

MVP SPORTS CLUBS MEMBER POLICIES & PROCEDURES

HOLIDAYS AND SPECIAL EVENTS

MVP Sports Clubs facilities are closed on Christmas Day and Easter Sunday.

MVP Sports Clubs have special hours and programming during certain holidays.

MVP Sports Clubs facilities reserve the right to close for a maximum of four days per year for charitable and/or special events.

ATHLETIC CLUB MEMBERSHIPS

Primary Membership

Membership for an individual or the head of the household. Member has the option to add associate members within the same household. Primary member will pay applicable enrollment fee and monthly dues.

Associate Membership

Membership available as an add-on to a primary membership within the same household. Spouses, significant others and adult children 19 years of age or older qualify within the associate category. Proof of residency required. Associate members will pay applicable enrollment fee and monthly dues.

Youth Membership

Membership available to children ages 12-18 as an add-on to a primary membership within the same household. Youth members will pay applicable enrollment fee and monthly dues. Those 18 and under cannot join at youth or child rates without a primary member. Proof of residency required. All youth must complete a mandatory fitness class to have access to the Fitness Floor.

Child Membership

Membership available to children ages infant-11 as an add-on to a primary membership within the same household. Child members will pay applicable enrollment fee and monthly dues. Children 11 and under cannot join without a primary member.

Family Membership

Membership provides full club access to family members living in the same household. There is a maximum of two adults and five children ages 20 and under per account. Proof of residency required.

Student Membership

Individual membership for current, full-time students ages 12+. Member must provide identification and proof of full-time school enrollment at the time of enrollment. Member does not have the option to add associate members.

Golden Membership

Membership for those 60 years of age and older. Member has the option to add golden associate members within the same household. No other membership types can be added to a Golden membership. There are no check-in time restrictions for Golden or Golden Associate members.

Golden Associate Membership

Membership for those 60 years of age and older. Membership available as an add-on to a golden membership. Must live within the same household as the golden primary member. Proof of residency required. Golden Associate members will pay applicable enrollment fee and monthly dues.

***All-Star Membership**

Membership that allows access to all MVP Sports Clubs facilities in the West Michigan area.

Corporate Membership

Special corporate rates are available. Please ask a membership advisor for more information.

GUEST POLICIES

1. Non-members are welcome at the Athletic Club for an applicable guest fee.
2. No individual living within a 50-mile radius may be a guest more than four times in one calendar year.
3. Guests under the age of 12 are not limited to four times per year.
4. It is the responsibility of the member to see that their guests are properly registered and the appropriate guest fees are paid.
5. Members are responsible for the conduct of their guests.
6. Guests under the age of 12 are allowed only when accompanied by an adult.
7. Guests must provide valid photo ID.
8. Guest fees are as follows:
 - a. Guest of members: \$15
 - b. Under 12 years of age: \$10
 - c. Daily guest fee when not accompanied by a member: \$25
9. Included in your member benefits are discounted guest fees when utilizing our associated clubs. Please present your membership card to the service desk upon arrival.

IHRSA Passport Program

Through this reciprocal program, your Athletic Club membership allows you the privilege of exercising at over 3,000 clubs in the International Health, Racquet & Sports club Association (IHRSA) worldwide network. See the member services office for details or log on to www.healthclubs.com. Applicable fees may apply.

MEMBERSHIP GUIDELINES

Checking In

1. Members and guests must check in at the Athletic Club service desk by use of their membership card or an identification scan.
2. Membership cards are unique to each member and are not transferable.
3. You may be required to show additional photo identification prior to admittance to the Athletic Club.
4. Account must be in good standing in order for any member to use the Athletic Club.

Membership Cards

1. Membership cards may be provided to members and required for entry into facility.
2. A fee of \$10 will be charged to replace a lost card.

Enrollment Fee

1. There is a one-time enrollment fee to the Athletic Club as long as the member is active.
2. If membership is terminated and the former member wishes to re-join, applicable enrollment fees will be charged.
3. The Athletic Club reserves the right to change the amount of the enrollment fee at any time.

Membership Dues

1. By paying established monthly dues, the member gains access to the Athletic Club.
2. Members pre-paying for annual membership will be required to provide a credit card in order to house charge.
3. The Athletic Club reserves the right to change the amount of monthly dues at any time. Members will receive notification through the mail and/or e-mail.

