RULES AND POLICIES
CENTEGRA HEALTH BRIDGE FITNESS CENTER (CHBFC)
FACILITY RULES AND POLICIES

LOCKER ROOM AND LOCKERS

1. Towels are available in the locker rooms at no extra cost.

2. No food is permitted in locker room areas.

3. Children under 12 years old must be supervised by an adult in the locker room area. In Crystal Lake, children under 12 years old must use the Family Locker Room. The only exception to this is during Family Fitness Time when children may use same gender locker rooms with an adult.

4. Lockers are for daily use only. Articles are not to be left in lockers overnight. CHBFC removes all contents daily. After fourteen (14) days, articles removed from lockers are donated to charity.

5. Permanent rental lockers are available for a monthly fee (in Huntley only).

6. CHBFC is not responsible for lost or stolen articles. Please do not bring valuables into the facilities.

7. The Family Locker Room is for members and guests with small children. Adults without children will be asked to use the Men’s or Women’s locker rooms. Modesty by adults and children is expected at all times in our Family Locker Room common areas.

8. Diaper changing is allowed in the diaper changing station in the Family Locker Room, the washrooms on either side of the vending and the washrooms near the tennis lounge in Huntley.

9. Strollers are prohibited in all locker rooms at both our Crystal Lake and Huntley facilities.

10. Assisted Locker Rooms are only for members and guests who require special needs due to physical limitations.

11. Personal grooming is permitted in private areas only.
HOT TUB, STEAM ROOM AND SAUNA
1. The Illinois Department of Public Health states that children between the ages of 12-15 must be accompanied by someone 16 years or older when using the hot tub. No one under 12 is allowed in the hot tub.
2. Please abide by posted rules. Please remain covered at all times.
4. The temperature of the hot tub is 101° – 104° (Crystal Lake only)
5. The temperature of the steam room is 100° – 110°.
6. The temperature of the sauna is 170° – 180°.
7. Tampering with temperature sensor devices is prohibited. All temperatures are set in accordance with American College of Sports Medicine guidelines.

GENERAL
1. CHBFC reserves the right to amend any rules, policies or hours of operation at any time.
2. Alcohol (except during CHBFC-approved events) and tobacco are not permitted anywhere in our facilities or on our grounds.
3. It is the member’s responsibility to notify the membership office of any change in address, phone number, e-mail or billing information in order to maintain a current account.
4. All guests must be registered at the main service desk and pay the appropriate guest fees.
5. Members are responsible for any damages to CHBFC’s property and/or the property of other members and their guests caused by themselves or their guests.
6. Family Fitness Time is a privilege for our members allowing them to bring their children (0-17 years of age, living in the same household) to CHBFC at designated times in select areas. See Concierge for details.
7. Appropriate behavior is expected at all times.
8. Concealed Weapon Policy- Under Illinois law any building, real property, and parking area under the control of a public or private hospital or hospital affiliate, mental health facility, or nursing home is a weapon free zone and concealed carry of a firearm is not authorized. For Centegra, this includes all Centegra owned and operated facilities and surrounding grounds to include Centegra Health Bridge Fitness Center-Crystal Lake and Centegra Health Bridge Fitness Center-Huntley.
9. Outdoor season pool passes are available for purchase only by Member parents or Member guardians for children living in their household.

10. Three-day or any other promotional passes are available to prospects (ages 18 years and older). One promotional pass per person lifetime limit. Three-day pass does not permit access to the outdoor pool.

PHOTOGRAPHY
No photographic equipment may be used within the facility without permission from the management team. Photographic equipment includes (but is not limited to) video cameras, tablets, smart phones, digital cameras and film cameras.

NO SOLICITING
Solicitation is prohibited at CHBFC and may result in the suspension and/or termination of membership.

LOST AND FOUND
CHBFC is not responsible for lost, damaged or stolen property. Please do not leave valuables unattended. Members will be required to identify lost items in person. All items unclaimed after 14 days will be donated to charity.

EMERGENCY PROCEDURES
In the event of a fire alarm or weather warning, please be prepared to take direction from staff for your safety.

SUSPENSION/TERMINATION
CHBFC may terminate any membership by mailing notice in writing to the last address shown on record. A terminated member will remain liable for all dues and other indebtedness incurred until their membership anniversary date.

