Membership Handbook

"BE HEALTHY, BE HAPPY
BE HERE"

LPC FITNESS & AQUATICS
A Ministry of FAI

828-209-6900
www.lpcenter.org

LPC Fitness & Aquatics Membership Handbook

Welcome!

Thank you for joining LPC Fitness & Aquatics. 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 LPC Fitness & Aquatics Center. FAI is committed to positively impacting people through education and service in the community.

The purpose of the LPC 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.

Additional Services

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

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 offers swim lessons for children and adults. Please see our website or the front desk for details.

Lifeguard Certification
Certification and Re-certification classes available. Ask at the front desk.

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.

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

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

Rentals

Rental space available

- Roy Dunn Auditorium
- Birthday Parties
  - Pool
  - Gymnasium
- Meeting Space

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Membership Classifications

Individual Membership
Individual Memberships are for individuals 18 years and older.

Couple Membership
Couple Memberships are for two individuals living within the same household. Proof of residence is required for members 18 and older.

Family Memberships
Family memberships accommodate up to 6 members of the same household. Proof of residency is required for all ages 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 1-866-335-2304.
Billing changes to your account must be made 30 days before the next withdrawal per your agreement billing cycle in which the changes will become effective. **Active memberships will be billed regardless of facility usage.**

- 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 two hour limit.

Age	Child Supervision Available	Parent in Facility	Aquatics Center	Gym Courts	Cardio/ Strength Room
*18m-8yr	◆	◆			
9 yr		◆	◆	◆	
**10-13 yr		◆	◆	◆	◆
14 yr & older	Full access to the facility without a parent present				

*Children 12 months and older who are not on a membership must purchase a day pass.

Child Supervision Availability:
Child Care – 18 months to 8 years

Parent in Facility: A parent/guardian **must** be in the facility at all 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 being directly supervised by a parent.

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. **We strongly advise parents supervise their children when there is NO LIFEGUARD ON DUTY.**

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 removed from the class schedule.
- A class may be cancelled without notice due to unforeseen events or illness.

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.
- **Food and snacks are not allowed.** Water may be brought in spill-proof containers only.

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 withdrawn 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 **the primary member must complete the cancellation process at the LPC Front Desk 30 days prior to the next billing date to avoid being charged for the following month.**

- Only the primary member may cancel
- Account balance must be paid
- Cancellation fees may apply 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 & Aquatics will be immediately turned over to collections.

Membership may be revoked without refund for conduct that management deems detrimental to the welfare and good order of LPC Fitness & Aquatics. This includes 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.
- We are a family friendly facility and do not permit inappropriate public displays of affection as determined by management.
- 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. Guest Agreement must be signed for entry.

Membership Card & Check In

All LPC members will be issued an LPC Fitness Membership Card which will be used to check in and obtain a locker 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.

- Scheduled classes and reservations have priority for the use of the pools. Please see posted signs for limited use or restrictions and age limits.
- 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 or lightning is seen.

Gymnasium

- Please see posted information for availability of the gymnasium or ask the front desk for activity options and schedules.
- Open gym times are for **all** members and visitors. **Court use is not exclusive.** All basketball nets must be shared.
- Large groups wishing to use the courts **must** have prior approval from management or entry may be denied.
- The gymnasium may be closed during special events.
- Closed-toe, athletic shoes are required for sporting activities.
- Gym equipment is available at the front desk with proper identification. Equipment is 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 FOOD or GUM is allowed in the gymnasium. Water and sports drinks in plastic, spill-proof containers are permitted.

Indoor Walking Track

- The track is available during normal operating hours. The track may be closed during 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 the track 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.

Locker Service

For your convenience, lockers are available for all patrons of the LPC. Membership card or other form of ID must be used in exchange for a locker key. If locker key is lost a $10 replacement fee applies.

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:

- **Modest clothing must cover the midriff and lower back. No open back shirts allowed. Shorts must come to the mid-thigh at minimum.**
- Closed-toe, 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. **Please re-rack your weights.**
- 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 being 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:

Lifeguarded hours in the Aquatics Center may vary but are posted at the Front Desk at check-in. Please assume the risk of pool activity under the premise that there is NO LIFEGUARD ON DUTY.

- Follow the lifeguards' directions – they are there for your safety and protection.
- **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. Men's swim trunks must be mid-thigh or longer.**
- Showering on the pool deck is required prior to entering the pools or hot tub. No soaps or shampoos allowed.
- 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.
- 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 is allowed in the pool area. Water and sports drinks in plastic 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.