4. The credit card on file is charged the second of the month for all activity on the account from the previous month. Members may pay their account balance before the first of the month so that the credit card on file is not charged.
5. Members are responsible for keeping an up to date credit card on file.

Freezing Your Membership

1. Memberships may be moved to a “freeze” status in the event that illness or injury incapacitates a member and he/she cannot use the Club. Proof from a doctor is required.
2. Only Golden Memberships may be moved to a “freeze” status if a member leaves the state for an extended period of time. Proof of dual residency required.
3. Memberships will be frozen for a minimum of three months and a maximum of six months, once per calendar year.
4. Requests to place a membership account on “freeze” status must be received in writing by certified mail or by completing the status change form at the member services office.
5. During the “freeze” status, 50% of monthly dues will be charged until the member reactivates Athletic Club privileges. At the time of reactivation, regular monthly dues are applicable.
6. During the “freeze” status, member may use the Club by paying applicable guest fees.

Membership Resignation

1. Memberships are month-to-month and **renew automatically**.
2. A member may resign their membership with minimum written notification to the member services office through an approved cancellation form or authorized certified/return receipt requested mail.
3. Resignation between the 1st and 24th of the month terminates the membership effective the first day of the following month. No monthly membership charges will be applied to the account after the month of resignation.
4. Resignation after the 24th of the month will result in one further monthly membership charge and in the termination of the membership effective at the end of the following month.
5. Resignation from the Athletic Club does not relieve the member of the responsibility to pay all applicable charges prior to termination of the membership.
6. The Athletic Club reserves the right to terminate any membership or usage at any time at its sole discretion, for any reason, but not limited to:
 - a. Non-payment of member account.
 - b. Failure to comply with Athletic Club policies and procedures.
 - c. Aggressive, disruptive or abusive behavior and comments.
 - d. Any action that interferes with the operation of the Athletic Club or members’ enjoyment of the facility.
 - e. Incomplete membership application, including but not limited to all necessary signatures, proof of residency and valid payment information.

Payment for Services

1. Monthly membership dues are automatically billed to your credit card on the second day of each month for that month’s dues. Any house charging from the previous month will also be charged to your credit card.
2. The Athletic Club accepts MasterCard, Visa, Discover, and American Express. A credit card is required for month-to-month billing to maintain membership. Only one credit card may be used on an account. Members may also pre-pay for membership annually.
3. Unpaid accounts will be assessed a \$15 per month fee until balance is paid in full. Returned checks and credit cards are subject to a service fee.
4. Members and designated associate members may bill incidental charges to their account for additional facility services and/or merchandise. Primary members are responsible for payment for all incidental charges.

LOCKER ROOM AND LOCKERS

1. Towels are available in the locker rooms free of charge to be used in the Athletic Club. Towels may not be removed from the Athletic Club.
2. Food is not permitted in locker room areas.
3. Children under 12 must be supervised by an adult in the locker room area.
4. Lockers are for daily use only. Articles are not to be left in lockers overnight. The Club removes all contents daily. Articles removed from lockers are donated to charity after 30 days.
5. Permanent rental lockers are available with laundry service for a monthly fee. A fee of \$5 will be charged to replace a lost key.
6. Children ages four and older are not allowed in the opposite sex locker room. Please use the family locker room.*
7. The Athletic Club is not responsible for lost or stolen articles. Please do not bring valuables into the Athletic Club.
8. Use of electronic devices is not permitted in the locker rooms. This includes, but is not limited to: cell phones, video cameras, digital cameras, film cameras and picture phones.

*Whirlpool, Steam, Sauna, and Cold Plunge

1. No children under the age of 12 years old may use these amenities.
2. Please abide by all posted rules.
3. Temperature of whirlpool is 101°-104°.
4. Temperature of cold plunge is 45°-48°.
5. Temperature of the steam room is 100°-110°.
6. Temperature of the sauna is 170°-180°.
7. All temperatures are in accordance with American College of Sports Medicine guidelines.

