

Shannon Health Club

Member Handbook



SHANNON
HEALTH CLUB

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Dear Members,

On behalf of our team, I would like to welcome you to Shannon Health Club! You have joined much more than just a “gym”; you have joined a health, fitness, and wellness community. Our highly qualified and energetic staff are dedicated to helping you achieve optimal health in a well-maintained, comfortable setting. I encourage you to try all our amenities, but especially our group exercise classes. We proudly offer 75 “live” classes weekly and 30 “virtually” within our club walls. We partner with Les Mills and Silver Sneakers to provide the latest innovations for all ages and stages of fitness! For those looking for a medical fitness class to get back into the swing of things, we are partnered with Cooper Clinic to offer Cooper Tracks, a physician-referred, 8-week program.

I’m confident you’ll find the environment here to be friendly, unique, and inspiring. We look forward to seeing you around the club and helping you improve your health, fitness, and quality of life.

Yours in health,

Laura Moore
Director, Shannon Health Club

RELATIONSHIP WITH SHANNON MEDICAL CENTER

Shannon Health Club (SHC) is owned and operated by Shannon Medical Center. This relationship is significant and impacts everything we do. Like every other department of Shannon, our goals, regulations, financial resources, and policies are closely integrated with and influenced by those of the entire Shannon Health System. To better understand our mission, policies, resources, and limitations, it is important to understand how integral this relationship is to our existence and success.

VISION AND MISSION

VISION: Shannon Health Club is the trusted provider of fitness and wellness services in San Angelo.

MISSION: Shannon Health Club strives to provide exceptional service to our members.

HOW TO CONTACT US

While we hope the membership handbook will answer many of your questions about Shannon Health Club, we invite you to explore other avenues if you would like more current or detailed information. This handbook is necessarily limited in space and cannot be updated frequently enough to be always 100% current.

There are several ways to contact us. For general information about programs and services or to find additional contact information, please contact our front desk at (325) 747-2582. If you have billing, membership or service inquiries, the front desk team member can either answer your question directly or connect you with the appropriate resource to assist you. Although it is not possible to keep the information current daily, much of the same information can be found at www.shannonhealthclub.com. Our members have access to our app; after you have downloaded the app, contact the front desk to get your access code. The app has your check in barcode, billing portal, class schedules, and much more!

Our mailing and street address is:

**Shannon Health Club
3336 W. Loop 306
San Angelo, TX 76904**

Email: Lauramoore@shannonhealth.org

SECTION II – HOURS OF OPERATION

SHANNON HEALTH CLUB HOURS

Regular Hours

Monday – Thursday 5:00 am – 10:30 pm
Friday 5:00 am – 8:00 pm
Saturday 8:00 am – 7:00 pm
Sunday 12:00 pm – 7:00 pm

Hours of operation are subject to change based upon facility utilization patterns. Members should end their workout 15 minutes prior to closing time. The pool closes 15 minutes prior to facility closing time daily. The building, including locker rooms, must be vacated by all patrons no later than the posted closing time.

Hours are also subject to change for inclement weather or safety concerns.

HOLIDAY HOURS AND CLOSURES

Shannon Health Club is closed on New Year's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. The club may close or have altered hours the day before or after these holidays. Please check with Shannon Health Club front desk for details or check our Facebook page.

CHILDCARE HOURS

Regular Hours

Monday – Friday 8:00 am – 1:15 pm & 4:00 pm – 7:30 pm
Saturday 8:00 am – 12:00 pm
Sunday 3:00 pm – 6:15 pm

The Childcare area will close early if no children are present 15 minutes before closing time.

Childcare Holiday Hours

The Childcare area is subject to reduced hours and closures in accordance with Shannon Health Club holiday hours. Please see the front desk or Facebook for updates.

SECTION III – CLUB POLICIES

SHANNON HEALTH CLUB (SHC) RESERVES THE RIGHT TO REFUSE SERVICE TO ANYONE

ALL MEMBERS ARE REQUIRED TO HAVE THEIR PHOTO ON RECORD

This is a security measure to allow us to know the identity of the person using a particular barcode. We have had issues with people sharing barcodes in the past. We also use photos in the event of an emergency and for other safety and security reasons. Refusal of adding photo will result in member being required to show their photo identification at the time of each check in.

