

# Ambassador Wellness Center

## Membership Policies and Procedures

### **General Regulations**

#### Hours of Operation

Monday – Friday	5:00 a.m. to 9:30 p.m.	Pool Closes @ 9:00pm
Saturday	7:00 a.m. to 5:00 p.m.	Pool Closes @ 4:30pm
Sunday	1:00 p.m. to 7:00 p.m.	Pool Closes @ 6:30pm

Holiday hours vary (We will do our best to post Holiday hours in advance)

Use of the facilities by families and citizens of all ages is strongly encouraged. The following rules and policies have been established to help operate and maintain the Ambassador Wellness Center. These are general rules and not meant to be able to cover everything. Safety is the number one key and we reserve the right to interpret the rules and regulations to best serve the Ambassador and its members. Please feel free to bring comments or your suggestions to the attention of any staff member.

1. Members must check in and present their membership card each time they use the Center.
2. Proper attire is required for participants using facilities. Members and guests are asked to keep in mind that the facility is a family oriented facility. Shirts MUST be worn at all times in the center with the exception of the pool and pool deck.
3. Any damages to Ambassador Wellness Center property due to negligence of any member or member's guest shall be the liability of the member or guest.
4. Smoking and the use of tobacco products are prohibited in the Center or anywhere on property.
5. Nothing shall be sold, distributed, exhibited, or displayed without permission from the Center management. Any solicitation within the Center is absolutely forbidden.
6. Children under the age of 12 are not permitted to use facility unless accompanied by an adult for supervision.
7. Children age 12 and older may participate in the Center without an adult present.

12-13 yrs. old cannot use the Cardio equipment, Free Weights & Circuit Machines (i.e. inside the track) without adult supervision. If these youth (12-13 yrs old) would like to be set up on a "youth" program to use the strength machines they need to set up a Youth weight evaluation, contact the Facility Director. Once this is completed they may use the strength circuit.

8. Lost Property – Ambassador Wellness Center is not responsible for any belongings lost or stolen at the center or in the surrounding area. All members and guests are advised not to bring valuables to the Center and to lock all personal belongings in a locker. We do have a lost and found table located by the back pool door. The table will be cleared every couple weeks.
9. Food or drinks will be permitted in designated areas only.
10. Consumption or possession of alcoholic beverages is prohibited.
11. Possession of firearms/weapons is prohibited.
12. Ambassador Wellness Center staff reserves the right to add, amend or delete rules as necessary.

### **Wellness Floor (cardio equipment, Strength Circuit machines, Free weights) Guidelines**

1. Each member is entitled to a fitness orientation to learn the equipment, etiquette and safety of the weight and cardio rooms.
2. Wellness Floor users must be at least 14 years of age.

When **ages 12-13** pass the youth fitness orientation course they will be allowed to use the circuit.

**Youth ages 10 - 13** can use the cardiovascular equipment and running track but must be directly supervised by an adult and at designated times.
3. Please clean equipment after use.
4. Water bottles only will be permitted in the fitness center. No food.
5. Always re-rack weights and put dumbbells, balls, bands, jump ropes, mats and any other items away when finished.
6. Do not drop or slam the weights.
7. Be courteous to others who are waiting. Do not rest on equipment.
8. Appropriate attire is required at all times. Proper Close toed shoes are required.
9. Gym bags, coats and other personal belongings must be stored in designated areas only.
10. Keep walkways between equipment open for others to walk through.
11. Report defective equipment to staff immediately.
12. Our staff reserves the right to ask anyone to leave if their behavior is not appropriate or is unsafe, or if their presence is not authorized.

### **Track Guidelines**

1. Everyone must follow the designated signs, which indicate the direction to jog/walk. The direction will change daily.
2. Walkers please stay to the inside of the track and joggers to the outside.

