

Wellness Center Guidelines

- If you have flu or COVID19 symptoms or a positive test, please refrain from coming to Wellspring.
- Enter the fitness center by using the outside/side stairway or the elevator. Avoid walking through the Physical Therapy waiting area.
- **Scan in** using your membership card for each visit.
- Please wash your hands or use hand sanitizer before and after your exercise session. Wipe off handles and all touch points on equipment, **before and after** use, with a moist wipe.
- Monthly memberships are charged to a credit or debit card on the **1st** day of each month. To cancel your monthly membership, you must notify Wellspring in writing by completing one of the following: a Membership Cancellation form, sending a certified letter to Wellspring or requesting an electronic version of our cancellation form. Written notification must be received by the 15th of the prior month. For example, to cancel by May 1st, notification must be received by April 15.
- The minimum age for members and guests is 12 years old. Clients aged 12-14 must be supervised by a parent or guardian while at Wellspring.
- Please change your shoes before entering the exercise area. To assist with keeping the equipment clean and maintenance free, no street shoes are allowed in the fitness center or exercise classrooms.
- Please refrain from wearing heavy perfumes, colognes, or scented lotions, as this may cause an allergic reaction to our members with pulmonary conditions.
- A shirt and close-toe athletic shoes are required during exercise in the fitness center. Shoes are required in all exercise classes with the following exceptions: optional for Yoga and Pilates classes. Exercise apparel is recommended. Midriff shirts which expose the waistline and short shorts are prohibited.
- Orientations are complimentary and available by appointment if you need assistance with becoming familiar with the exercise equipment.
- Please limit time to 30 minutes on equipment, during busy periods, or if others are waiting.
- When using free weights, please return them to their proper place at the end of your workout, making sure to strip bars and return plates to storage racks. Please refrain from dropping weights to avoid injury and damage.
- Wellness Center participants should report all equipment malfunctions, personal injuries, and specific concerns immediately to the Wellness Staff.
- Wellspring is not responsible for lost or stolen items. Please secure all personal belongings in the lockers.
- Respect the rights and comfort of others by using courteous and appropriate behavior towards Wellspring clients, members, and staff. Any Wellspring Member who conducts themselves in an unbecoming manner, or who knowingly violates any of the Membership Guidelines may be denied service and or access to the Wellness Center and may have their Membership terminated.
- Guest Passes: Each Membership receives 2 complimentary guest passes per calendar year. Please bring your guest to the Wellness desk to check-in and complete any paperwork. Guest visits can also be purchased for \$12 per day or \$16 per exercise class.
- Cell Phone Use: To keep the Wellness Center safe and comfortable for everyone, please practice the following cell phone etiquette:
 - No cameras or cell phones in the locker rooms.
 - No talking on cell phones in the fitness center. If you must make a call, please move to our coat/cubby area, stairwell or outside the building. Use headphones with your cell phone if streaming music, movies or playing the radio.

- Please refrain from using your cell phone while on strength machines as others may be waiting to use the equipment.
- See wellness staff for complete Wellspring cell phone policy.

Group Exercise Classes Guidelines

- The group exercise class schedule and instructors are subject to change due to special events and low participation. Classes which do not meet minimum enrollment requirements will be cancelled prior to the start of the first scheduled class.
- Please be respectful of others during group classes. Patrons are asked to refrain from excessive talking and/or being disruptive during classes.
- Patrons enrolled in a water exercise class/open pool must rinse off in the shower before entering the pool area.
- Use of bathroom stalls for changing is not recommended. Please limit your shower time to 5 minutes or less as we do have other patrons who may be waiting for a shower.
- Refunds: Refunds for missed classes may be made with a provider's excuse or when a client moves out of the area and provides a change of address form from the US Post office. The provider's excuse needs to include the dates that the client is unable to attend and can be brought in before or after the missed dates. Refunds will not be made for personal appointments. Any exceptions will be made on a case-by-case basis.
- Missed classes can be made-up in any of the wellness classes within the same session if there is room in the class. Please discuss class make-up options with your instructor PRIOR to taking another class.
- Classes may be cancelled due to inclement weather or instructor availability. Please review the following weather-related cancellations:
 - If Sauk Prairie School District cancels school, Wellspring will cancel classes for that day.
 - If Sauk Prairie School District delays the start of school, Wellspring classes that start **before** 10am will be cancelled.
 - Emails and/or text messages will be sent out notifying clients of cancellations as soon as possible. Client's Wellspring account will be credited for classes that are cancelled. Cancelled classes may not be made-up or refunded.
- To receive the 50%-member discount, you must have an active membership from the time of class enrollment through the completion of the class semester. Early membership cancellations will result in being charged the full price (non-member rate) for the class, and for any remaining dues within the notice of cancellation.

Open Pool Guidelines

- Due to the limited size of the pool, no lap swimming or snorkeling is permitted.
- Registration is required for open pool attendance. Walk in's will be allowed when session is not full.
- Participants in Aqua classes scheduled prior to an open pool session should refrain from registering for open pool on that day, to allow other members the option to participate in a pool session.
- Appropriate swimwear is required. No speedos or bikini style suit.