and present your parking pass or membership card to the parking attendant for access to the lot.
- (3) Spiece Fitness reserves the right to tow vehicles not parked in designated parking areas at the violator's expense.

#### **I. Food and Drink**

- (1) The Spiece Bistro, which is King Arthur's, is available to serve food and drink items before and after workouts. We request that all food items be contained in the Bistro area and only drinks in plastic spill-proof containers be taken onto the fitness floor.
- (2) Due to Allen County Health Department regulations, no outside food may be consumed in the Bistro area.

#### **J. Cell Phone Usage**

- (1) Loud or prolonged cell phone usage can be disruptive to other members who are trying to enjoy their personal time and workouts. If you must use your cell phone, please be courteous and respectful to those around you.
- (2) Cell phone usage is strictly forbidden in locker rooms for security purposes.

#### **K. Telephone and Personal Messages**

- (1) If you wish to receive a message while at Spiece Fitness, check the front desk where messages will be held for you. Paging at Spiece Fitness is for emergency purposes only.
- (2) Courtesy phones are located in the locker rooms and waiting area. Dial a '9' first and then the phone number you wish to reach. Please limit courtesy phone calls to five (5) minutes.

#### **L. Lost and Found**

- (1) You are encouraged to leave valuable items at home. Spiece Fitness will not be responsible for articles lost, stolen or damaged at the facility.
- (2) Lost and found items will be kept at the front desk for a maximum of two (2) weeks and then donated to charity. All lost and found items must be identified in person.

#### **M. Damages**

Members will be responsible for any damage to Spiece Fitness property or property of others caused by themselves, their dependents or guests. Please immediately report any damages to the Manager on Duty.

N. **Smoking**

- (1) Smoking anywhere inside the Spiece Fitness facility is strictly forbidden and will result in immediate revocation of your membership.
- (2) Smoking is also forbidden within twenty (20) feet of any Spiece Fitness entrance. You are encouraged to use the designated smoking area located on the south side of the main entrance.

O. **Weapon Policy**

Spiece Fitness is a gun/weapon free facility. No firearms or weapons are permitted inside the building unless secured on an on duty officer hired by Spiece Fieldhouse for police business or security purposes. Legally licensed firearms and weapons can be locked in a vehicle in the parking lot, but must be concealed and completely out of sight.

P. **Maintenance and Facility Closures**

- (1) Management reserves the right to close part or all of the facility for a reasonable amount of time (no dues refund for members) for any necessary repair, maintenance, emergency or compliance issues. Incidents including, but not limited to, power outages, weather emergencies and water main breaks could cause more prolonged closures to all or part of the Spiece Fitness facilities.
- (2) Members can stay updated on closure statuses via our Facebook and Twitter pages, our Website and in some instances, local radio and television newsfeeds.

Q. **Special Events**

Announced special events will have precedence over facility usage. Spiece Fitness may restrict usage of all or parts of the facility to accommodate special events. Please refer to our newsletter, bulletin boards or flyers posted throughout the facility for listings of special events and the areas they will occupy.

R. **General Business – Conflict of Interest**

- (1) Spiece Fitness does not permit any person (member or non-member) to generate revenue for personal or other business benefit on Spiece premises without prior written consent and an authentic Spiece Fitness rental agreement. This includes, but is not limited to, swim lessons, personal training or coaching and soliciting of products and services.
- (2) Spiece Fitness does not permit any person (member or non member) to offer any product or perform any service on Spiece premises (for revenue or pro-bono) that may conflict (or be perceived to conflict, such as “training partners” or “player/coach”) with any service or product that is offered by Spiece Fitness or another tenant within Spiece Fieldhouse.
- (3) Spiece Fitness reserves the right to refuse and revoke privileges of persons engaging in any activity that may be deemed a conflict of interest to Spiece Fitness or any tenant.