GENERAL

1. The Athletic Club reserves the right to amend any rules, policies or hours of operation at any time.
2. It is the member's responsibility to notify the member services office of any change in address, phone number, e-mail or billing information in order to maintain a current account.
3. Members and guest must check-in at the main service desk. Members must have their ID cards or use their hand scan.
4. All guests must show a valid ID, complete a guest registration card at the main service desk and pay the appropriate guest fees.
5. Shirts and closed-toe shoes are required at all times while using any exercise equipment and/or free weights. Bare feet are not allowed in the Athletic Club (excluding aquatics area).
6. Smoking/Smokeless Tobacco is not permitted.
7. Sexual solicitation and/or sexual conduct of any kind is not permitted on MVP Sports Clubs facility premises.
8. Solicitation of goods and/or services is not permitted on MVP Sports Clubs facility premises.
9. Instructional services (fitness, tennis, aquatics, or other) may be provided by MVP Sports Clubs Team Members only. Any instructional service provided by non-employed persons is strictly prohibited.

Program Registration Policies

1. Participants currently enrolled in a class will have first priority to register for the next session of that class. This registration and payment must occur 2 weeks prior to the class starting. Athletic Club members and children of members are given next priority and must register 1 week prior to the class starting. (Non-member registration for those not enrolled is based upon space availability.)
2. Participants may register at the service desk or online. Registration forms must be completely filled out. Online registrations are only accepted based upon space availability in the class.
3. Payment is due upon registration.
4. A minimum number of participants may be required for each class.
5. Credit Policy: All program registration fees are non-refundable. In case of serious injury or illness, please see a Manager on Duty.

6. Pro-rate Policy: All late entries into the existing program may be pro-rated for the remainder of the session in progress only if approved by the department manager.
7. Make-Up Policy: When a participant is enrolled in a class, space is reserved for him/her. There are no credits or refunds for missed classes, nor are there pro-rates for future sessions if a make-up is not scheduled. If you notify the instructor in advance that a class will be missed, we will try to accommodate you in another appropriate class, if there is a similar class running and it is not full. Missed classes must be made up within the session they are missed. Make up classes do not carry over from session to session.
8. Children under the age of 12 MUST be escorted to and from classes by parent/guardian. Parents are welcome to observe classes upon signing the VISITOR log. Younger siblings that are not enrolled in the class are not permitted in the activity area or on any equipment. Non-member children may be checked into Kid's Stuff provided they have paid the appropriate guest fee at the main service desk. To make arrangements for adults other than parents to view a particular class, please contact the Manager on Duty.
9. Non-members will be given a program activity card to enter the activity area. A picture ID is required. Non-Members must check in with the activity card at the appropriate service desk. This card permits the person into the class only; it does not grant permission to use any other part of the Athletic Club facilities.
10. Non-member participants may enter the club 15 minutes before a scheduled program. All non-member participants must exit the building at the conclusion of each class. If you wish to work out before or after your program, you must pay the appropriate guest fee at the main service desk. You will be expected to adhere to club policies.
11. The Athletic Club reserves the right to cancel or consolidate any class or activity.

*Racquetball and Squash Reservations

1. A member may book a court up to one week in advance at the main service desk.
2. Court reservations are for 1/2 hour and one-hour sessions.
3. Two members or one member and a guest are required for each reservation.
4. Reservations can be set by calling the Athletic Club, signing up at the service desk in person or reserving a slot online.
5. You may only have your name in the reservation scheduler once at a time. Once you have finished playing, you may immediately book your next court time.
6. Children under the age of 12 are allowed on the court when supervised by an adult.
7. Reservations are forfeited after 15 minutes if neither player is on the court. The open court is available on a first-come, first-served basis.
8. No foul language is permitted.
9. On certain nights, Athletic Club may reserve time slots for Challenge Court play. Specific rules available at each club.*

Basketball Court Policies

1. Use the chalkboards for court sign up when no court monitor is present.
2. Sign up only if you are dressed and ready to play. Sign up for only one team at a time. If you start playing on another court, your name will be erased. Warming up on another court is acceptable.
3. The next five players on the list play the next game. If you do not want to play as the next five selected, then your name goes to the bottom of the list.
4. Winning team may only play three games in a row if there are 10 names on the waiting list when they are done with their 3rd game and then forfeits the court. The next 10 players signed-up will play. The winners' names go on the sign-up before the losers.
5. Games are played to 15 points. Each basket counts as one, a three-pointer counts as two.
6. All foul calls are honored.
7. Any arguments, use of foul language or unsportsmanlike conduct will result in the loss of basketball privileges for the remainder of that day.
8. Any physical or aggressive behavior will result in immediate termination of your membership.
9. Basketball or tennis shoes only. Shirts must be worn at all times.

