

Lelia Patterson Center Membership Handbook

Welcome!

Thank you for joining the Lelia Patterson Fitness & Aquatics Center. It is our desire to provide you with many opportunities to pursue a healthy lifestyle through exercise, health education, recreation and social activities in a family-friendly, Christian atmosphere. To help us serve you better, please take a moment to review this handbook and familiarize yourself with it.



Fletcher Academy, Inc. is a Christian corporation that operates the Lelia Patterson Fitness & Aquatics Center. FAI is committed to positively impacting people through education and service in the community.

The purpose of the Lelia Patterson Center is to offer opportunities to the community to enhance wellness and the quality of life. This mission echoed the life of Miss Lelia Patterson, a nurse who served as the first Superintendent of Nursing at the Mountain Sanitarium, now Advent Health.

Lelia Patterson, known as the “White Angel” for her crisp nurse’s uniform, was dedicated to serving the people of the Fletcher community.

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Membership Classifications

Individual Membership

For individuals 18 years and older.

Couple Membership

For two individuals living within the same household. Proof of residence is required for members 18 and older.

Family Memberships

Family Memberships are households with one or two adults and their dependents starting at 6 months old, up to six total members. Proof of residence is required for members 18 and older.

Paid-in-Full Memberships

With an Annual Membership you have the ability to pay for 12 months in full. Refunds are subject to agreement terms. Paid-in-full memberships automatically expire at the end of their term. Members must renew their membership before their term expires to avoid a registration fee.

Corporate Membership

See LPC staff for details.

Membership Account Policies

Billing

Membership dues are transacted by our third party billing company, ABC Financial. For billing questions regarding your account, call 1-888-827-9262.

Billing changes to your account must be made 30 days before the Agreement billing cycle in which the changes will become effective. **Active memberships will be billed regardless of facility usage.**

Payment Options

EFT and Credit Card

All monthly memberships are required to have either bank draft or credit card information on file for payment of monthly dues.

Monthly dues will be transacted according to the billing cycle on your Agreement. Late charges may apply if credit card or bank draft is declined.

Termination of Membership

To terminate a membership **you must complete the cancellation process at the LPC Front Desk 30 days prior to the billing day to avoid being charged for the following month.**

- Only the primary member may cancel
- Invoices must be up to date
- Cancellation fees may apply if in an Annual or Corporate membership agreement.

The monthly fee will not be prorated if the membership is terminated in the middle of the month.

If an account is past due 90 days or more, the membership will be terminated and all debts owed to LPC Fitness will be immediately turned over to collections.

Membership may be revoked without refund for conduct that management deems as detrimental to the welfare and good order of the Lelia Patterson Fitness & Aquatics Center including exhibiting inappropriate behavior or abuse toward staff and/or facilities.

General Policies

- A valid LPC Fitness membership card is required for check in. Lost cards should be replaced at the Front Desk for a nominal fee.
- You are required as part of your membership to have a photograph taken at time of sign-up.
- Locker service is available. The LPC is not responsible for the loss of any personal belongings.
- This is a tobacco, drug and alcohol free campus. These substances are not permitted in, on or around the facility.
- Weapons of any kind are not allowed on the premises; regulatory laws apply.
- Skateboards, in-line skates and roller skates are not permitted in the facility or parking lot.
- Because we are a family friendly facility, modest clothing should be worn while at the LPC. Shirt and shoes must be worn at all times except while in the pool area or locker rooms.
- Programmed and announced special events have precedence in facility usage. Please refer to the newsletters, flyers, bulletin boards, etc. for information regarding these events and the areas they will occupy.
- Animals are not permitted in the LPC with the exception of service animals. ADA guidelines apply.

- Solicitation or distribution of literature to staff or members on the premises is not allowed unless pre-approved by the LPC's Director.
- Private groups are welcome. Pool and room rental rates are available through the events coordinator. Policies, rules and regulations still apply during rental times.
- Profanity, lewd or suggestive language, cursing or swearing is prohibited.
- Harassment is not tolerated and will be dealt with according to the law.