## **Section 2: Facility Entitlements & Policies**

A. **Cardiovascular and Weight Training Equipment**

- (1) Use of the cardiovascular and weight training equipment is limited to members and guests ages fourteen (14) and older, therefore children are not permitted on the fitness floor to “watch” their parents or guardians workout.
- (2) For safety reasons, an assessment and equipment orientation may be required for members between the ages of fourteen (14) and seventeen (17).
- (3) An orientation and periodic instruction sessions with a Spiece Fitness trainer for the cardiovascular and weight training equipment are highly encouraged and included in membership at no additional cost. Please see a Spiece Fitness staff member with any questions regarding equipment use and workout techniques or to schedule a fitness assessment and orientation.
- (4) For the health, safety, comfort and respect of those around you we require all members and guests to obey the following rules on the fitness floor:
  - Use the spray bottles and towels provided to wipe down your equipment before (encouraged) and after (required) use.
  - Allow others to share equipment while you are resting between sets.
  - Keep hands and feet away from all moving parts and weight stacks.
  - Do not attempt to repair or use any equipment that is malfunctioning. Immediately report any equipment problems to a staff member.
  - Rack all weights and dumbbells after each use and return all equipment used to the proper area.

- Always have a spotter when using free weights.
- Use collars and clips for “free bar” lifting.
- Excessive screaming and grunting when lifting is not allowed. Please refrain from using profanity and speaking offensively.
- Do not drop or slam down weights.
- Please help keep the facility clean by disposing of your trash, bottles and gum in the receptacles provided.

## B. **Aquatics**

- (1) A lifeguard will be on duty during all open main pool hours.
- (2) Please use caution in the pool area as floors may be slippery.
- (3) All swimmers must shower before entering the pool and proper swim attire must be worn in the pool area. The lifeguard and Spiece management reserve the right to ask members or guests to change, get out of the pool or leave the pool area if attire is deemed inappropriate.
- (4) Basic pool rules such as no diving, running on the pool deck or rough play apply.
- (5) No food or gum is permitted in the pool area. Drinks in plastic, spill-proof containers are allowed.
- (6) The pool(s) may be closed for special events, swim meets or maintenance. Management will post such closures with as much advanced notice as possible.
- (7) Main Pool
  - Due to Board of Health regulations, the main pool closes for ten (10) minute lifeguard breaks periodically throughout the day. Break times are posted in the pool area and locker rooms.
  - The main pool will always (unless posted in advance otherwise) accommodate lap swimmers with at least two (2) lap lanes. A third lap lane will be added outside of group exercise class times. If lap lanes are crowded, please inform a like-paced that you wish to share a lane and swim in a circle pattern. Lap swimming is reserved for individuals ages fourteen (14) and older.
  - Water temperature in the main pool will be heated to 80-85 degrees.
- (8) Warm Water Therapy Pool
  - The warm water therapy pool will be heated to 90-93 degrees and is designated for individuals age fourteen (14) and older. Youths are only permitted in the warm water pool while under the direct care and supervision of a physical therapist.
  - The warm water pool does not close during the scheduled ten (10) minute pool breaks and does not always provide a lifeguard on duty. However, Spiece Fitness does recommend individuals swim by themselves.

## C. **Dry Saunas**

- (1) Dry saunas are available in both the men’s and women’s locker rooms during all business hours.
- (2) The saunas are restricted to those ages fourteen (14) and older.
- (3) Please read and follow the posted cautions outside the sauna doors and avoid overexposure.
- (4) Swimsuits or towel wraps are required while using the saunas.
- (5) Please keep sauna doors closed at all times to ensure proper temperature levels.
- (6) Tampering with temperature gauges, heaters and sensors is strictly prohibited as it can pose serious health risks to members and guests and often results in costly repairs. Anyone caught tampering may have their membership revoked immediately.

## D. **Basketball Courts**

- (1) Members are permitted to use courts 1-8 during open gym hours. Please see the front desk for open gym hours or visit [www.spiecefitness.com](http://www.spiecefitness.com). Schedules are subject to change.
- (2) Open gym hours will vary depending on tournament, camp or team practice rentals. Depending on the season, open gym hours can be limited on weekends and after 6:00 PM on weekdays.