MEMBERSHIP KEY TAGS/BAR CODES

Each member 12 years of age or older will receive a key tag/barcode. This key tag/club app barcode should be used to check in to the facility. Only the person assigned to that barcode is entitled to use it.

CHECK IN

Please check in at the front desk by scanning your member bar code with our mobile app or with your key tag. Members under the age of 12 are not issued key tags but are required to check in at our childcare area or remain with a parent or legal guardian in areas other than fitness floors or studios. Please be patient while our staff ensures you and the members present on your account are properly checked in. No one will be allowed in SHC without appropriate identification or payment.

MOBILE DEVICES

As a courtesy to others, we request that you limit talking loudly on your mobile phone and avoid using speakerphone to talk, play music, watch videos, etc. Use headphones.

LOCKER ROOMS

SHC policy prohibits children over the age of 5 entering or using the locker room of the opposite gender. For example, a boy over the age of 5 may not enter the women's locker room and a girl over the age of 5 may not enter the men's locker room. Please supervise your child. We have 2 individual restrooms available in the yoga hallway.

We are not responsible for items left in the locker rooms including items left in lockers.

Items left in non-rented lockers overnight will be removed and placed in our lost and found area.

We provide secure lockers for day use in both locker rooms. Padlocks are not needed as members can set their own codes. Please contact the front desk for assistance with operating the lockers.

Lockers may be rented for storage of personal items for a monthly fee on a first-come, first-serve basis. Check at the front desk for availability. SHC reserves the rights to open any locker at any time. Please do not store our towels in your locker.

As a courtesy to others, please limit your showering time, and do not store personal belongings in the shower stalls.

Please be sensitive to others regarding nudity in the locker rooms. Cover yourself or wear a swimsuit in saunas. Remove shoes which have been worn outside before entering the saunas or showers. Please shower before using the steam saunas.

TOWELS

SHC provides up to 2 towels per day, to our members. To avoid towel shortages, please only use as many towels as absolutely needed. Please return your towels to a designated towel drop. Towels are property of SHC and should not leave the facility. We reserve the right to remove towels from lockers.

ATTIRE

Members should wear appropriate workout attire for their specific activity. Undergarments are not permitted.

A shirt/top and shoes must be worn at all times in fitness areas, the childcare area, and outside the pool and locker rooms.

Open-toed shoes are not allowed while exercising on fitness floors. We mandate this according to our liability insurance.

Aqua shoes are strongly recommended in the pool and locker areas.

Appropriate swimming attire is required in the aquatics area. Traditional trunks or shorts for men and a one-piece or modest two-piece suit for women is preferred. A dark shirt and dark shorts are recommended for participants that do not have a swimsuit. Cut-off type shorts and undergarments are not allowed in the pool area.

Participants wearing swimsuits must have a proper “cover-up” when outside the pool area. This includes common areas such as the lobby, hallways, fitness areas or group fitness studios.

Children not toilet-trained must wear swim diapers with waterproof pants in the pool. No regular diapers are allowed in the pool.

Swimmers must dry off and wear shirt and shoes before exiting the locker rooms.

LOST & FOUND/VALUABLES

SHC will not be responsible for articles lost, stolen or damaged in the facility or on SHC grounds. You are advised to leave your valuables at home. Do not leave them unsecured within the facility.

Unclaimed lost & found items will be donated to charity monthly. Please ask at the front desk as soon as you realize you have lost something to check our lost and found bin.

SMOKING, TOBACCO AND ALCOHOL USE

SHC is a smoke-free, tobacco-free, drug/illegal substance and alcohol-free environment. This includes chewing tobacco and electronic cigarettes.

FOOD AND DRINK

Food and open-top beverages are not permitted in the fitness areas, pool, or locker rooms. Glass bottles are not allowed.

GUEST POLICY

Guests must fill out a Guest Release at the front desk and pay the guest fee. There is also a guest fee for each child utilizing our childcare or any area in the club.