PROGRAM REGISTRATION POLICIES
1. Participants may register with the concierge or online. A master waiver must be completed and signed prior to any class participation.

2. A minimum number of participants may be required for each class.

3. 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 with approval from the department manager. Make-up classes do not carry over from session to session.

4. **Refund Policy.** All participants will be charged the full price of their privately-scheduled lesson, consultation or class if they cancel less than 24 hours before the class or lesson; this includes, but is not limited to, private swim lessons, private tennis lessons, personal training, pilates and nutrition. All session classes/programs will be refunded if cancelled one (1) week prior to the start of the class. Cancellations made less than one (1) week in advance will not receive a refund. Once the class has started, refunds are only given with a medical note from a doctor for any remaining classes at the time of receiving the note.

5. Children under the age of 12 **must** be escorted to and from classes by a parent/guardian. Parents must stay on site during swim lessons for children under 12. 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 facility policies.

6. CHBFC reserves the right to cancel or consolidate any class or activity.

7. Registration for leagues and advanced-level classes must have approval by the department manager or instructor.

8. Drop-ins may be allowed for classes if there is space available in that class. The fee will be equivalent to one day of class, plus a $3 drop-in fee (tennis only).

**RACQUETBALL**

1. We recommend protective eye wear should be worn at all times.

2. Reservations are required and may be made up to three (3) days in advance in 30, 60 or 90-minute increments. Players cannot reserve courts for other players.

3. Back-to-back reservations by the same member are prohibited.

4. Children under the age of 12 are allowed on the court during Family Fitness Time only, and when supervised by an adult.

5. Reservations are forfeited after 10 minutes if neither player is on the court. The open court is available on a first-come, first-served basis.
6. Black-soled shoes are not allowed on the racquetball courts.

GYMNASIUM POLICIES
No food allowed in gym area. Water and sports drinks are permitted.

OPEN BASKETBALL
1. Games will be played to 11 by 1.
2. Games are won by 2.
3. Teams may play up to two consecutive wins and then must allow the next two teams to play.
4. Shirts must be worn when off the court.
5. Any arguments, use of foul language or unsportsmanlike conduct will result in the loss of basketball privileges for the remainder of that day and possible termination of membership.
6. Majority rules for half or full court games.
7. You must be at least 16 years of age to participate in an adult pick-up game.
8. Children under the age of 12 are not permitted court side during adult games.
9. Players may not hang on the basketball rims.
10. Management has the right to add programming at any time.

OPEN VOLLEYBALL
1. Games are played to 15, win by 2 points.
2. Net serve is a side out.
3. Players cannot block serves.
4. Three hits per side are allowed.
5. No stepping over the serving line while serving.
6. Players may play off the ceiling on their own side of the net.
7. Any arguments, use of foul language or unsportsmanlike conduct will result in the loss of volleyball privileges for the remainder of that day and possible termination of membership.
8. Management has the right to add programming at any time.

OPEN GYM
1. No activity will occupy the entire gym floor unless everyone present is participating.
2. You must have consideration for all members and activities on gym floor during open gym.
3. Any arguments, use of foul language or unsportsmanlike conduct will result in the loss of gym use for the remainder of that day and possible termination of membership.
4. Management has the right to add programming at any time.

**PICKLE BALL (HUNTLEY ONLY)**
1. Games are played to 11, win by 2 points.
2. If more than 12 players are present, non-winning players must rotate out after a two-game maximum to let others play.
3. All Pickle Ball equipment must remain in the gym. Balls and paddles can be checked out at the tennis desk.
4. Any arguments, use of foul language or unsportsmanlike conduct will result in the loss of gym use for the remainder of that day and possible termination of membership.
5. Management has the right to add programming at any time.
6. Members ages 12 and up are permitted to play.

**FAMILY FITNESS TIME**
1. Parental supervision is required at all times for children under the age of 12.
2. Management has the right to add programming at any time.
3. Family Fitness Time hours may vary and are subject to change at any time.