## E. **Indoor Track**

- (1) The track is available during all business hours for members and guests ages fourteen (14) and older. Twelve (12) and thirteen (13) year olds may use the track pending a track waiver is signed by a parent or guardian and approved by Spiece Fitness management.
- (2) Nine (9) laps on the track equals one (1) mile.
- (3) Slower walkers/runners should use the inside lane and allow faster walkers/runners to pass on the outside lane. Please use caution when entering and using the track and be courteous to those around you.

## F. **Group Fitness**

- (1) All land and aquatics group fitness classes on the schedule are no additional charge to members unless otherwise marked on the schedule as a fee-based class taught by a tenant or independent contractor.
- (2) See the front desk or visit [www.spiecefitness.com](http://www.spiecefitness.com) for the most current listings of classes.
- (3) Group Fitness classes are for members and guests age fourteen (14) and older unless marked on the group fitness schedule as a “youth” or “kids” class.
- (4) All classes are subject to change or cancellation at any time based on attendance numbers and instructor availability. The group fitness schedule changes on a quarterly basis.
- (5) When classes are not in session, group fitness classrooms are open to members and guests age fourteen (14) and older who would like to stretch, jump rope or simply enjoy a freestyle exercise. Classrooms are reserved for participants only while class is in session.
- (6) The use of sound systems in group fitness classrooms is strictly prohibited for members and guests.
- (7) Some group fitness classes can only accommodate a certain number of participants due to equipment availability. Members and guests may reserve a spot for one of these classes by grabbing a reservation pass at the front desk distributed a half hour before the class start time. Each class participant may only take one pass. Reserving a spot for a workout partner is prohibited.
- (8) Drinks in plastic spill-proof containers are allowed (and encouraged) in the group fitness classrooms.

## G. **Health Risk Assessment and Equipment Orientation**

- (1) Each member age fourteen (14) and older receives a complimentary health risk assessment and equipment orientation with a Spiece Fitness trainer. A follow up session with your trainer is also allowed at no additional cost every 90 days. Please see a trainer at the fitness desk or a member service representative at the front desk to schedule sessions.
- (2) Health risk assessments and equipment orientation is highly recommended by the Spiece Fitness staff to avoid injury from improper workout techniques and equipment use.
- (3) Each member will receive and be taught their own personal workout regimen based on their fitness goals and any health issues.

## H. **Personal Training**

- (1) Personal training services beyond the complimentary health risk assessment and equipment orientation are offered to all members at competitive rates to give you one-on-one coaching, motivation and professional guidance for your workout and lifestyle goals.
- (2) For personal training pricing, please see the front desk or fitness desk or visit [www.spiecefitness.com](http://www.spiecefitness.com).
- (2) All Spiece Fitness trainers are highly educated and experienced with four (4) year degrees in their field.
- (3) Appointments can be made directly with your trainer or member service representative at the front desk.
- (4) Personal training is not permitted by anyone other than a Spiece Fitness personal trainer. (See section IR)

## I. **Sports Performance Training**

- (1) Sports Performance Training is available to provide athletes with an individualized training program to take their sport to the next level. Competitive one on one and group rates are available.
- (2) A schedule of Sports Performance Training sessions will be posted at the entrance of the Sports Performance Training area. The Sports Performance Training area is closed to members and guests during group training sessions.

## J. **Kids Zone**

- (1) Kids Zone hours of operation are as follows. Hours are subject to change based on demand.

Monday – Friday	8:00 AM – 1:00 PM
	4:00 PM – 8:00 PM
Saturday & Sunday	8:00 AM – 2:00 PM
- (2) The Kids Zone is available to members and guests utilizing the fitness facility for children ages six (6) weeks to thirteen (13) years of age. Parents or guardians must remain on the Spiece Fitness premises while their child(ren) are in Kids Zone.
- (3) Payment in the amount of \$5 per visit per child, \$50 for a prepaid 20 visit card or \$24 per month per child for unlimited visits must be paid in advance at the front desk. Services are not offered without payment.
- (4) Before taking your child(ren) into the Kids Zone, parents or guardians must first check their child(ren) in at the front desk. The attending staff member at the front desk will then give you a pass to take your child(ren) into the Kids Zone. Parents or guardians will then sign their child(ren) into the Kids Zone. The parent or guardian who signs their child(ren) into the Kids Zone must be the same individual that signs the child(ren) out of the Kids Zone. Signatures must be validated by the Kids Zone staff member.
- (5) For the comfort of your child(ren), stays longer than three (3) hours are not permitted. We expect parents to

