

Centegra Health Bridge Fitness Center Rules & Policies

(Updated April 2018)

Etiquette and Conduct

1. Be courteous to other patrons and facility employees. Those who do not exhibit respect for the facility or the employees and members therein will be asked to leave.
2. Appropriate behavior and language is expected at all times.
3. Appropriate attire and footwear is required at all times.
4. Please be respectful of those around you when using your mobile device.
5. Individuals under the influence of alcohol/drugs or exhibiting erratic behavior will be refused admittance into the facility or asked to leave the premises.
6. CHBFC is a smoke-free facility.
7. 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 Health System, 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
8. Solicitation is prohibited at CHBFC and may result in the suspension and/or termination of membership.
9. In the event of a fire alarm or weather warning, CHBFC staff will direct you to safety.
10. Centegra Health Bridge Fitness Center respects its members, guests and employees and will not tolerate discrimination based on race, color, national origin, sex, religion, sexual orientation, income, language, education, marital status, gender identity, age, or disabilities.
11. You are responsible for the items and personal property you bring into the facility. Centegra Health Bridge Fitness Center is not responsible for lost or stolen items. Your use of the facility signals you release CHBFC from any and all claims for lost or stolen items. You will be required to identify lost items in-person. All items left unclaimed after 14 days will be donated to charity.

Membership

1. Persons ages 12 and older may become members at CHBFC.
2. It is the member's responsibility to notify the membership office of any changes in contact or billing information.
3. 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.
4. CHBFC may suspend or terminate any membership for reasons including, but not limited to, failing to comply with these rules and policies. In the event of a suspension or termination of membership, a written notice will be mailed to the last address

shown on record. A terminated member will remain liable for all dues and other debts incurred until their membership anniversary date.

5. Access to the outdoor pool is included with a CHBFC membership. Members may purchase outdoor pool passes for their children under the age of 18 that do not have a membership.
6. Members under the age of 18 are not permitted to bring a guest under the age of 12 to the facility. All guests must register at the front desk and pay the appropriate guest fees.
7. Promotional passes are available to prospective members (ages 18 years and older). One promotional pass is allotted per person, per lifetime. A promotional pass does not permit access to the outdoor pool.

Food and Beverage

1. Alcohol (except during CHBFC-approved events) is prohibited within the facility.
2. Food and beverages, other than water and sports drinks, are permitted in the café areas only.
3. Water and sports drinks are the only beverages permitted in the studios, indoor tennis courts, indoor pool, gymnasium and fitness floor.

Locker Rooms and Lockers

1. In Crystal Lake only, children under the age of 12 are not allowed in the Men's or Women's Locker Room outside of Family Fitness Time.
2. The Family Locker Room is designated for members and guests with children under the age of 12.
3. The Assisted Locker Room is designated for members and guests who require special assistance.
4. Complimentary towels are available in the locker rooms. Used towels must be placed in the designated towel bins. Towels from the locker room may not be used at the outdoor pool.
5. Lockers are for daily use only. Items left in lockers overnight will be removed by CHBFC staff. After fourteen (14) days, items removed from lockers are donated to charity. Permanent rental lockers are available for a monthly fee at the Huntley facility.
6. Diaper changing is permitted at diaper changing stations and in locker rooms only.
7. Please be considerate of other members when personally grooming.

Department Policies

Aquatics

1. All Illinois Department of Public Health (IDPH) rules must be followed.
2. All rules and requests made by lifesaving personnel must be followed.

