



Fitness Center Handbook



WELCOME

You have taken an important step towards enhancing your health and well-being. There are many ways the Niles Family Fitness Center can positively impact the quality of your life.

At the Niles Family Fitness Center, we believe that our Fitness Center is unique in its commitment to meeting each member's, participant's or guest's personal needs. Our progressive fitness environment, comprehensive programs and certified professionals will assist you in reaching and maintaining your health and fitness goals.

This handbook is intended to provide you the information you need to have an enjoyable and safe experience. We want you to experience all of the courtesies, comforts, privileges and services you deserve. Our team will maintain and oversee these policies for your benefit and for the benefit of all our members, participants and guests.

This handbook features key policies and procedures of the Fitness Center, but it is not meant to be a complete list. We may change policies as necessary and appropriate based on health and fitness considerations and guidelines and to benefit all members, participants and guests. The Niles Family Fitness Center team is happy to explain any of the policies and procedures contained in this handbook at your convenience.

From all of us at the Niles Family Fitness Center, we hope that your membership experience will result in a healthier mind and body for many years to come!

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PROPER ATTIRE, CONDUCT AND FACILITY EXPECTATIONS

Please wear athletic attire appropriate for the space in all areas of and at all times when using the facility. The standards include shirts, shorts, sweatpants and athletic shoes on the fitness floor and in the group exercise studios. In addition, swimming attire is required in the pool. Open-toed shoes or sandals are not permitted on the fitness floor. Bare feet are allowed only in locker room and aquatic areas. The use of shower sandals in the locker room and pool areas is recommended. The Niles Family Fitness Center reserves the right, in its sole discretion, to determine what is appropriate attire and appropriate member, participant and guest conduct. The Niles Family Fitness Center reserves the right to revoke membership privileges based on improper conduct or behavior that might interfere with others' use and enjoyment of the facility, or behavior otherwise contrary to orderly Fitness Center operations and is at the sole discretion of the Fitness Center.

If you have experienced symptoms of communicable illness, including but not limited to, a fever, runny nose, cough, sore throat, sneezing, diarrhea or vomiting, please stay home until your symptoms have subsided. Fitness Center policy states those entering the facility should use discretion and be 24 hours without fever and otherwise symptom-free prior to entering the facility.

MEMBER SERVICES

Our Member Services team is here to assist our members, participants and guests in any way possible. Please visit our Member Services desk if you have questions or concerns so we can provide you with the best possible experience. Member Services can assist with membership-related issues, program enrollment and scheduling, Fit Shop purchases and member, participant and guest feedback. In addition, comment cards are located at the Member Services desk or on our website at nilesfitness.com/virtual-comment-card/ to provide additional opportunities for members, participants and guests to communicate to Fitness Center management in a written form.

We encourage you to meet with our Member Services Manager or Fitness Center Director whenever you have a concern.

FITNESS CENTER TERMS AND CONDITIONS

All members, participants and guests shall comply with this Fitness Center Handbook and any and all Niles Family Fitness Center Terms and Conditions. The rules contained herein are not inclusive. Amendments to the Niles Family Fitness Center Handbook, Terms and Conditions and Rules and Regulations may be made from time to time as necessary. The decision of the Niles Family Fitness Center shall be final regarding the interpretation of the Niles Family Fitness Center Handbook, Terms, Conditions, Rules and Regulations.

Monthly dues shall continue regardless of use. Please note that all membership cancellations require an advance written notice. Members will be responsible for all applicable dues and fees during the cancellation period. Please refer to Right to Cancel Membership on page 8 of this handbook.

FITNESS CENTER MOBILE APP

Everyone has access to the Fitness Center mobile app. To download, simply search '**URFitAP - Niles**' in the App Store on your iPhone or Google Play™ on your Android. This app will give you easy access to the people and programs that keep you healthy. Check in with a virtual membership card, view our schedule, stay up to date with announcements and notifications, access our virtual programming offerings and so much more. See a Member Services Associate for more information or assistance.

YOUR MEMBERSHIP ACCOUNT

All members' personal, financial and health-related information is strictly confidential and may require updating from time to time. The Niles Family Fitness Center utilizes different methods to settle your account depending on the type of membership. Electronic Funds Transfer (EFT) or prepayment is used for all membership types via MasterCard, Visa or Discover or the bank draft method of payment.

MEMBER SELF-SERVICE PORTAL

The Member Self-Service Portal is an online tool members can use to update their personal contact information and billing Form of payment, review check-in and account history and make online payments. Please see a Member Services representative for more information or assistance.