- pick up their child(ren) on time. Spiece Fitness reserves the right to assess any repeated late pick ups and a late fee of \$1 per minute could be assessed if picking up your child(ren) after the Kids Zone has closed.
- (6) For the health and safety of all staff members and children, ill children will not be permitted in the Kids Zone. It is at the discretion of the Kids Zone attendant and Spiece Fitness management whether or not to allow a child access to the Kids Zone.
  - (7) If your child has an allergy or medical issue, please bring a note from the child's doctor that notifies the staff of the child's condition, any symptoms and treatment steps.
  - (8) For health, security and sanitation issues, Spiece staff is not required to change dirty diapers. You will be notified of any soiled diapers and be expected to come to the Kids Zone and change them as soon as possible. During slow times, some Spiece staff members do not have an issue changing diapers and will do so if necessary. Please notify the Kids Zone staff member if you do not want them changing your child(ren)'s diapers. We highly encourage leaving a bag in the Kids Zone for your child(ren) with extra diapers, wipes and clothes. Please make sure any bags or loose articles are marked with your child(ren)'s name.
  - (9) If a child is unhappy or having a difficult time being separated from their parent or guardian, the attending staff member will make every attempt to make the child feel comfortable and happy. If all efforts fail, the staff will notify the parent to come assist in calming the child.
  - (10) During slower times when schedules allow, the Kids Zone attendant may take children to the climbing wall in the group exercise room, to a basketball court or outside for active play. A sign will be displayed on the Kids Zone door indicating the location of the staff and kids. Please let the attendant know if you do not want your child involved in such activities.
  - (11) To be fair to other children, to avoid allergy mishaps and for sanitation purposes, food is not permitted in the Kids Zone.
  - (12) If the Kids Zone has more than fifteen (15) children at one time, you may be required to wait for additional staff (when available) or until other children leave.
  - (13) For the safety and security of the children, please do not take and/or post any pictures of other members' children without permission from the child(ren)'s parent or guardian and Spiece Fitness management.

**K. Spiece Day Spa**

- (1) Spiece Day Spa hours of operation are as follows. Hours are subject to change based on demand.
 

Monday	10:00 AM – 5:00 PM
Tuesday – Thursday	10:00 AM – 7:00 PM
Friday	10:00 AM – 5:00 PM
Saturday	9:00 AM – 4:00 PM
- (2) Spiece Day Spa services are available to both Spiece members and non-members.
- (3) Spiece members receive VIP prices or discounts on many Day Spa services.
- (4) Menus and Day Spa gift cards are available at the front desk and the Day Spa.
- (5) Appointments are highly recommended as many times it is difficult to accommodate walk ins.

**L. Spiece Pro Shop**

- (1) The Spiece Pro Shop is open to Spiece Fitness members and non members during regular Spiece Fitness hours.
- (2) Spiece Pro Shop gift cards are available for purchase at the front desk.
- (3) All sale prices on Pro Shop items are final.
- (5) If you have any questions or concerns regarding the Pro Shop, please contact JD Didion at 260-969-6334.

### **Section 3: Membership Account Policies**

**A. Membership Dues and Billing**

- (1) The majority of Spiece Fitness members pay their membership dues on a monthly basis. Monthly dues will be collected on the 5<sup>th</sup> of each month via EFT (electronic funds transfer). If the 5<sup>th</sup> falls on a Saturday, Sunday or holiday, some banks will deduct your membership dues on the following business weekday.
- (2) A monthly fee of \$5.00 will be charged for monthly payments at the club not processed via the EFT billing. If you are uncomfortable leaving monthly billing information on file, we encourage you to pay your membership dues in full in three (3) month, six (6) month or twelve (12) month increments to avoid the additional \$5.00 per month fee.
- (3) Due to increased billing returns and processing fees, a \$2.00 per month fee will be added to debit card billing. To avoid the \$2.00 fee, please submit a routing and account number for your checking account.