**GROUP EXERCISE**
1. Only CHBFC equipment is allowed in the studios.
2. Gym bags and purses are not allowed in the studios.
3. CHBFC is not liable for any missing items brought or left in the studios.
4. Appropriate footwear is required; “outside” shoes are prohibited.
5. With the exception of yoga mats and boxing gloves, the use of your own exercise equipment is prohibited.
6. Hand-held weights are not allowed during the aerobic segment of any class unless specified by the instructor.
7. BodyPUMP® equipment is to be used only during classes.
8. Any use of the sound system without supervision is prohibited.
9. All equipment must be wiped down and returned to the proper storage area and/or position after use.
10. Return your towel to the dirty towel bin.
11. Keep conversations (both verbal and texting) outside the studios.
12. Arrive to class on time; the warm-up is important to avoid injury. If you are late, warm up before entering the studio.
13. Wait for the current class to end before entering for the next class.
14. Group exercise participants are the only people allowed in the studio during classes.
15. You must follow the routine that the instructor demonstrates.
16. Classes and instructors are subject to change.
17. Several classes require a number to reserve your place; they are marked on the schedule with an “S.” You may get a number from the Service Desk a half-hour prior to the start of class.

FITNESS FLOOR
1. You MUST be 12 years of age to be on the fitness floor.
2. All 12-13 year olds are required to go through the Bridge Assessment process within 30 days of joining in order to utilize the fitness floor area.
3. Bags, powdered chalk, beverages (other than water or sports drinks) and food are not permitted on the fitness floor.
4. “Outside shoes” are not permitted on the fitness floor.
5. Members and guests are required to wear appropriate clothing and closed-toe shoes on the fitness floor.
6. Members and guests are responsible for wiping down equipment with a disinfectant wipe after each individual use.
7. Members and guests are asked to place towels in the towel bin after use.
8. Members and guests must re-rack their own weights and return fitness equipment to their proper storage area.
9. Members and guests are not allowed to remove equipment from the fitness floor.
10. Excessive dropping of free weights or unsafe use of the fitness equipment is prohibited.
11. Members and guests are asked to use common courtesy when using the equipment.
12. Use of profanity or behavior misconduct is prohibited.
13. Personal training performed by non-CHBFC trainers in the facility is strictly prohibited.

14. CHBFC sets all TV and music channels. Channels will be changed for special programs as determined by CHBFC management.

**FACILITY ATTIRE AND ETIQUETTE**

1. No shirts with offensive language or illustrations are permitted.

2. No ragged cutoffs or jeans are permitted.

3. Tennis shoes or gym shoes must be worn at all times; no other shoes with hard soles or soles that mark are permitted.

4. Proper language and manners are to be observed at all times.

5. Please turn off all cell phones and other noise-making devices so as not to disturb others.

6. No open containers of beverages (other than water or sports drinks) are allowed in the studios, courts, indoor pool area and fitness floor.

8. No gum or food is allowed in the studios, courts, pools and fitness floor.

9. As a courtesy to others, please remove all towels and return all equipment to the proper area.

10. Members wearing bathing suits must have proper “cover ups” outside the pool area.
CENTEGRA HEALTH BRIDGE FITNESS CENTER
TENNIS RULES AND POLICIES

TENNIS COURT RESERVATIONS

1. Courts may be reserved in person or over the phone (you may not reserve a court by leaving a phone message).

2. Premiere members may book three (3) days in advance and Classic members may book one (1) day in advance.

3. Only members may reserve courts. Non-members may only play if there is at least one dues paying member on the court and will incur a $20 guest fee in addition to their portion of the standard court fees.

4. A minimum of two players’ names is required to secure a court.

5. Singles, doubles or ball machine may be reserved by the half hour, up to a maximum of one and one-half hours per day. The ball machine can only be used when the Tennis Desk is open.

6a. Members may not be the host (the person reserving the court) on more than one court reservation per day.

6b. Anyone playing on more than one reservation per day will be charged the standard court fees for the additional court time; this policy also applies to Premiere members.

7. No shows will be charged the standard court fee without canceling at least 3 hours in advance; this policy also applies to Premiere members.

8. If you are more than 10 minutes late for your court and have not contacted us, your court may be reassigned to walk-on players. (If this is the case, the court fee will be waived for the original reservationist).

9. Children ages 12 and older are considered non-members and will pay standard court fees unless they have their own membership. Children under 12 years old will incur court fees based on their parent’s membership type (CHBFC offers dues paying memberships for individuals beginning at 12 years old).

10. All players must check in and pay any court fees owed before entering the court.

11. Tennis courts may be reserved for tennis play only. They may not be used for any other types of sports, running drills, etc.

12. Please wait until the digital wall clock reads the start of your court time to proceed down the stairs to the court area.