ACCOUNT SETTLEMENT METHODS

Once you provide your account information and authorization, we'll automatically debit the pre-defined accounts for the appropriate monthly dues and house charges as designated in any program or the membership agreement. The Niles Family Fitness Center reserves the right to refuse entry to any member whose account has not been settled.

Any questions regarding membership accounts may be directed to the Niles Family Fitness Center Member Services Department.

HOUSE CHARGE

The Niles Family Fitness Center provides house charge privileges for members' convenience. House charges allow members to use their membership card to bill products and services to their Fitness Center account. Settlement of house charge accounts occurs via EFT at the beginning of each month for the previous month's charges. Membership accounts with dues settlement methods other than EFT will be required to provide the Member Services Department with the account information necessary to allow for EFT collection of house charges. For more information and to establish your house charge account, please stop by Member Services at your convenience.

GUEST POLICY

Members are welcome to bring a guest anytime unless prohibited by the Fitness Center for security and/or health-related reasons. Individual guests are limited to the number of visits determined by Fitness Center policy. The Niles Family Fitness Center reserves the right to require all guests to complete and sign a guest registration card. Each guest must:

- Present a valid Niles Family Fitness Center guest pass or pay a guest fee per visit.
- Be 18 years of age or accompanied by a parent or guardian if under the age of 17.
- Present a driver's license or valid form of identification.
- Complete and sign a guest registration and waiver.

MEMBERSHIP OPTIONS

Additional family members on any membership account must reside at the same address. Month-to-month and annual membership payment options are available, along with 1-month and 3-month membership choices. Please contact a Member Services Associate for additional information.

AGE REQUIREMENTS

At the Niles Family Fitness Center, memberships are available for individuals aged 3 and older. Starting at age 10, they are free to participate in activities like basketball or swimming independently. Those aged 9 and younger must be accompanied by someone aged 14 or older. Members and guests must be 14 years or older to access the Fitness Floor.

SENIOR MEMBERSHIP

Senior memberships for those 62 years or older are available at a reduced rate.

MEMBERSHIP CHANGES

To Upgrade

To add a family member to an existing membership, please contact a Member Services Associate. Additional family members must reside at the same address and be age appropriate based on Fitness Center policy.

To Downgrade

To cancel or remove a family member from a membership account, please provide a request in writing. Members may downgrade their membership at any time without a fee; however, members must provide advance written notice.

RIGHT TO CANCEL MEMBERSHIP

Members may cancel their membership agreements without penalty within three business days after your initial agreement signing with a full refund. All membership cancellations after this period require advanced notice of the intent to cancel using one of the following methods:

1. In person at the Member Services desk.
2. By certified or registered mail delivered to Niles Family Fitness Center, 987 Civic Center Dr., Niles, IL 60714
3. By emailing the center at fitnesscenter@vniles.com
4. Via the fitness center's website should membership enrollment have been entered into online at www.nilesfitness.com.

If written notice is received by the 20th of the month, membership will be terminated at the end of that month. If received after the 20th of the month, membership will be terminated at the end of the following month. Members are responsible for paying their monthly dues for the period until cancellation becomes effective. Members are also responsible for paying all of their unpaid house charges. It's important to note that if a person has purchased or prepaid for an annual membership and chooses to cancel, there is a \$100 cancellation fee, and a refund will be prorated.

MEMBERSHIP HOLD

Members can place their memberships on hold in accordance with the following restrictions:

Medical Freeze

- Members must provide written authorization from member's doctor indicating the inability to use the facility within 60 days of the event. Upon return, the member must provide written authorization from his or her physician to resume facility use.
- Medical freezes are honored for a minimum of 1 month and a maximum of 6 months.
- Members on an approved medical freeze will have their dues suspended if paying monthly, or their membership expiration date extended for yearly or paid-in-full memberships.

Membership Bridge

- Requests must be submitted in writing by the 20th of the month prior to the bridge start date.
- Bridges are honored in full month increments for a minimum of 1 month and a maximum of 6 months and must begin on the 1st day of a month. Backdated bridge requests will not be accepted, and retro bridge credits will not be issued.
- Members on an approved bridge will have their dues suspended if paying monthly, or their membership expiration date extended for yearly or paid-in-full memberships.
- Multiple bridge requests may be submitted, however total bridge duration cannot exceed 6 months in a calendar year.

All membership hold requests must be submitted in writing and are subject to approval. To be eligible for a membership hold, the account must be current with no past-due balance and a valid payment method on file. A membership hold is not a cancellation. Your membership will automatically resume at the end of the bridge or freeze period. A member may not use the facility during the membership hold period.