A parent or legal guardian must sign a Guest Release for all guests under the age of 18 and age-specific guidelines must be observed. Guests under the age of 14 must be accompanied by an adult member or adult registered guest. Please note that minors under the age of 18 whose parent or legal guardian is NOT a member will NOT be admitted. The exception is if the parent/legal guardian has authorized the minor to work with a personal trainer by signing an authorization form.

All guests must follow the age guidelines for use of the facility including those pertaining to parental supervision.

Guests caught sneaking in will not be allowed to use the facility.

Inappropriate behavior or failure to comply with staff requests will result in dismissal from the facility without refund.

Pets are not to be brought in the building except for service animals. We require proof of service animal. Please do not tie up your pet anywhere on the premises.

SPECIAL EVENTS

Announced special events or programs may have precedence in facility usage and we will do our best to notify members in advance.

GROUP USAGE

Groups wanting to use an area of SHC must get approval from management prior to use and make a reservation. Groups may not use an area of SHC which impacts regular member use. Groups may use an area during non-peak times with management approval. Fees may apply.

A group is defined as four or more people using one area participating in an organized activity. The number of persons allowed to participate in a group may vary depending on the area they wish to use and their activity.

OUTSIDE PERSONAL COACHING/TRAINING/INSTRUCTING

Coaches and personal trainers who are not employees of SHC cannot train with their clients on SHC premises for financial gain. Our staff relies on general observation to determine if members are participating in such activity and will approach any members they believe to be in violation of this policy.

EQUIPMENT AND FACILITY MAINTENANCE/CLOSURES

Occasionally, equipment or facility may be marked out of order. SHC reserves the right to periodically close all or part of the facility for necessary repairs and maintenance. When this occurs, the equipment or amenity is not to be accessed. This shall not entitle members to a dues refund of any kind. Please report any equipment malfunction to a staff member. Please respect blocked off areas or equipment for safety reasons.

PHOTOGRAPHY/VIDEO

Member privacy is of the utmost concern of SHC. It is the policy of SHC to take reasonable steps to protect members, guests and staff from unauthorized photography, video and sound recording and transmissions. This includes but is not limited to using social media (Instagram, Facebook, etc.), cameras, mobile phones, computers, and any other type of sound and/or audio equipment to photograph, record or transmit video or still images, with or without sound of any members, guest or employee while on the premises of SHC.

All persons on SHC premises are prohibited from recording or transmitting any photo, video or voice of any member, guest, or employee while on the premises of SHC without the express consent of the person being photographed, videoed, or recorded. SHC reserves the right to preview photo shoots, to confiscate film or video, or delete digital images that may include individuals not involved in the group activity to insure the privacy of its patrons.

PERSONAL COMPUTING AND ENTERTAINMENT

Some members may prefer to utilize their own personal entertainment or computing devices while in the facility. Such devices may not be secured in any way to fitness equipment, and we prefer they not be connected to SHC electrical outlets at any time. Any audio played through such devices should be exclusively via headphones. Damage to, theft of, or injury to anyone from use of such equipment is the sole responsibility of the owner/user of that equipment. Facility management reserves the right to make final determination about what constitutes proper use of such equipment and members may be asked to remove improperly utilized devices prior to resuming their workouts.

SHC provides a wireless internet connection as a service to our members and guests. The speed and reliability of this service is not guaranteed. We ask that users of this service respect their fellow internet users. Downloading of music or video, commercial use (web servers or file transfers) or viewings of illicit adult pictures or websites is prohibited. Abusers of this service will have their membership revoked.

SOLICITATION/DISTRIBUTION

Literature may not be distributed, nor any solicitation made on the premises without express written consent of SHC. This includes non-hosted parties and events and posting flyers on the premises.

FACILITY SAFETY AND SECURITY

SHC maintains a telephone and overhead paging system, which serves as the foundation of the Emergency Response System, in which all staff are required to participate. An Automatic External Defibrillator (AED) is located next to the elevator on the first floor. First Aid Kits can be found on the first floor, near elevator. There are multiple emergency telephones, fire alarms and fire extinguishers throughout the building and evacuation routes and emergency exits are clearly marked. As an added benefit, the facility and parking lots are equipped with video recording. However, please be advised that these cameras are for security purposes and cannot guarantee user safety. As a condition of employment, every staff member who provides fitness or supervisory duties are required to earn certification in CPR and AED use.

