



F.Y.I.

OFFICE

During unstaffed hours the office is off limits. Please resist knocking or pulling on the door, as this will set off an alarm and the state police will be dispatched. Please note that no contract information or cash is kept on the premises however we do not want anything to affect our computer system as this could bring it off-line and the access system will fail.

SECURITY

We have a 24 HOUR recorded surveillance system which is also monitored from remote locations. Please realize that at any time the management has the right too use that surveillance to prosecute any individual committing a crime on the premises of Energy Gym. Please realize that it would be a

violation of policy to let someone else use your access card in place of yourself and that it would forfeit your rights to continue your membership at Energy Gym. It is against our insurance underwriters policy for you to let anyone else including spouses or other family members to use your card to access Energy Gym even if that person has a current membership.

PANIC BUTTONS

Panic buttons are located throughout Energy Gym for your protection and safety. If you feel that you or anyone else in the gym is at risk please use the panic buttons to dispatch a 911 call.

LANYARD PANIC BUTTONS (necklaces)

2 are located at the entrance to the gym. These are for your safety as well. Use them when you might be alone in the gym during unstaffed hours. We strongly urge anyone with medical issues to use these when in the gym. In the event of a serious fall or health threat they can be activated with the press of a button and 911 will be dispatched.

FIRST AID & AED

A First Aid kit has been supplied for anyone who has a minor cut or injury. There is also an A.E.D. unit located at the front door for emergency puposes.

MEMBERSHIP RENEWALS

You will need to keep your membership current in order for your access card to trigger the door. You need to either come into Energy Gym during staffed hours. You will receive a membership renewal form a month before your expiration that can be mailed with your renewal info.

MEMBERSHIP FREEZING

Memberships can be frozen 2 times for a total of 8 months for a \$10/month fee per freeze. This option can not be rolled over for any longer than a one year period.

SUGGESTIONS

You can e-mail suggestions to us at info@energygym247.com

F.A.Q.

FAQs ABOUT 24/7 CHECK-IN:

How does the key tag check in system work?

When you swipe your key tag, your barcode ID # will be input into the computer database. The computer will check to make sure that your membership is current and if it is, it will release the electric door latch, allowing you access to the facility. If your membership is expired, the door will not open.

How will it work when the facility is staffed?

The same way as when it is not staffed. Please remember to always bring your key tag; it is your only means of accessing and checking into the club. All members have signed a waiver barring them from opening the door for others.

Why are there video cameras?

It is designed for your security and safety.

What happens if I lose my key tag?

If you lose your key tag, you must purchase a new one, since it is your only access to the facility. New key tags cost \$5. We will replace your key tag at no charge if it stops working due to normal wear and tear.

What happens during a power failure?

When the power goes out, our system will run on battery backup for approximately 30 minutes, if the power comes back on within the 30 minutes, the system will operate as usual. If the power stays off for over 30 minutes, the system will shut down and members will not be allowed access to the club until power is restored.

Note: We highly recommend exiting the facility if the power goes out, since emergency lights can only function for a short period of time (less than 30 minutes)

What happens if my membership expires?

If your membership expires, the computer system will not allow you access to the club. We strongly encourage everyone to keep track of their memberships, especially short term members, as you will need to renew your membership before expiration for your key card to allow access.

Can I use someone else's key tag?

You must use your own key tag to enter the club. Please do not loan your key tag to others, and don't ask to borrow other member's key tag. Swiping the key tag is our only record of your visit to the facility, which is a requirement of our insurance provider.

If 2 people show up to work out at the same time (example – husband and wife), does the door have to shut in between people? No. Although you do both have to swipe your cards, the door does not need to be closed to register the second person's card. You will still here the door latch release, which is normal.

What if I want to bring a guest?

We do not have free guest privileges. Guests must come to club during staffed hours and must sign a liability waiver, and pay for their visit, etc. Do not bring a guest without notifying club staff.

IMPORTANT: Often members forget something in their car and they leave the club briefly to go get it. **PLEASE REMEMBER TO TAKE YOUR KEYTAG WITH YOU** as the door will lock behind you.

RULES AND REGULATIONS:

We reserve the right to revoke without refund any membership for any behavior that we deem as unacceptable. This includes, but not limited to excessive cursing, theft of gym or personal property, rude or improper gym etiquette, not returning equipment back to racks, ect., acting or posing as an Energy Gym trainer and charging clients in our facility.

Violating any of the rules and regulations is grounds for immediate loss of your membership, and no membership fees will be refunded.