For more information, please visit the Member Services desk.

MONTHLY MEMBERSHIPS

Members on an approved bridge or medical freeze will have their dues portion suspended. A member may not use the facility during the bridged period.

YEARLY OR PAID-IN-FULL MEMBERSHIPS

Yearly or Paid-In-Full members on an approved bridge or medical freeze will have their membership expiration date extended per the Bridge/Medical freeze extension schedule for yearly/paid-in full memberships, not applicable for 3 month memberships.

MEMBER ID CARD AND REPLACEMENT

All members are required to present membership cards upon entrance to the Fitness Center at the Member Services desk. Niles Family Fitness Center membership cards that have been lost or stolen will be replaced through Member Services for an additional fee. The fee for replacement is due upon receiving your card. ID Cards are non-transferable

LOST AND FOUND

The Fitness Center maintains a “Lost and Found.” Inquiries can be made at the Member Services desk. Members, participants and guests may turn in or claim items. Items will be kept for one month before being donated to charity. Intimate items including underwear, soaps and brushes/combs will be disposed of. The Niles Family Fitness Center is not responsible for lost or stolen items.

FACILITY TOURS

Tours are available at the Member Services desk.

ADDITIONAL SERVICES

Personal Training

The Niles Family Fitness Center offers a variety of personal training services and packages provided by NCCA-certified fitness staff for an additional fee. Contact the Member Services desk for additional information or to schedule an appointment. Only Niles Family Fitness Center trainers are eligible to conduct personal training in the Fitness Center; therefore, members who do not comply with this policy (by participating in and/or providing training for a fee) are subject to having their memberships revoked.

Private Swim Lessons

The Niles Family Fitness Center offers private and semi-private swim lessons for members and non-members, for both children and adults. Our professional instructors can help both first-time and experienced swimmers improve their skills.

Group Swim Lessons

The Niles Family Fitness Center provides a range of group swim lessons, catering to various skill levels, starting from Parent-Tot classes and progressing to Advanced Skills classes.

Funtastic Children's Programs

The Niles Family Fitness Center hosts several classes geared just for kids. Enjoy a Parent-Tot Gym Class or experience one of the many On My Own Classes. Our trained staff will focus on providing simple directions, fostering socialization, developing gross motor skills, encouraging separation and building self-esteem in a fun and inviting environment where children can learn through play.

Ballet Classes

The Niles Family Fitness Center is proud to offer ballet classes for ages 3 through adults. Taught by the highly qualified Rio Tasia Guillaume, our program provides a welcoming and motivational environment for people of all experience levels.

CANCELLATION POLICY

When cancelling appointments for session-based services, 24 hours' notice is required. Should less than 24 hours' notice be provided, the client will be charged for the scheduled service.

Please note: All sessions, punch cards and passes expire one year from date of purchase unless otherwise indicated.

FITNESS ASSESSMENT

The BodyScript™ Body Composition Analyzer features near-infrared technology that provides accurate Gold Standard body measurements for muscle, fat and water. No need to remove shoes or socks. No meal or beverage restrictions. Please see a Fitness Specialist at the Fitness Desk to schedule your first fitness assessment and introduction to the BodyScript™ system. Afterward, you can test at any time of day.

GROUP EXERCISE

The Niles Family Fitness Center provides a wide range of land and aquatic group exercise programs. Schedules are available at the Member Service desk and on our website. Class participants should arrive on time to avoid disrupting others and to get maximum benefit from the warm-up. The schedule features group exercise classes, distinguishing between those included with membership and specialty classes that require an additional fee. The Niles Family Fitness Center reserves the right to change class times and instructors and to add or remove classes.

The Fitness Center reserves the right to limit the number of participants in each class for the safety (health and wellness) of our members, participants, guests and staff. Everyone is expected to wipe down equipment both before and after use in a group exercise studio.

The Fitness Center reserves the right to close the group exercise area for health and wellness reasons at its sole discretion.

AQUATICS

A variety of aquatic programs and pool areas are available for member, participant and guest use. Health department standards encourage members, participants and guests to shower with soap and water before use of any pool, sauna or hot tub. Members, participants and guests must follow all posted rules and regulations. Proper swim attire is required in the pool. The use of swim sandals in the aquatics area and locker room is recommended. Please refrain from wearing fragrances while using the pool.