**B. Enrollment Fee**

The enrollment fee is a non-refundable one time processing fee paid upon joining. You will not have to pay a new enrollment fee as long as your membership remains active, however if your membership terminates and you rejoin thirty (30) or more days after expiring you will be required to pay a new enrollment fee. Spiece Fitness offers flexible freeze options for members needing to suspend their memberships temporarily. Please contact a member service representative if you need to set up a freeze for your membership.

**C. Cancellation & Refund Policies**

- (1) All Spiece Fitness memberships are month to month. Members may cancel their memberships with a thirty (30) day written notice to Spiece Fitness. The thirty (30) day notice is defined as: *thirty (30) days prior to the next billing date (5<sup>th</sup> of each month)*. Memberships will be valid through the end of the last month drafted.
- (2) Your membership dues are not based upon attendance or failure to use the facility. Refunds will not be issued for months paid but not used and memberships will not terminate automatically due to non-use.
- (3) In the event a member cannot visit the Spiece facility to cancel their membership due to out of town status, transportation or medical issues, member service representatives will accept cancellations via the phone, email or fax. However, it is the member's responsibility to request written acknowledgement from a Spiece staff member ensuring their cancellation request was received and processed.
- (4) In the unlikely event that an administration error occurs and monthly membership dues are still drafted after a proper thirty (30) day cancellation notice is submitted, it is the member's responsibility to catch the draft from their bank account within a reasonable amount of time, report it to the accounting department at Spiece Fitness and provide written proof such as a copy of their cancellation form or written acknowledgement from a Spiece Fitness staff member that their cancellation request was received. Dues refunds of up to, but not exceeding, three (3) months will be provided to members in the event of a proven administration error.

**D. Membership Freeze Policy**

- (1) Membership dues drafts will run continuously unless a written temporary suspension is submitted by a member and received by Spiece Fitness staff. It is highly encouraged that members submit their freeze request at the facility in writing, however if a member is unable to submit freeze notice at the facility due to out of town status, transportation or medical issues, member service representatives will accept freeze notices via the phone, email, or fax. However, it is the member's responsibility to request written acknowledgement from a Spiece staff member ensuring their freeze request was received and processed.
- (2) Your membership dues are not based upon attendance or failure to use the facility. Refunds will not be issued for months paid but not used and memberships will not automatically freeze due to non-use.
- (3) For administration purposes, we request all membership freezes be submitted by the 25<sup>th</sup> of the prior month to guarantee approval and processing before the next billing date.
- (4) Spiece Fitness charges a maximum of \$5.00 per month per agreement (not per family member) for membership freezes. In the event of a medical issue, military deployment, financial difficulties, or personal hardship we will be happy to freeze your membership at no charge.
- (5) Membership freezes are based on a monthly status. We will not process freezes in less than one (1) month increments. You may return early from a freeze, however you may be charged prorated monthly membership dues upon return.
- (6) Our membership software does not allow for open ended freezes. We must be given a begin date (1<sup>st</sup> of a month) and end date (last day of a month) for a membership freeze. If you are unsure of a return date, we encourage you to guess long for your return date as you are always welcome to return early.
- (7) Regular membership dues drafting will resume after your agreed upon freeze status expires. It is the member's responsibility to record their freeze expiration date and contact us by the end of their freeze expiration date to extend their freeze status or submit cancellation for their membership. Dues refunds will not be extended to members who forget to extend their freeze statuses.
- (8) In the unlikely event that an administration error occurs and monthly membership dues are still drafted after a proper freeze request is submitted, it is the member's responsibility to catch the draft from their bank account within a reasonable amount of time, report it to the accounting department at Spiece Fitness and provide written proof such as a copy of their freeze agreement or written acknowledgment from a Spiece Fitness staff member that their freeze request was received. Dues refunds of up to, but not exceeding, three (3) months will be provided to members in the event of a proven administration error.