3. It is recommended to not swim alone by the IDPH.
4. Personal conduct in the pool area should not jeopardize the safety of members, guests or staff.
5. Patrons must walk at all times. Running is not allowed.
6. Tampering with temperature sensor devices is prohibited. Pool temperatures and chemical levels meet IDPH guidelines and are checked on a daily basis.
7. Emergency procedures must be observed. Patrons must leave the pool area immediately upon the signal or request of the aquatics manager or personnel.
8. At the discretion of Health Bridge Leadership the pools may be closed or their use limited at any time for the following reasons, including but not limited to: a scheduled private function, weather, operational difficulties or overcrowding. In the case of lightning or thunder, the outdoor pool will remain closed for 30-minutes after each occurrence.
9. Outside food and coolers are prohibited.
10. Gum, glass containers, soap and other material that might create hazardous conditions or interfere with efficient operations of the pools are prohibited in the pool area.
11. Animals are prohibited in the pool area.
12. Pool water is not suitable for drinking, please avoid swallowing pool water.
13. Children under the age of 12 are not allowed in the hot tub, steam room or sauna. The IDPH recommends that children ages 12 to 15 be accompanied by an adult when using the hot tub, steam room or sauna.
14. Outside of Centegra Health Bridge Fitness Center programming, children under the age of 12 are not permitted in the lap pool.
15. Children ages 7 and younger must be accompanied by an adult and remain within arm's reach at all times.
16. All children younger than 4 must wear a swim diaper and a swimsuit regardless of toilet training. No cloth or disposable diapers are allowed. Swim diapers are available for purchase at the concierge and concession stand.
17. Appropriate swimwear, as determined by our family-friendly facility, must be worn at all times. No street clothes may be worn in the pools.
18. U.S. Coast Guard-approved life jackets are the only flotation device permitted and must have USCG-approved markings. Rafts, water wings, mermaid tails, inflatables or inner tubes of any kind are prohibited.
19. Toys such as water torpedoes, kickboards, hard balls, snorkels and masks or any other toys deemed dangerous are prohibited.
20. Foul or abusive language is not tolerated.
21. Diving in any area of the pool is prohibited.
22. Jumping forward into the pool feet first is permitted. Spinning or flipping while jumping is not permitted at any time.

23. Horseplay such as dunking, pushing and splashing is not permitted. Please be courteous to others at all times.
24. Spitting and spouting of water, nose-blowing or actions otherwise introducing contamination into the pool is prohibited.
25. Showering thoroughly before entering the pool is encouraged.
26. Admission to the pool shall 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 aquatics manager or head guard.
27. Please do not engage the lifeguard in unnecessary conversation.
28. 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 lanes are being used at the same time.
29. Lane ropes are designed to divide the pool into usable sections; do not sit or hang on the lane ropes. Patrons should not move lane ropes on their own, please ask an instructor or lifeguard if a lane rope needs to be moved.
30. Outdoor pool passes are not refundable or transferrable.
31. All guests must present a signed waiver by a parent or guardian and have a photo ID if applicable.

Pool Slide Rules

1. Riders must stay on their backs, feet first the entire way down the slide.
2. Life jackets and flotation devices of any kind, goggles and swim attire with metal rivets or adornments may not be worn when riding the water slide.
3. Children must be able to swim to the side after going down the water slide. Adults are not allowed to catch children at the bottom.
4. Patrons must be at least 42" tall to ride the slide at the Huntley indoor pool and 48" tall to ride the slide at the Huntley outdoor pool. Single riders only.
5. Patrons must be at least 42" tall to ride the slide at the Crystal Lake outdoor pool. Single riders only.
6. It is suggested that children be able to walk to go down the blue slides at the Huntley indoor pool alone. Parents must be watching their children at all times on all parts of the pool play structures.

Outdoor Pool Rules

1. Stamps or wristbands must be visible and worn at all times.
2. Concessions food must be consumed in the designated picnic table areas only.
3. Towels from the locker rooms may not be used at the outdoor pool; please bring your own towels.

4. Outdoor pool guests must be accompanied by a CHBFC member. Guests under the age of 18 are required to have a waiver signed by a parent/guardian. A guest fee is required for all guests ages 12 months and older.
5. Swimming is prohibited in the lazy river; riders must be in an inner tube at all times holding the handles on top of the tube. Jumping into tubes is prohibited.
6. A maximum of five (5) people at a time are allowed in the vortex. Swimming is prohibited in the vortex; you must remain in an inner tube at all times holding the handles on top of the tube. Jumping into tubes is prohibited.