Lap lanes should be shared during peak hours. The proper lap swimming etiquette is to “circle swim” using a counter-clockwise rotation of the lane in use. If all lanes are being used to full capacity, it is requested that members, participants and guests be courteous and restrict their workouts to a reasonable time frame. The Fitness Center reserves the right to limit the number of participants in the swim lanes and pool for the safety (health and wellness) of our members, participants, guests and staff.

Pools will be closed annually for mandatory maintenance and cleaning. Additionally, please note that the hot tub undergoes draining and cleaning every Wednesday night.

The Fitness Center reserves the right to close the area for health and wellness reasons at its sole discretion.

FAMILY OPEN SWIM

The Fitness Center provides Family Swim times for both members and the public, with a daily drop-in fee applicable to non-members. You can find the schedule conveniently located at the Member Services desk and online for quick reference. During holidays, we extend our availability to accommodate more participants.

For the safety of all attendees, the use of flotation devices like puddle jumpers, water wings or life jackets is not permitted during Family Swim. The Fitness Center reserves the right to close the pool for health and wellness reasons at its sole discretion. We thank you for your cooperation in ensuring a secure and enjoyable environment for everyone involved.

PLAYROOM CHILD CARE

Playroom Child Care is a supervised child activity area where children enjoy a fun experience while their parents or grandparents are using the facility. Children receive quality care in a safe, kid-friendly atmosphere.

For members' children and grandchildren ages 3 months to 10 years old.

- Limit one visit per day, per child, up to two hours per visit.
- Parents or guardians must remain on the Niles Family Fitness Center's premises while a child is in the Playroom Child Care area.
- For children under the age of 1, we ask that parents bring an infant carrier.

The Fitness Center reserves the right to close the area for health and wellness reasons at its sole discretion.

GYMNASIUM

Shirts are required at all times in the gymnasium. Our gymnasium is available for basketball, volleyball (limited to rentals and birthday parties), pickleball on select days and times and various Fitness Center activities. Please refer to the posted schedule in gymnasium for availability. The Fitness Center reserves the right to close the area for health and wellness reasons at its sole discretion.

TRACK

Please read the track signs carefully and comply with the direction designated for the day; a sign is located at the entrance to the track. As a matter of safety, please do not stand and converse in any lane of the track. Walk in the inside lanes and run in the outside lanes. Yield right of way to others using the track at a higher pace. The Fitness Center reserves the right to close the area for health and wellness reasons at its sole discretion.

SAUNA

A sauna is located on the pool deck to enhance your fitness experience. No shaving or use of scents, oils or creams in these areas. Appropriate attire should be worn (street shoes and full clothing are not allowed in the sauna). The Fitness Center reserves the right to close the sauna for health and wellness reasons at its sole discretion.

LOCKER ROOMS

At the Niles Family Fitness Center, we provide lockers for our members, participants and guests on a 'per use' basis. Members, participants and guests are required to bring their own locks or can conveniently purchase one at the Member Services desk. We ask that you empty the locker of its contents after each visit to the Fitness Center. For your convenience and security, please ensure you have a lock for your locker.

Our locker rooms are thoughtfully equipped with amenities such as body wash/shampoo combo in every shower and hair dryers to enhance your overall experience.

Please help us maintain the cleanliness of the locker rooms by wiping down benches, chairs, stools, counters, etc., before and after each use. Your cooperation ensures a pleasant and hygienic environment for everyone.

The Fitness Center reserves the right to close the area for health and wellness reasons at its sole discretion.

Family Locker Rooms

The family locker room is intended to be used by members, participants and guests who bring their children or grandchildren of the opposite sex into the Fitness Center for swim lessons. It may also be used for members, participants or guests who need additional assistance and may be with a caregiver. It is not intended to be used in lieu of the adult locker rooms by members, participants or guests.

- Be respectful of other members, participants and guests when using the family locker room; nudity is not permitted in the common area of the family locker room.
- Adult supervision is necessary for the safety of all children when using the Fitness Center.
- When using the individual changing rooms, locking the door will ensure your privacy.

The Fitness Center reserves the right to close the area for health and wellness reasons at its sole discretion.

FIT SHOP

The Fit Shop offers a wide selection of athletic equipment, swim and sports apparel. The Fit Shop is open to members as well as the general public. Purchases may be made at the Member Services desk.

CELL PHONE/PHOTOGRAPHY/VIDEOGRAPHY

As a courtesy to fellow members, participants and guests and for your own safety, talking on cell phones is discouraged in the facility. Please use lobby areas to make and receive cell phone calls.

Photography and videography are strictly prohibited in the Niles Family Fitness Center unless the Fitness Center Director has granted authorization. Multiple offenses of this policy can result in loss of membership privileges.