In the event of any emergency, staff will respond accordingly, and members should follow the direction of staff. Members should report any safety or security concerns as well as suspicious behavior to a staff member immediately.

SHC is not responsible for theft or damage to vehicles or their contents. Member and guests should always lock their vehicles in the parking lot and avoid leaving any valuables out in plain view.

INCLEMENT WEATHER

If inclement weather is anticipated to result in hazardous traveling conditions, we may decide to open late, close early or limit services or classes in the interest of member and staff safety. Decisions to open the facility late will be made before the end of the business day. We will also notify members via email and/or social media as possible. A tentative reopening time will be noted in all communications and notifications will again be made when the facility has reopened.

MEMBER COMMUNICATIONS

SHC management and staff utilize several tools to communicate with members. Throughout the building you'll find bulletin boards, directional and promotional signs, printed calendars and schedules, and friendly staff to help you find your way. In addition, we'll use newsletters, our website, e-mails, social media as well as update our phone message accordingly.

PERSONAL TRAINING, MASSAGE & SWIM SERVICE PURCHASES

Personal training, massage and private swim lessons are non-refundable. Unless otherwise noted, these sessions will expire within 6 months of purchase date. It is the responsibility of the member to keep track of their sessions. All sessions will begin and end on time. Any time lost due to tardiness is non-refundable. The professional will wait up to 10 minutes, at which time it is at their discretion to keep the appointment. Clients will be charged for the entire session regardless of the actual duration. Cancellations must be made with a 12-hour notice. Failure to do so will result in forfeiture of the session and member will be charged in full.

PURCHASES

Clothing items may be exchanged within 2 weeks if they haven't been worn. All sales are final.

EQUIPMENT CLEANING

SHC staff clean and sanitize equipment on a regular basis. However, members are expected to and responsible for cleaning their equipment before and after use. Multiple disinfecting wipe dispensers are located throughout the facility to make this process convenient for our members.

PETS/ANIMALS

Pets or animals of any kind are not allowed on the premises except for service animals as defined by the Americans with Disabilities Act. Our staff will inquire about any member presenting with an animal. Service animals are dogs trained to perform a task directly related to a person's disability and may not be left unattended at any time including in the aquatic area. Under the ADA, service animals "in training" do not have the rights of a fully trained service animal. Owners may not use the SHC as a training facility. Animals are not allowed in the pool, hot tub, sauna, or steam room. Emotional support or comfort dogs are not service animals. We reserve the right to remove animals from the premises who become loud, aggressive, or agitated or that appears unhealthy.

SECTION IV – FACILITY POLICIES

AQUATICS, WHIRLPOOL, & SAUNAS

General Pool Policies

The pool is a multi-use area with a schedule that governs member use. This schedule is updated periodically and is posted in the facility and online, for member access.

*Please see updated schedules posted in the club or on our website.

Management reserves the right to close the pool and whirlpool for chemical or mechanical maintenance as well as for inclement weather.

Children 13 and younger may only use the pool during posted kid's swim times, or when participating in a swim lesson with a SHC certified swim coach. Regular diapers are prohibited. Swim diapers are acceptable.

Grandparents are subject to our normal guest fees for their grandchildren, children must be with their parent or legal guardian while in the pool area.

During class times, members are not allowed to be in the pool unless they are actively participating in the class. During classes: Please limit talking to a minimum. This causes disruption and disturbs other members.

Patrons swim at their own risk.

Food and glass containers are not allowed in pool area and deck.

Aquatic class equipment should not be used for recreational purposes and all equipment should be returned to its proper storage place.

Lap swimmers will be allowed to use roped lap lanes during "open swim" times. Patrons may put up or take down ropes. Not all open swim users like to have the rope up. 53 laps = a mile. (1 lap is across and back.)

Any person having a skin disease, communicable disease, incontinence, or who has an open wound, such as a blister or cut will not be allowed in the pool.