### **Swimming Pool Regulations**

1. Children under 10 years of age and younger must be directly supervised by a parent or guardian at all times.
2. All swimmers must shower prior to pool use.
3. All swimmers must wear appropriate swimming attire. (i.e., no cut-offs or frayed clothing) Only appropriate footwear will be allowed in the pool area.
4. Persons with infectious conditions such as open sores or eye infections are not permitted in the pool.
5. Food, gum and drinks are not allowed in the pool area.
6. No Diving!
7. No hanging on the lane lines.
8. No foul or abusive language is allowed.
9. No running on pool deck area.
10. Pool will close 30 minutes prior to the Center closing
11. Please report all accidents, incidents and problems to the Staff.
12. All diaper age children will be required to wear swim diapers in the pool. Swim diapers are available for sale at the desk.
13. Pool regulations are posted in the pool areas.
14. Children under the age of 16 may not use the Hot Tub without Direct Adult supervision.

### **Locker Room Policies**

1. Lockers are available for day use only. You may rent a locker on an annual basis, check front desk for rates.
2. Locks not removed at the end of each day will be cut and the items placed in the lost and found.
3. Our facility does not offer family changing rooms, we ask all users to be sensitive with privacy concerns.
  - There is a **unisex** changing room across from the Women's Locker room (no toilet, sink or shower)
  - We also have a lobby bathroom located north of the lobby.
4. Children 6 Years and older should use the appropriate gender locker room.
- 5. Sauna Usage:**
  - No one under the age of 18 may use the sauna without parent or guardian supervision
  - no use of sauna suits
6. Video recording of any type is NOT allowed in the locker rooms.
7. Ambassador Wellness Center is not responsible for lost or stolen articles. Please do not bring valuables into the facility.

### **Towel Service**

- We provide small work-out towels are available for the fitness area. Work-out towels are the property of the Center and should not leave the building.
- We do not provide bath/shower towels to be used for showering or using the pool, please bring your own.

## **Cleanliness**

We do our best to maintain the entire center in a manner so that every patron feels confident and comfortable. The staff works hard to keep the place clean but there are things that are missed. Your assistance with pointing out concerns and areas that need immediate attention are very important and appreciated.

## **Membership Policies**

### **Guest Policy**

We are very proud of our facility and we hope you will feel the same pride and want to bring your friends, relatives and associates as guests. Guests are required to check-in at the Welcome Desk and complete the necessary paperwork. Guests are required to pay the daily admission fee.

### **Membership Keytags**

Membership cards are required for access into the facility for identification purposes. ID cards are exclusive and cannot be used by another person. **Allowing another person to use your ID tag is looked at a stealing.** If your ID card is used by someone else it will be retained and Disciplinary actions will be discussed with the Facility Director.

### **Check-In**

You must check in at the Front Desk and present your membership keytag before you use the facilities.

### **Cancellation/Termination**

Paid In Full Memberships (Annual, 4 Month, Month-to-Month no contract) are non-refundable.

Monthly EFT/CC memberships are based off an initial year contract. As long as all stipulations are met, to properly terminate a membership, the member is required to submit the request on Our, AWC, Cancellation Form, located at the Front Desk, by the 20<sup>th</sup> of the month prior to cancellation. If handed in after the 20<sup>th</sup> of the month the next month's dues will be charged.

### **Memberships are Non-Transferable**

## **General Policies for Youth**

**Children 11 and under:** Cannot use the facility without adult supervision. Must be supervised by a parent or guardian when in the facility, for their safety.

Once a child turns **12 years old** they may use the facility without needing an adult in the facility \*they are not allowed to use the wellness floor (Cardio equipment, Circuit machines, Free Weight area)

**Children 10-13:** are not allowed on the Wellness Floor (Cardio, Circuit machines, Free Weight area) without direct adult supervision.

**Children under 10 (9 and under)** are not allowed on the Wellness Floor (Cardio, Circuit machines, Free Weight area). They can use the track. We also have youth workouts located at the front desk.

**Youth 12-13 years old** may complete the youth fitness orientation course which will allow them to use the Circuit strength Machines.

**Youth 14 and over** are allowed to use the Wellness Floor without adult supervision.

**Youth under the Age of 16** may not use the Hot Tub or Sauna without adult supervision.

**Youth under the age of 18** may not use the Sauna without adult supervision

**Thank you for observing these polices. Your cooperation will ensure that the Ambassador Wellness Center is enjoyable for everyone!**