TOBACCO, ALCOHOL, CONTROLLED SUBSTANCES AND WEAPONS

The Niles Family Fitness Center is a designated smoke-free environment. Smoking cigarettes, pipes, cigars or use of any other tobacco product including vape or e-cigarettes is not allowed. Alcohol and drugs are NOT permitted on the premises. Weapons including guns, knives, explosives or any other items with potential to inflict harm are not allowed on the premises. Appropriate action will be taken against any member, participant or guest who violates this policy.

MEMBER, PARTICIPANT AND GUEST ETIQUETTE

Please abide by the basic rule of “courtesy to and safety of your fellow members, participants and guests.” Please also refer to the signs posted on the fitness floor and located around the Fitness Center for details.

General

- Avoid the use of strong-smelling colognes, perfumes or lotions.
- Please use clean athletic shoes to keep the Fitness Center and equipment clean for others.
- Food is prohibited outside the lobby area. Beverages must be stored in a plastic, glass, or metal bottle with a secure top.
- Food is prohibited in the locker rooms.
- For the safety of personal belongings, including but not limited to cash, credit cards and jewelry, it is essential to ensure they are never left unattended.
- If you have experienced symptoms of communicable illness, including but not limited to a fever, runny nose, cough, sore throat or sneezing, please stay home until your symptoms have subsided. Fitness Center policy states those entering the facility should use discretion and be 24 hours without fever prior to entering the facility.

Safety and Wellness

At the Niles Family Fitness Center, we view safety and wellness as a “team sport.” By using the Fitness Center, you acknowledge that it is impossible to completely eliminate the risk of injury, illness, disease and viruses and you assume the risk that you might get ill or sick when using communal space. To help stop the spread of germs, please review and act in accordance with CDC guidelines:

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Throw used tissues in the trash.
- If you don't have a tissue, cough or sneeze into your elbow, not your hands.
- Remember to immediately wash your hands after blowing your nose, coughing or sneezing.
- Washing your hands is one of the most effective ways to prevent yourself and your loved ones from getting sick, especially at key times when you are likely to get and spread germs.
- Wash your hands with soap and water for at least 20 seconds.
- If soap and water are not readily available, use an alcohol-based hand sanitizer that contains at least 60% alcohol to clean hands.

Fitness Floor

- Limit time on any cardio equipment piece to 30 minutes during peak times.
- Limit use of circuit training equipment to one set per machine when others are waiting and allow others to “work in” with you.
- Use the disinfecting wipes provided in the exercise areas to remove perspiration from equipment before and after each use; disinfectant wipes are available throughout the fitness area.
- When vacating the equipment, please remove all personal belongings.
- Please re-rack your free weights after use and avoid dropping weights and dumbbells on the floor.
- Children under the age of 14 are prohibited from the fitness floor and stairs leading to the fitness floor for safety reasons; please use the elevator if escorting children to another level.
- Please do not leave treadmills running unattended; if you must leave the treadmill, please use the pause button to temporarily halt the treadmill belt.

Locker Room

- Please assist us in keeping the locker rooms clean.
- Eating and storage of perishable items is not permitted in the locker rooms at any time and lockers must be emptied of contents after each visit to the Fitness Center.
- Please discard all dirty towels and trash in the appropriately marked receptacles.
- Street shoes are not permitted in the shower areas.
- Fingernail cutting, toenail cutting and exfoliating are prohibited in the locker room.
- Hair cutting and coloring are prohibited in the locker rooms.
- Cell phone or tablet use is strictly prohibited in the locker rooms.

ASSISTANCE

If you have any questions or need assistance on the fitness floor, feel free to ask one of the Fitness Team members wearing Niles Family Fitness Center staff apparel.

Personal trainers provide a one-on-one service and should not be interrupted unless there is an emergency.

USEFUL PHONE NUMBERS

Member Services Desk	847.588.8400
Member Services Coordinator	847.588.8415
Aquatics Coordinator	847.588.8413
Fitness/Group Exercise Coordinator	847.588.8410
Fitness Center Director	847.588.8401

HOURS OF OPERATION

Fitness Center

Monday-Thursday	5:30 a.m.-9:30 p.m.
Friday	5:30 a.m.-8 p.m.
Saturday and Sunday	7 a.m.-4 p.m.

Playroom Child Care

Monday-Saturday	8:30 a.m.-12:30 p.m. (Daytime hours)
Tuesday-Thursday	5 p.m.-7 p.m. (Evening hours)
Sunday	CLOSED



NILES
FAMILY FITNESS
CENTER

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