**E. Contact and Billing Information Changes**

- (1) It is the responsibility of the member(s) to provide Spiece Fitness with any changes in address, phone number, email addresses and billing information (which includes new credit card expiration dates).

- (2) For administration purposes, please have any changes submitted in writing by the 25<sup>th</sup> of the prior month to ensure approval and processing by the next billing date.

**F. Billing Declines and Delinquency**

- (1) In the event that your membership billing declines, you could be assessed a \$10.00 decline fee. Spiece Fitness can negotiate bank return fees in the event that members have an otherwise clean payment history with us and/or the decline reason we receive indicates an event out of your control. However, please note Spiece Fitness is charged a fee for each membership decline from our billing company. In order to keep membership costs down, the \$10.00 fee will be assessed to members with multiple declines and/or insufficient fund returns.
- (2) You will be notified of billing declines via letter or personal contact by a member service representative. Your prompt response is appreciated. Note that if we do not hear from you by the 25<sup>th</sup> of your delinquent month, we may attempt to collect your past dues along with the next month's dues.
- (3) If EFT's and/or payment plans are not honored, Spiece Fitness reserves the right to:
  - deny on account charging privileges or lower charging credit limits
  - deny access to the fitness facility until past due balance is paid
  - assess late fees and service charges
  - terminate membership privileges
  - turn accounts over to our collections attorneys at which time accounts will be subject to additional charges

**G. Dues Rate Adjustment**

- (1) Dues are subject to adjustment as determined by Spiece Fitness management. Thirty (30) days notice will be given to members of any upcoming adjustments. It is your responsibility to ensure Spiece Fitness has your current mailing address for such notices.
- (2) Spiece Fitness offers a number of membership discounts, including but not limited to students, military, seniors, partnered employers, health insurance providers and organizations. It is your responsibility to notify Spiece Fitness of any new discount qualifications. Verification will be required. Please see a member service representative for the most current listing of partnerships and discounts.

**H. Membership Classification Defined**

- (1) Individual memberships are primary members who are age fourteen (14) or older. Children between the ages of fourteen (14) and seventeen (17) must have their membership agreement signed by a parent or guardian.
- (2) Couple memberships are for the married spouse or domestic life partner of the primary member.
- (3) Youth add-on memberships are for the dependent children, ages six (6) to twenty one (21) of the primary member living in the same household. Youths ages five (5) and younger may be added to memberships at no charge.
- (4) Senior memberships are for individuals age fifty-five (55) and better.
- (5) Student memberships are for individuals who provide proof of full time student status upon enrollment and each semester thereafter. A student ID is not a valid proof of current student status. Please submit student schedules.
- (6) Corporate memberships apply to the employees or members of companies and organizations under the provisions of a Spiece Fitness Corporate Wellness Partnership.

## **Section 4: Miscellaneous**

- A. Your suggestions and input regarding these policies and procedures are always welcome. They are intended to make Spiece Fitness an enjoyable environment for all members and guests. Thank you for your involvement.
- B. Spiece Fitness is privileged to have a Member Advisory Board (MAB) formed to represent you and bring your concerns to management. Feel free to use the comment cards at the front desk or talk personally to one of our staff members or MAB members. The purpose of this board is to have volunteer members nominated and selected by the management team, provide feedback on policies and procedures, promote events, support decisions and serve as community ambassadors for our facility.
- C. The foregoing policies and procedures are not all inclusive. Other rules and regulations may be posted in and about the facility and shall be binding on all members and guests.

- D. Management reserves the right to modify or amend these policies, procedures and facility schedules without notice as deemed necessary for the safe and functional operation of the facility. Changes may be reviewed with the MAB. Current updates will be available with the Executive Director and/or online via our Facebook and Twitter pages or [www.spiecefitness.com](http://www.spiecefitness.com).

If you have any questions regarding these or other policies, please give us a call at (260) 483-1415 or ask a member service representative during your next visit.

***We appreciate you choosing Spiece for your health and fitness home!***



Scan with your smart phone or text 'spiece' to 22828 to be part of our email club and stay updated on current events and facility specials at Spiece.



[www.spiecefitness.com](http://www.spiecefitness.com)