Diving, running, horseplay, and yelling/screaming are not allowed. No profanity or inappropriate behavior will be tolerated.

Always enter the pool feet first. Jumping is prohibited. Do not jump on or around other patrons using the pool. Do not hang on ropes, ladders, or chairlift.

Children under the age of 6 must be accompanied in the pool by an adult who is within arm's reach. Children ages 6-13 may use the pool with adult supervision.

Water guns are prohibited.

The lift chair runs on a battery and sometimes is low when not used often. Please call ahead to make sure pool lift will be ready for use.

Modest swimming attire must be worn. Appropriate attire is at the discretion of staff.

Please dry off thoroughly before entering the locker area or lobby area.

Pool temperature will be maintained between 84° and 88° F.

Please shower before entering. This helps maintain a healthy environment.

Pool area should be vacated 10 minutes prior to club closing.

In case of emergency, push the red button on the wall.

Whirlpool Guidelines

For safety reasons, and according to the American Association of Pediatrics, children under the age of 5 are not allowed. Children ages 6-10 may use the whirlpool with adult supervision during kid's swim times. Please limit exposure for safety reasons.

Please limit your time to 10 minutes or less as there is an increased risk for hyperthermia with prolonged use. Cease use if you become faint, light-headed, or dizzy.

Do not use the whirlpool without physician consent if you are pregnant, have heart disease, high blood pressure, are taking blood pressure medication or other medication that may cause drowsiness.

Cool-down after exercise before entering.

Appropriate swimwear is required.

Please shower before entering. This helps maintain a healthy environment.

No shaving is allowed.

Appropriate and respectful behavior is always expected.

Temperature will not exceed 105° F.

Whirlpool should be turned off during class times.

Steam Sauna Guidelines

For safety reasons, children under the age of 8 are not allowed.

Appropriate swimwear or towel is required, no nudity. Please remove shoes which have been worn outside before entering. Please shower before entering. This helps maintain a healthy environment.

Cool-down after exercise before entering.

Shaving is not permitted.

Please limit your time to 10 minutes or less as there is an increased risk for hyperthermia with prolonged use. Cease use if you become faint, light-headed, or dizzy.

Do not use the steam room without physician consent if you are pregnant, have heart disease, high blood pressure, are taking blood pressure medication or other medication that may cause drowsiness.

Temperature will not exceed 110°F.

Dry Sauna Guidelines

For safety reasons, children under the age of 8 are not allowed.

Cool-down after exercise before entering.

Please remove shoes which have worn outside before entering.

Please limit your time to 10 minutes or less as there is an increased risk for hyperthermia with prolonged use. Cease use if you become faint, light-headed, or dizzy.

Do not use the dry sauna without physician consent if you are pregnant, have heart disease, high blood pressure, are taking blood pressure medication or other medication that may cause drowsiness.

Temperature will not exceed 180°F.

SPIN STUDIO

When classes are in session the Spin studio is reserved for participants.

During classes: Please limit talking to a minimum. This causes disruption and disturbs other members.

Children under 12 are not allowed in the Spin Studio. Spin classes are available to members 12 years and older, however, children 12-13 years of age must be accompanied by a parent/guardian.

The Spin studio bikes may be used by members when classes are not in session.

Shoes must be clean and free of dirt/mud and debris.

Members may not reserve bikes for others.

Sound equipment and virtual classes should only be operated by staff members.

Member should wipe down bikes before and after use with wipes provided in studio.

GROUP EXERCISE STUDIOS

Children under 12 are not allowed in the Group Exercise Studio. Group fitness classes are available to members 12 years and older, however, children 12-13 years of age must be accompanied by a parent/guardian.

During classes: Please limit talking to a minimum. This causes disruption and disturbs other members.

Shoes must be clean and free of dirt/mud and debris.

Members should return equipment to its proper storage place after use. This includes weights, tubing, benches, mat, etc.

Studio equipment is not to be removed unless under instruction from a staff member. Most studio equipment, in fitness studio, can be found in other areas of the facility.

Please wipe down equipment before and after use.

TRACK

The track is available for walking (inside lane) and jogging/running (outside lane.) Direction will be counter-clockwise Monday, Wednesday Friday and Sunday, clockwise Tuesday, Thursday, and Saturday.