Family Fitness Time

1. During Family Fitness Time, members may bring up to four (4) guests, including their spouse or partner and persons under the age of 18, to use the designated areas of the fitness center. See the concierge for details.
2. Adult supervision is required at all times for children under the age of 12.
3. During Family Fitness Time children under the age of 12 may use the same gender locker room with their parent or guardian.
4. Pick-up basketball games are prohibited during Family Fitness Time.
5. Children under the age of 12 are allowed on the racquetball court during Family Fitness Time only and must be supervised by an adult.
6. In Crystal Lake only, children under the age of 12 are allowed on the track during Family Fitness time. In Huntley, children under the age of 12 are not permitted on the track at any time.
7. Children under the age of 12 are not permitted on the fitness floor during Family Fitness Time.
8. Family Fitness Time hours may vary and are subject to change at any time.

Fitness Floor

1. Children under the age of 12 may not use the fitness floor at any time.
2. Gym bags, purses, powdered chalk and food are not permitted on the fitness floor. Water and sports drinks are permitted.
3. Members and guests are responsible for wiping down equipment with a disinfectant wipe after each individual use.
4. Members and guests must re-rack their own weights and return fitness equipment to the proper storage area.
5. Members and guests are not allowed to remove equipment from the fitness floor.
6. Excessive dropping of free weights or unsafe use of the fitness equipment is prohibited.
7. Members and guests are asked to use common courtesy by sharing equipment.
8. Personal training performed by non-CHBFC trainers in the facility is strictly prohibited.

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

Group Fitness

1. Only CHBFC equipment is permitted in the group fitness studios with the exception of yoga mats and boxing gloves.
2. Gym bags and purses are not allowed in the studios.
3. CHBFC is not liable for any items brought or left in the studios.
4. For safety purposes, handheld/free weights are not permitted for use during the aerobic segment of any class unless specified by the instructor.
5. Les Mills™ BODYPUMP equipment is to be used only during Les Mills™ BODYPUMP classes.
6. CHBFC staff, including managers and fitness instructors, are the only personnel permitted to operate the sound systems in each studio at any time.
7. All equipment must be wiped down and returned to the proper storage area and/or position after use.
8. Keep conversations (both verbal and texting) outside the studios.
9. Members and guests waiting for the next class to start are permitted to wait outside the studio prior to the beginning of the next class. Please allow participants in the class that is ending to exit the studio first.
10. Studios may only be used by members and guests when under the instruction of an instructor or trainer.
11. Classes and instructors are subject to change.
12. Several classes require a pass to reserve your place; these classes are listed on the group fitness schedule and are marked with an "S." You may get a pass from the front desk 30 minutes prior to the start of class.

KidZone

1. Children from 4 months to 11 years old may use KidZone for up to three hours, except for events that specify otherwise.
2. Parents/Guardians must remain on the premises while their child uses KidZone unless an event specifies otherwise.
3. Guests are welcome in KidZone provided they have paid the appropriate guest fee at the front desk and have been properly checked in with a member.
4. Premiere members receive complimentary use of KidZone for children living in their household.
5. Membership cards are required at check in. All children must be signed in and out from 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.

6. Please make sure that all children's items and diaper bags are clearly labeled. Please document any special instructions on a name label and adhere to your child's back.
7. Strollers are only allowed in KidZone and the lobby.
8. Tennis shoes are required for court play and are recommended for all children while in KidZone.
9. Please discourage your child from bringing any personal items into KidZone. We do not accept responsibility for items left behind, lost, stolen or damaged.
10. Outside food is not permitted in the KidZone area. Please label any water bottles or toddler cups.
11. Sick children are not permitted in 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 KidZone if their child shows any signs of illness.
12. Children are expected to adhere to the rules set by 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 KidZone.