Guests

Guests desiring to use the facility may purchase a guest pass at the front desk.

Membership Card & Check In

All LPC members will be issued an LPC Fitness Membership Card which will be used to check in, obtain a locker, towel or other equipment. A replacement card may be obtained for a nominal fee at the front desk. Members must also have a photo taken at the time of sign-up.

Locker and Towel Service

For your convenience, towels and lockers are available for all patrons of the LPC.

- One shower towel per person, per visit, will be provided at the front desk.
- All towels must be returned to the towel return bin by the end of each visit.

Fitness

Membership amenities:
Personal Training

Free Weights
Strength and Cardio Equipment
Aerobics/Fitness Classes
Strength and Conditioning Classes
Sports Activities

Guidelines for the strength and cardio room:

- Closed-toed, rubber-soled, athletic shoes are required while using the strength or cardio equipment. **NO STREET SHOES OR WORK BOOTS ARE ALLOWED.**
- A spotter is recommended when attempting to lift heavy weights.
- Loud yelling while working out, as well as slamming or dropping weights, is not permitted.
- Weights must be returned after use.
- Be courteous to others and clean off the equipment after each use with the wipes provided.
- Please avoid heavy perfume or cologne.
- If people are waiting for a piece of equipment, please allow them to work out during your rest period.
- Horseplay and loitering is not permitted.
- Members, ages 10 to 13, are permitted in the Strength/Cardio Room **ONLY** if they have received personal training from an LPC personal trainer **and** they are directly supervised by a parent.

Aquatics

Membership amenities:

Swim Lessons
Water Fitness Classes
75 ft. Lap Pool
Heated Small Pool
Hot Tub

Guidelines for the Aquatics Department:

- Follow the lifeguards' directions – they are there for your safety and protection.
- Showering on the pool deck is required prior to entering the pools or hot tub.
- No one with communicable diseases, colds, eye infections, open wounds or bandages (Band-Aids) is allowed in the pool.
- Swimmers must stay off the floating lane lines, ropes and guard stand.
- Glass is not permitted in the pool area or locker rooms.
- Running, unnecessary roughness or horseplay is not allowed.
- Diving is limited to the deep end of the main pool in marked areas. No diving or jumping in is allowed in the small pool or the hot tub.
- A modestly cut bathing suit that covers the midriff must be worn while using the facility. No bikinis, denim shorts or cutoffs in the pool.
- Infants are required to wear plastic swim covers with elastic leg bands over swim diapers at all times.

- Children who are non-swimmers must wear a personal flotation device or remain within arm's reach of an adult at all times.
- NO EATING or GUM allowed in the pool area. Water and sports drinks in plastics containers are permitted.
- Lap swim is available in the main pool lap lanes. The pool is 25 yards (22.86 meters) long so approximately 35 laps (70 lengths) equals one mile.
- Swimmers should practice proper lap swim etiquette and share the lane.
- Scheduled classes and reservations have priority for the use of the pools. Please see posted signs for limited use or restrictions.
- We reserve the right to close the pool during scheduled hours due to mechanical maintenance procedures or routine servicing.
- For your safety, the pool area will close during thunder storms. The pools will remain closed for 30 minutes after the last thunderclap is heard. For more information please visit www.lightningsafety.com/nlsi_pls/indoor_pools.html.

Gymnasium

- Please see posted information for availability of the gymnasium or ask the front desk for activity options and schedules.
 - The gymnasium may be closed during special events.
 - Gym equipment is available at the front desk with proper identification. Equipment is
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checked out on a first-come, first-serve basis.
Please return all equipment to the front desk.

- Hanging on rims or nets is not permitted.
- Unsportsmanlike conduct and misuse of the equipment will not be tolerated.
- NO EATING or GUM is allowed in the gymnasium. Water and sports drinks in plastics containers are permitted.