Please be attentive and use the appropriate lane for your chosen activity/pace. Athletic shoes are always required. Barefoot running is not permitted. This is under the direction of our liability coverage.

Please be mindful of those who are handicapped or moving slowly.

For safety of all, please look both directions when crossing the track.

Do not block or stand on the track. Allow others to pass.

Children under 12 are not allowed on the track.

FITNESS FLOORS

Fitness floors are for members (12 years and older), only. Children 12-13 years of age must be accompanied by a parent/guardian.

Children under 12 are not allowed to watch their parents work out. Children under 12 must be checked in to the Childcare Area. See hours for availability. Fees apply for all guests and non-members.

An orientation session is recommended upon sign up. Please ask for assistance when needed.

Please limit your time on equipment during peak usage times if others are waiting.

Be mindful of talking loudly on cell phones, playing music or podcasts, etc. out loud. Always use headphones.

Do not loiter on equipment. Allow other members to work in between sets. Do not leave towels on equipment to reserve it.

No grunting, yelling, or profanity is allowed.

Return all plates, weights, dumbbells, bands, and other miscellaneous equipment to its proper storage place after use.

To avoid damage to our floors and machines, weights should be lowered in a controlled manner. Do not drop weights, plates or dumbbells or allow machine weights to slam.

Outside fitness equipment is prohibited.

Footwear must be worn that are properly secured to the foot and have a full rubber sole. This is mandated by our liability insurance.

Do not throw objects from the second floor.

Please wipe down equipment before and after use.

RACQUETBALL COURTS

Each member is allowed one hour of play per day, unless the court is empty, and no one is waiting for a court.

Athletic shoes and appropriate clothing are always required.

Eye protection is highly recommended and is the responsibility of the member.

Children under 12 may access the racquetball courts with direct adult supervision but the courts should be used for their intended purpose. Racquetball takes precedence over any other play activities.

CLASS/PROGRAM REGISTRATION

Some programs require preregistration. If payment is required, it must be received at the time of registration for the participant to be placed on the class roster. This includes programs such as Cooper Tracks or Summer Camps/Youth Camps. Please contact front desk for information for each program's details. Cooper Tracks is a doctor-referral program and must go through the Cooper Tracks Director.

To receive member pricing, the participant must be an SHC member in good standing for the entire duration of the program.

All fees are non-refundable except for special circumstances or class cancellations. Cancellation fees may apply.

CHILDCARE

Childcare is for children 6 months – 11 years of age and is included for children whose parents/legal guardian are members. Non-member children may be admitted for a daily fee, per child. Contact front desk for questions about fees. Grandparents are obligated to bring authorization from parent/legal guardian to utilize childcare.

All parents/legal guardians must complete a Childcare Rules and Policies Form before children may be admitted into the Childcare Area. This form will be kept on file.

For security reasons, all members and child members must have their picture taken or photo ID obtained. Guests who bring children must have a photo ID on record.

Please observe all signs posted regarding upcoming closings, center updates, holiday hours and/or programming announcements. We will do your best to notify parents of any schedule changes in advance. Please note that the Childcare Area may close early if no children are present 15 minutes before closing time.

The Childcare is not a licensed day care facility. PARENTS ARE REQUIRED TO BE IN THE FACILITY while their children are checked in. If you leave for an outside workout, the CC staff must be notified of your intentions, and you must carry your mobile phone would you need to be reached in case of an emergency. Dropping children off and leaving the facility for personal errands is strictly prohibited.

The Childcare Area is a drop in area, which means there are no reservations. The number of children in attendance varies by the hour. Be prepared to wait to check in your child/children if they are at capacity. The app will have availability in real time.

Children may only be checked in and out by the individuals designated on their Childcare Rules and Policies form and the same parent should check them in and out. When parent/guardian drops off their child, they must check-in by scanning their assigned key tag, using the scanner at the counter.

Children who are sick or showing symptoms of an illness are not permitted in. NO EXCEPTIONS. We appreciate your close attention to this policy to ensure a healthy environment for other children, members, and staff. Management reserves the right to refuse childcare due to illness. Children must be free of fever, vomiting, diarrhea, or other signs of illness, for 24 hours, prior to arrival.