Open Gym

1. No activity may occupy the entire gym floor unless everyone present is participating.
2. All players must have consideration for all members and activities on gym floor during open gym. Any arguments, use of foul language or unsportsmanlike conduct will not be tolerated and may result in termination of membership.
3. Children under the age of 12 are not permitted courtside during adult games.
4. Hanging on the basketball rims is not permitted.
5. Volleyball will be available during scheduled times.
6. During open basketball, games are played to 11 points. Games are won by two points with a 15-point cap. Teams may play up to two consecutive wins and then must allow the next two teams to play. Shirts must be worn when off the court. Majority rules for half or full court games. You must be at least 16 years old to participate in an adult pick-up game.
7. During open pickle ball, games are played to 11 and won by two points. If more players are present than open play can accommodate, non-winning players must rotate out after a two-game maximum to let others play. Open play setup facilitates the following number of players at a time: 12 players in Huntley and 8 players in Crystal Lake. All pickle ball equipment must remain in the gym. Balls and paddles can be checked out at the tennis desk in Huntley or at the front desk in Crystal Lake.

Program/Class Registration Policies

1. A master waiver must be completed and signed prior to participation in any program or class.

2. In some cases, a minimum number of participants in a program or class may be required.
3. CHBFC reserves the right to cancel or consolidate any class or program.
4. Make-Up Policy: When a participant is enrolled in a class, a space is reserved. There are no credits or refunds for missed classes. Missed classes must be made up within the session with leadership approval, make-up classes do not carry over from session to session. If you notify the instructor in advance that a class will be missed, we will do our best to accommodate if there is a similar class with an available space. For tennis and swim lessons, only one make-up lesson is allowed per session.
5. Refund Policy:
 - a. Private Lessons: All participants will be charged the full price of their privately-scheduled lesson, consultation or class if cancelled less than 24 hours before the class/lesson; this includes, but is not limited to private swim lessons, private tennis lessons, personal training, Pilates and nutrition services.
 - b. Group/Session Lessons: All session classes/programs will be refunded if cancelled one (1) week prior to the start of the class/program. Cancellations made less than one (1) week in advance will not receive a refund unless accompanied by a medical note. Upon receipt of note, a refund will be granted for any remaining classes.
6. 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.
7. All participants who are not members of CHBFC must exit the building at the conclusion of each class/program. If non-members wish to work out before or after the designated class/program, the appropriate guest fee must be paid at the front desk. All guests are expected to adhere to facility policies.
8. Registration for leagues and advanced-level classes must have approval by the department manager or instructor.
9. Drop-ins may be allowed if there is space available in that class. The fee will be equivalent to one day of class. Additional drop-in fees may apply.

Racquetball

1. We recommend protective eyewear 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. 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.
5. Black-soled shoes are not allowed on the racquetball courts.

Tennis

1. Courts may be reserved for rental in-person or over the phone (courts will not be reserved by leaving a phone message). Cancellations must be made no less than 3 hours in advance.
2. Premiere members may book rentals three (3) days in advance and Classic members may book two (2) days in advance. Members who fail to cancel at least 3 hours before their scheduled court time will be charged the standard court fee; this includes Premiere members.
3. Only members may secure court rentals. Non-members may play if there is at least one member on the court. Non-members will incur a \$20 guest fee in addition to their portion of the standard court fees. The guest fee may be waived if a non-member is using a guest pass.
4. A minimum of two players' names is required to secure a court.
5. Singles, doubles or ball machine may be rented by the half hour, up to a maximum of one and a half hours per day. The ball machine can only be used when the tennis desk is open.
6. Members may not be the host (the person reserving the court) on more than one court rental per day.
7. Anyone playing on more than one rental per day will be charged the standard court fees for the additional court time; this includes Premiere members.
8. If you are more than 10 minutes late for your court rental or tennis program and have not contacted us, your court may be reassigned to walk-on players. If reassigned, you will not be charged court fees.
9. Players who are more than 5 minutes late to cardio tennis will forfeit their spot.
10. Outside of CHBFC programming, children under the age of 12 are permitted on the tennis courts only under the direct supervision of a parent/guardian and will incur court fees based on their parent's membership type.
11. All players must check in and pay any court fees owed before entering the court.
12. Tennis courts may be reserved for rental for tennis play only. They may not be used for any other types of sports, running drills, etc. 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.