10. No food, beverage, or gum allowed in the court area.
11. You must be at least 16 years of age to participate in an adult pick-up game.
12. Children under the age of 12 are not permitted courtside during adult games. Children must be under direct supervision of an adult or guardian 18 years or older.
13. You may not bring your own basketball into the Athletic Club.
14. From Memorial Day to Labor Day, half of the Club Court will be restricted to members and guests 18 years or older (11:30am-2:00pm).
15. Scrimmage vests should be worn during game play only. Scrimmage vests must be returned to the drop-box at the end of play.
16. Headgear, (excluding sweatbands) may not be worn at anytime while on the Club Courts.
17. Players may not hang on the basketball rims.
18. A court monitor will be used to govern court play during designated times. The court monitor is authorized to supervise play and enforce policies and procedures as deemed necessary.

Indoor Aquatics

1. The pool temperature is kept between 78° and 86° Fahrenheit. The therapy pool temperature is between 89°-94° Fahrenheit.
2. Members and their guests must abide by pool rules and obey instructions of the Lifeguard.
3. Children who are not potty trained or who are in diapers must wear a plastic/vinyl training pant along with a swim diaper. Swim Diapers alone are not acceptable.
4. The pool may be closed or its use limited at any time because of a private function, weather, operational difficulties or overcrowding at the discretion of the supervisor or lifeguard. In the case of lightning, the pool will remain closed 1/2 hour after last sighted bolt.
5. Children under the age of 12 must be accompanied by an adult.
6. Appropriate swimwear must be worn in the pool.
7. Persons must rinse off in shower before entering pool.
8. Persons with open wounds or rashes are not allowed in the pool.
9. Diving is not permitted.
10. Food, beverages or glass containers are not allowed.
11. Animals are not allowed in pool or on pool deck.
12. Running and horseplay are not allowed.
13. Abusive or foul language is not allowed.
14. Life preservers, inner tubes, water wings, or play equipment may not be used in the pools unless provided by a team member.
15. Anyone wishing to swim in water above his or her shoulders must show reasonable swimming skills at lifeguard's request.
16. Lap lanes are to be used by people swimming on the surface of the water in a strong, normal fashion. Circle swim in any one lane might be requested if all the lanes are being used at the same time.
17. Lane ropes are designed to divide the pool into usable sections. Do not hang or sit on the lane ropes.
18. Adult supervision is required at all times for children wearing flotation devices.

*Outdoor Aquatics

1. Members and their guests must abide by posted pool rules.
2. Obey instructions given by lifeguard.
3. In order to use the outdoor water slides you must be at least 42" tall for your safety. Aquatic Team Members will conduct a height check prior to the use of the water slides.
4. Use proper form and technique instructed when using the water slides.
5. Children who are not potty trained or who are in diapers must wear a plastic/vinyl training pant along with a swim diaper. Swim Diapers alone are not acceptable.

6. The pool may be closed or its use limited at any time because of a private function, weather, operational difficulties or overcrowding at the discretion of the supervisor or lifeguard. In the case of lightning, the pool will remain closed 1/2 hour after last sighted bolt.
7. Children under the age of 12 must be accompanied by an adult.
8. Appropriate swimwear must be worn in the pool.
9. Persons must rinse off in shower before entering pool.
10. Persons with open wounds or rashes are not allowed in the pool.
11. Diving is not permitted.
12. Glass containers are not allowed on the pool deck. Food and drinks must be consumed on the eating deck only.
13. Animals are not allowed in pool or on pool deck.
14. Running and horseplay are not allowed.
15. Abusive or foul language is not allowed.
16. Life preservers, inner tubes, water wings, or play equipment may not be used in the pools unless provided by an Athletic Club team member.
17. Anyone wishing to swim in water above his or her shoulders must show reasonable swimming skills at lifeguard's request.
18. Lap lanes are to be used by people swimming on the surface of the water in a strong, normal fashion. Circle swim in any one lane might be requested if all the lanes are being used at the same time.
19. Lane ropes are designed to divide the pool into usable sections.
20. Do not hang or sit on the lane ropes.
21. Adult supervision is required at all times for children wearing flotation devices.