Indoor Walking Track

- The track is available during normal operating hours. The track may be closed during some scheduled or special events.
- Please obey posted rules in ALL areas of the walking track.
- Quiet Zone signs should be observed when classes are in progress.
- Approximately 12 times around equals one mile.
- Look both ways before entering the track.
- If you are passing someone on the track, please be considerate.
- Children must be accompanied by an adult at all times when using the walking track.
- Climbing, hanging or leaning on railing of the track is not permitted.

Group Fitness

We ask that if you participate in a group fitness class, you follow these guidelines in the interest of courtesy, efficiency and safety:

- Class instructors may limit the number of participants depending on the type of class and

the room in which it is offered. In such a case, a first-come, first-serve basis will apply.

- If there is a lack of participation with a specific class, the class may be cancelled.

General Safety

- We recommend that you stay well hydrated while exercising, including in the pool area.
- Exercise at your own pace. If you ever feel dizzy, light-headed, have chest pain or experience any other unusual symptoms, stop exercising and tell a staff member promptly.

Child Supervision

LPC Fitness offers child supervision during portions of the operating hours. Please see the front desk for hours. The childcare area may be closed without notice due to unforeseen events or illness.

To ensure safety for your children, please note the following rules for child supervision services:

- Child supervision is only for members and guests. If the child does not have a membership, a guest pass must be purchased.
- Check-in and pick-up require parent/guardian signature.
- The responsible parent/guardian must register the child with the child care worker.
- A child may be in the child supervision center for a **maximum of two hours**. Parents will be called if a child is left beyond the 2 hour limit.

- Do not bring your children if they have been sick within the past 24 hours. Children showing multiple signs of illness may not be allowed to stay.
- Personal snacks and drinks may be brought in spill-proof containers.
- Parents will be called for the following reasons:
 - Diaper change. Please provide your own diapers.
 - A child cannot be comforted within 10 minutes.
 - A child’s behavior cannot be managed.
 - A child is left beyond the 2 hour limit.

	Child Supervision Available	Parent in Facility	Aquatics Dept.	Gym Courts	Cardio/Strength Room
6m-8yr	◆	◆			
9 yr		◆	◆	◆	
10-13 yr		◆	◆	◆	◆
14 yr & older	Full access to the facility without a parent present				

*Children 6 months and older must have a membership or purchase a day pass

Child Supervision Availability:

Child Care – 6 months to 8 years

Parent in Facility: A parent/guardian **must** be in the facility at all times.

Aquatics Department: Children 9 years of age and older may be in the pool without direct parent supervision as long as they can swim.

Please refer to pool schedules for appropriate times.

**Please see detailed Child Supervision Policies sheet in the Child Care area.

Gymnasium Courts: Children, age 9 and older may be on the gymnasium courts without direct parent supervision. They may **not** play on the stage, behind the stage or on the walking track. Please refer to the gymnasium schedule for appropriate times.

***Cardio/Strength Room:** Children, ages 10 to 13, are permitted in the Strength/Cardio Room **ONLY** if they have received personal training from an LPC personal trainer **and** they are directly supervised by a parent.

Parents are responsible for their child and their child's actions if the child is under the age of 18. This means that the parent is responsible to insure that their child abides by the rules and regulations and behaves in an appropriate manner. The parent is responsible to pay for any damages caused by their child, whether deliberately or accidentally inflicted on the property of the Lelia Patterson Fitness Center.

Life Enrichment Center

The 2700 sq. ft. Life Enrichment Center, which can seat up to 200 people and includes a full size kitchen and serving area, may be rented for:

- Seminars

- Cooking Classes
- Birthday Parties

Additional Services

For an additional charge, members can arrange for personal training or swim lessons.

Personal Training

Studies show that you increase your chances of fitness success by 50% or more when working closely with a professional trainer. Our trainers will give you specialized and expert instruction during individualized workouts, increasing your motivation and helping achieve optimum results.

Swim Lessons

The LPC Aquatics program runs year round and offers children's group lessons, child and adult private lessons and specialty programs taught by certified instructors.

Please see our website or the front desk for details.