Food is not allowed due to potential allergic reactions. See childcare attendant for your baby and toddler's needs as we make exceptions for those still needing a bottle.

All children under the age of 12 must be directly supervised by their parents in the facility unless they are in the Childcare area. They may not sit and wait in the lobby or anywhere on the premises alone. Children may not sit and watch parent workout.

***Please see rules/policies in the Childcare area or posted on our website.**

SECTION V – BEHAVIORAL POLICIES

SHC expects all members and guests to treat our staff, each other, and the facility with respect at all times. Our staff is here to serve our members but can only do so in a mutually respectful environment. Our members are here to utilize our unique facility and programs but can only do so if other members contribute to a positive environment.

Disrespectful or rude behavior or language directed at staff or other members, as well as a disregard for rules and regulations, will not be tolerated under any circumstances. Behavior or actions that damage our facility, equipment, or property will not be tolerated.

Inappropriate behavior will be dealt with in an organized and professional manner by SHC management and may be classified into two categories.

MINOR INFRACTIONS; MAY INCLUDE, BUT NOT LIMITED TO THE FOLLOWING:

- Profanity
- Littering
- Spitting
- “Disobedience” of SHC policy
- “Defiance” unwilling to correct behavior when asked.
- Disrespect towards staff, members, and/or guests
- Misuse or abuse of equipment.
- Not following posted rules in pool areas
- Failure to yield equipment/space at designated times.
- Providing or using outside personal training services.
- Parking violations.
- Slandering or harassment of Shannon Health club or staff on social media.

MAJOR INFRACTIONS: MAY INCLUDE, BUT NOT LIMITED TO THE FOLLOWING:

- Assisting in unauthorized entry
- Acts of a sexual nature, anywhere on the premises
- Vandalism and/or theft
- Violence (assault/fights, threats, etc., physical or verbal)
- Harassment of any kind
- Possession/consumption of alcohol, tobacco, or illegal substances in the club.
- Any act which necessitates intervention by law enforcement.

CONSEQUENCES, MINOR INFRACTIONS:

All incidents will be logged into a computer database for future identification of repeat offenders. Repetitive misbehavior will not be tolerated. Membership will be revoked if behavior is not corrected or for multiple offenses of any kind.

CONSEQUENCES, MAJOR INFRACTIONS:

All incidents will be logged into a computer database for future identification. Major infractions may result in immediate membership revocation without warning and the offending individual will no longer be allowed on SHC property.

DETERMINATION OF CONSEQUENCES:

SHC Management will assess each incident and decide on a consequence(s). The above list of infractions is not all inclusive. Members committing minor infractions may be given an opportunity to correct their behavior or can have their membership suspended if management so chooses. Repeated minor infractions will result in revocation/termination of membership. Most major infractions will result in immediate termination of membership, without warning. For determination of all consequences, the decision of SHC is final.

Section VI – Membership Account Policies

Billing

Members will be billed on their designated day (determined at time of signup) for dues for that current month. Accounts are due and payable in full at the time of billing. All accounts must have a valid checking account or credit card on file to be drafted each month. If member prefers to pay in person by cash or check, there will be an additional \$5.00 added to the monthly dues. Primary account holders may authorize their account for in-club additional purchases. Payroll deducted account dues are due within 30 days of billing. Monthly dues are not based upon usage of or availability of the facility. The enrollment fee is a non-refundable processing fee.

Any additional charges made to membership accounts are payable in full by the first of the following month. Unpaid balances will result in an alert put on the account and must be paid to maintain membership.

Delinquency

Delinquent accounts are inactivated and are subject to no admit status or cancellation at the discretion of SHC.

Annual Pre-Payments

Monthly fees may be paid one year in advance. Annual prepayments do not come with a discount for membership dues. Annual prepayments are non-refundable even in the event of early cancellation. Should someone on the account die or become medically incapacitated during the prepaid year, the proportional unused fees will be used to extend the length of the membership and/or added to the surviving member(s) account.