Fitness Floor

1. You MUST be 12 years of age to be on the Fitness Floor.
2. All 12-17 year olds MUST go through a Fitness Floor Basics Training Class to utilize the Fitness Floor area.
3. No gym bags on the fitness floor.
4. Appropriate clothing is necessary.
5. All users must re-rack their own weights.
6. Closed-toe shoes and shirts are required.
7. Only water bottles are permitted on the fitness floor.
8. Users are responsible for the wiping down of their equipment after each individual use.
9. Members are asked to place towels in the towel bin after use.
10. All members are asked to use common courtesy when using the equipment (i.e. allowing another member to work in).
11. The Athletic Club sets all TV and music channels. Channels will be changed for special programs as deemed by Athletic Club management.
12. Members are not allowed to remove equipment from the fitness floor.
13. Food is not permitted in the Fitness Floor.

Group Exercise

1. Only Athletic Club equipment is allowed in the studios.
2. Gym bags and purses are not allowed in the studios.
3. We are not liable for any missing items brought or left in the studios.
4. Appropriate footwear is required.
5. Hand held weights are not allowed during the aerobic segment of any class unless specified by the instructor.
6. Group exercise participants are the only people allowed in the studio during classes.
7. All equipment must be wiped down and returned to the proper storage area and/or position after use.
8. Keep conversations to a minimum during class.
9. Wait for the class to be completed before entering for the next class.
10. Be on time. The warm-up is important to avoid injury. If you are late, warm up before entering the studio.

11. You must follow the routine that the instructor shows.
12. Private use of the studios without employee supervision is prohibited.
13. Any use of the sound system without supervision is prohibited.
14. With the exception of yoga mats and boxing gloves, the use of your own exercise equipment is prohibited.
15. Classes and instructors are subject to change.

Tennis Court Reservations

1. A member may book a court up to one week in advance at the main service desk.
2. A court reservation is good for one hour per member number. Subsequent time must be accompanied by an additional member number.
3. A court reservation cannot be made by leaving messages on the voicemail.
4. If a member reserves a court and does not show after 15 minutes, the court may be given to another member.
5. Players may not enter the court area until play is complete.
6. Appropriate footwear and tennis apparel must be worn on the courts. No running shoes allowed.

Kid's Stuff

1. Children from infant–11 years old must be members of the Athletic Club in order to use Kid's Stuff. The parent/guardian must remain on the premises while the child is in Kid's Stuff.
2. Guests are welcome in Kid's Stuff provided they have paid the appropriate guest fee at the main service desk and have been properly checked in with a member. There is no limit to the number of times children can be guests in Kid's Stuff.
3. Membership cards or identification scan is required at check in. All children must be signed in and out from Kid's Stuff by a parent, guardian or sibling of legal age. That person must be listed on the child's profile form. A photo I.D. is required for pick up.
4. A child over 18 months may be dropped off at Kid's Stuff once per day for up to three hours. Children younger than 18 months are limited to a two hour visit, one time per day.
5. Advance reservations are requested for babies under one year of age. If the infant area is already full and you do not have a reservation, you may be asked to wait until another baby is checked out. We are not able to guarantee feedings or diaper changes. We suggest you change your baby right before drop off, and schedule a work out around feeding times. Please make sure that all baby items and diaper bags are clearly labeled. Please write out any special instructions on a name label and stick it onto the baby's back.
6. Sneakers are required for court play and are recommended for all children while in Kid's Stuff. If children come to Kid's Stuff wearing flip-flops, sandals, or hard-soled shoes they will not be permitted in the gym.
7. Children are not permitted to bring toys, dolls, video games, or other personal items into Kid's Stuff. We cannot accept responsibility for items left behind.
8. Food is not permitted in the Kid's Stuff area. Please label any water bottles or toddler cups.
9. Sick children are not permitted in Kid's Stuff. The team reserves the right to refuse admittance to any child who has a cough, runny nose, or fever. Parents will be paged if their child shows any signs of illness.
10. Children are expected to adhere to the rules set by the Kid's Stuff team. Anyone with inappropriate behavior will be asked to sit out from activities until proper control can be maintained. Parents will be paged if control is not achieved in a timely manner.
11. Parents are not allowed to leave club premises for a workout once a child is checked into Kid's Stuff.

PHOTOGRAPHY

No photographic equipment may be used in the Club without permission from the management team.

Photographic equipment includes, but is not limited to: video cameras, digital cameras, film cameras and picture phones.

*Not all services or amenities are offered at all MVP Sports Clubs facilities.