13. Curtains separating courts will remain closed unless players on both courts agree to play with them open.
1. Children from 4 months to 11 years old may use the KidZone; the parent/guardian must remain on the premises.

2. Guests are welcome in the KidZone provided they have paid the appropriate guest fee at the main service desk and have been properly checked in with a member. There is a 3-hour time limit per visit.

3. Premiere members receive free use of the KidZone for children living in their household.

4. Classic members pay $1.75 per child/per hour for children living in their household.

5. Guests pay $2.75 per child/per hour for children living in their household.

6. If a Premiere or Classic member brings a guest, whose parent is not a member, then they will be charged $2.75 per child/per hour.

7. Membership cards are required at check in. All children must be signed in and out from the KidZone by a parent, guardian or sibling of legal age and that person must be listed on the child’s profile form; photo identification is required for pick up.

8. Please make sure that all children’s items and diaper bags are clearly labeled. Please write down any special instructions on a name label and stick it onto your child’s back.

9. Sneakers are required for court play and are recommended for all children while in the KidZone.

10. Please discourage your child from bringing any personal items into the KidZone. We cannot accept responsibility for items left behind, lost, stolen or damaged.

11. Outside food is not permitted in the KidZone area. Please label any water bottles or toddler cups.

12. Sick children are not permitted in the KidZone. The staff reserves the right to refuse admittance to any child who has a cough, runny nose or fever. Parents will be paged and asked to remove their child from the KidZone if their child shows any signs of illness.

13. Children are expected to adhere to the rules set by the KidZone staff. Anyone exhibiting 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. If a child bites or hits another child, they may be suspended from the KidZone.
CENTEGRA HEALTH BRIDGE FITNESS CENTER
INDOOR AND OUTDOOR POOL RULES AND POLICIES

INDOOR POOL TEMPERATURES:
- Lap Pool 81 – 83° (Crystal Lake & Huntley; chlorine)
- Leisure Pool 85 – 87° (Crystal Lake & Huntley; chlorine)
- Therapy Pool 92 – 94° (Huntley; chlorine)
- Therapy Pool #1 92 – 94 ° (Crystal Lake; bromine)
- Therapy Pool #2 90 – 94° (Crystal Lake; bromine)
- Spa (Hot Tub) 100 – 104° (Crystal Lake; bromine)

OUTDOOR POOL TEMPERATURE:
- Outdoor Pools 82 – 84°

GENERAL RULES
1. All Illinois Department of Public Health (IDPH) rules must be followed.
2. Be courteous to other pool patrons and facility employees. Your enjoyment of the pool cannot be at the expense of others. If you are not being respectful, not following these rules or not following the instructions of lifeguards or other employees, you will be asked to leave the facility.
3. An adult must accompany any individual under the age of 12. Children unable to swim and/or under age 4 must be kept under close supervision and, if in the water, the child must be accompanied by an adult. Children are only allowed in the leisure and warm water pools at designated times (please see pool schedules). In Huntley, children must be accompanied by an adult to be in the warm water pool.
4. Shower thoroughly before entering the pool.
5. Appropriate swim attire, as determined by our family-friendly facility, is required at all times. No street clothes may be worn in the pools.
6. Admission to the pool may be refused to individuals with any contagious disease or infectious condition (i.e., colds, fever, ringworm, foot infection, skin lesions, boils, diarrhea, inflamed eyes, ear discharge or any other condition with the appearance of infection). Questions and concerns may be directed toward the Pool Manager or Head Guard.
7. Rafts, inner tubes built into a swimsuit, baby inner tubes, water wings, inflatables or inner tubes of any kind are prohibited. U.S. Coast Guard-approved life jackets only are permitted and must have USCG-approved markings. Please ask Lifeguards or Managers what children may wear in the pool to keep everyone safe.

8. All infants and children not potty trained are required to wear only CHBFC-approved swim diapers/swimwear. Children must have a reusable swim cover over disposable swim diapers. Swim diapers and reusable swim diapers may be purchased through admissions/concessions and Concierge. Please change infants in the bathroom or locker rooms, not on the pool deck or lounge chairs.

9. At the discretion of the Pool Manager or Head Guard, the pools may be closed, or their use limited, at any time because of a private function, weather (outdoor pool), operational difficulties or overcrowding. In the case of lightning or thunder, the pools will remain closed for a half-hour after each occurrence.

10. Diving is prohibited in all areas of the pool.

11. Running on the pool decks and horseplay is prohibited. You must walk on the decks at all times.

12. Spitting, spouting of water, blowing the nose or otherwise introducing contamination into the pool is prohibited.

13. Water torpedoes, kickboards, hard balls, snorkel masks or any other toy deemed dangerous is prohibited. Members must provide their own goggles.

14. Littering is prohibited.

15. Food, gum, tobacco, alcoholic beverages, glass containers, coolers and pets are prohibited.

16. An individual under the influence of alcohol/drugs or exhibiting erratic behavior will not be admitted into the facility or asked to leave.

17. Camera and video use is prohibited.

18. Abusive or foul language is not allowed.

19. 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 may be requested if all the lanes are being used at the same time.

20. Lap lanes are removed during Family Fitness Times to prevent injury.

21. Lane ropes are designed to divide the pool into usable sections; do not hang or sit on the lane ropes.

22. While on the indoor pool decks, blue shoe covers must be worn.
over outside shoes. Shoes must be worn in the facility after leaving the pool area.

23. No strollers are allowed on the indoor pool deck.

GENERAL POOL SLIDE RULES
1. Riders must stay on their backs and feet first the entire way down the slide.
2. No life jackets, swim attire with metal rivets or adornments, goggles or flotation devices of any kind are allowed to be worn when riding the big water slides.
3. Patrons must be 42” or taller to ride the big indoor slide at the Huntley facility (single riders only).
4. It is suggested that children must be able to walk in order to go down the small blue slides alone and parents must be watching their children at all times on all parts of the play features (Huntley facility).
5. Children must be able to swim to the side after going down the big water slides or they will be asked not to go down again.
6. Adults are not allowed to catch children at the bottom of the big slides.
7. Children must walk from the bottom of the slide to the top of the slide.
8. Use proper form and technique instructed when using the water slides.

ADDITIONAL OUTDOOR AQUATICS RULES
1. Pool hours and use of the pools are subject to change due to weather, safety, maintenance or CHBFC-sponsored activities. Please see pool schedules for further information.
2. Outdoor pool guests must be accompanied by a CHBFC member. Guests under the age of 18 are required to have a signed waiver by a parent/guardian. A $10 per person guest fee is required for any guest (ages 1 – adult). Indoor guest passes are not valid at the outdoor pool.
3. Stamps or wristbands must be visible and worn at all times.
4. For your safety, to use the outdoor water slides, you must be at least 42” tall in Crystal Lake and 48” in Huntley. Aquatic Team members will conduct a height check prior to the use of water slides.

CRYSTAL LAKE–SPECIFIC OUTDOOR POOL RULES
1. Food from concession must be consumed at the designated picnic table area only. Any food not purchased at the concession...
must be consumed at the picnic tables outside the pool gates.

2. CHBFC does not provide towels; please bring your own beach towels. Towels from the locker rooms are not permitted at the outdoor pool.

3. Patrons must be 42” or taller to ride the big slide at the outdoor pool (adults may take a child down who is less than 42” tall).

**HUNTLEY–SPECIFIC OUTDOOR POOL RULES**

1. Food may be consumed at the designated table area only.

2. CHBFC does not provide towels; please bring your own beach towels. Towels from the locker rooms are not permitted at the outdoor pool.

3. When on the Lazy River, you must stay in tube. NO jumping in tubes. Hands must be on top using the handles. Parent may hold tube on outside while child is inside tube. No swimming is permitted in the Lazy River.

4. A maximum of five (5) people at a time are allowed in the Vortex. You must remain in tube. Hands must be on top using the handles. NO jumping in tubes. The Vortex goes one way. No swimming is permitted in the Vortex.

5. Patrons must be 48” or taller to ride the slide (single riders only).

**LOST OR STOLEN ITEMS**

CHBFC is not responsible for lost, damaged or stolen property. Please do not leave valuables unattended. Members will be required to identify lost items in person. All items unclaimed after 14 days will be donated to charity. Please inquire about our lost and found located at the Outdoor Pool Manager’s Office.
CENTEGRA HEALTH BRIDGE FITNESS CENTER
SPA RULES AND POLICIES

We strive to provide you with the very best service to enhance your spa experience with us. We adhere to certain policies to benefit you and to create a harmonious environment where our therapists can focus on your needs. We know you will have a pleasant experience with us as we strive to exceed your expectations!

FIRST VISIT
Please arrive 10 minutes prior to your first treatment to allow ample time to check in and prepare for your treatment. Arriving late will simply limit the time for your treatment, reducing its effectiveness and your pleasure. Your treatment will end on time so that the next guest is not delayed.

LATE POLICY
If arrival is delayed, we will make every effort to accommodate your full appointment; however, this is not always possible. Service time may be abbreviated to avoid delays for other guests as treatments are charged at full value. Appointments missed by 15 minutes or more are cancelled with a $25 fee charged (or the full value of the service if less than $25). Last minute changes to appointments will be honored only if a service appointment is available for a later time in the day (of your appointment) and other guests are not inconvenienced.

CANCELLATION AND NO-SHOW POLICY
Guests who book appointments and cannot join us for their scheduled reservation are granted full credit at the spa, provided a minimum 24-hour notice is provided. A fee of $25 (or the full value of the service if less than $25) is charged for appointments cancelled within less than 24 hours of the appointment time. Spa packages, multiple service reservations, no-show or for parties of three or more are charged at full value for cancellation without appropriate notice. All service sales and gift certificate sales are final, with no refunds. Should you not wish to redeem a gift certificate, you can use it as a spa credit toward retail items. If an appointment made to redeem a gift certificate is not cancelled or rescheduled within the reasonable time frame stated above, we will be unable to redeem your certificate. We appreciate your cooperation.
PAYMENTS AND GRATUITY
The Spa accepts Charge to Account (CTA), cash, Mastercard, Visa, AMEX and Discover as payment. All gratuities may be paid directly to the aesthetician/clinician in cash. We proudly recruit and train our staff to be the most qualified spa professionals in the industry. Our recommended standard gratuity for spa treatments is 18–20%.

SPECIAL CONDITIONS
Please notify our Spa Consultant before reserving your treatments if you have high blood pressure, are in your first trimester of pregnancy, have special physical concerns, have diabetes or are pregnant. All spa guests will be asked to complete a brief questionnaire upon check-in, designed with your well being in mind.

SPECIAL BENEFITS
All spa clients have full access to CHBFC facilities on the day of service(s). You can enjoy the full Classic Membership benefits the day of your service and enjoy our outstanding Wellness Center.

AGE REQUIREMENT
Spa guests must be 18 years of age or older to receive treatments without the approval or accompaniment of an adult.

QUIET ENVIRONMENT
As a courtesy to other guests, please maintain a quiet level of conversation. Cell phones and pagers must be turned off when entering the spa.

SPA GIFT CARDS
Gift cards are available for specified services and packages and are not redeemable if lost or stolen. If you are a recipient of a donated or auctioned gift cards, please give our Spa Consultant the card number at the time you book your appointment. Donation cards are non-transferable and expiration dates may not be changed or extended. If appointment made to redeem your gift card is not cancelled at least 24 hours in advance, a fee of $25 (or the full value of the service if less than $25) is charged.
PRICES SUBJECT TO CHANGE
We are constantly expanding our services to bring you the latest and greatest treatments available. Although we make every effort to keep our web site and spa menu updated, please note that prices and services are subject to change at any time.

VISITORS
We are unable to accommodate visitors accompanying clients in the treatment area of the spa, including those complying with our age restriction policy. All non-clients must remain in the CHBFC waiting areas. Spa clients have access to the CHBFC KidZone for a fee.

CLIENT’S RIGHT TO KNOW
We strive to go beyond your expectations. We believe that advising our clients of the products best suited for them is as essential as the services we perform. Therefore, our client’s right to know policy advises each client on the products and techniques best suited for the client to maximize the benefits of their service.

THERAPISTS
While we will make every effort to meet your requests, we cannot guarantee a specific therapist or gender. All therapists are trained in both treatment and draping protocols to ensure your comfort at all times.
QUESTIONS?
Call (815) 444-2900 or email memberservices@healthbridgefitness.com.
CENTEGRA HEALTH BRIDGE FITNESS CENTER – CRYSTAL LAKE
200 E. Congress Parkway
Crystal Lake, IL  60014-6268

CENTEGRA HEALTH BRIDGE FITNESS CENTER – HUNTLEY
10450 Algonquin Road
Huntley, IL  60142-7064

(815) 444-2900 | healthbridgefitness.com