Membership Freeze

Members may freeze their membership a minimum of one month and a maximum of 3 months in a 12-month period. Memberships paid for via payroll deduction may not be placed on freeze status. Personal freezes must be requested at the front desk via a Member Freeze Form or by email and must be submitted prior to the desired freeze period. Members on the account will not be able to use the facility while the membership is frozen. Memberships will automatically be reactivated at the end of the agreed upon freeze period. Memberships may not be placed on a freeze to avoid the required notice for cancellation. Accounts with past due balances may not be placed on freeze status. Freezes may only be initiated by the primary member on the account and are subject to approval by SHC Management. Questions regarding a personal freeze should be directed to the front desk.

Termination

Voluntary Cancellation: A member may voluntarily cancel their membership at SHC by providing a 30-day written notice via cancellation form at the front desk, or emailing with your name, phone number, and reason for cancellation. Once a written notice is received, the member's dues will be prorated for the 30-day notice. Cancellation of the bank or credit card draft used to pay for membership dues does not cancel the membership or relieve the member from their obligation to pay for their membership. Member is subject to payment of past due amount to rejoin. Cancellations may only be initiated by the primary member on the account and are subject to approval by SHC Management. Cancellations are not accepted via phone call.

The membership of any member who is in arrears in the payment of his/her account for a period more than 90 days may have their membership terminated. All debts and bills to SHC are immediately due in full. The membership of a member may be cancelled or suspended by SHC Management for any period in the event of violation of any rules and regulations of SHC, or any conduct which, in the opinion of the management of SHC is detrimental to the welfare, good order and character of SHC.

Any member or guest found maliciously or willingly destroying or abusing the facilities of SHC or are exhibiting any inappropriate behavior toward employees/members will be subject to immediate expulsion without refund and shall be liable to SHC for all damages resulting from such actions. Termination of a member by SHC does not relieve the member of dues or other charges before the date of termination. See SHC Behavior Policy section for more information.

Membership Upgrades and Downgrades

Qualifying family members (Defined as one legal spouse, legal dependents between the age of 12-26) may be added (upgrade) to or taken off (downgrade) your membership. At least one person must be active on the account to downgrade. A membership may be upgraded by paying an activation fee and the difference in dues between the current member type and the new member type. If a qualifying family member is being added to a current family membership, that family member must pay an activation fee, but the monthly dues will stay the same. Upgrades and downgrades may only be initiated by the primary member on the account. Only one spouse, partner sharing mailing address is allowed.

Fee Refunds

Enrollment fees, prepaid dues, guest fees and fees for temporary memberships are non-refundable. Paid in-in-full memberships are also non-refundable even in the event of early cancellation. Credit balances on member accounts will be used as in-house credit. In-house credits are surrendered.

Membership Types

SHC offers two basic types of memberships.

1. **Temporary Memberships/Guest Passes:** These memberships may be purchase at the Front Desk for one day, one week, or one month. There is no contract or activation fee associated with this type of membership. Temporary memberships expire after their respective term and are not eligible for account freezes. There is no limit on the number of terms for which a Temporary Membership may be purchased. Guest must complete Guest Release form at time of sign up.
2. **Auto-Renewing Memberships:** This membership offers lower rates but requires an activation fee, a signed contract, and the understanding that the contract renews automatically, and requires a 30-day written notice to cancel. Monthly dues must be electronically transferred through a savings, checking, credit/debit card account or paid in full annually.

Membership Classifications

- 1. Individual Membership:** Individual memberships are for individuals 18 years of age or older.
- 2. Family Membership:** Family memberships for the primary member, One legal spouse, and any legal dependents ages 12-26. Dependents subject to audit.
***Secondary members are subject to paying appropriate activation fee.**
- 3. Senior Individual Membership:** Senior individual memberships are for individuals aged 60 or older.
- 4. Senior Family Membership:** Senior family memberships are for married couples in which the primary account holder is 60 years of age.
***Secondary members are subject to paying appropriate activation fee.**
- 5. Shannon Employee Membership:** Employees are non-contract Shannon employees and must provide name badge at time of signup. Subject to audit.
- 7. Insurance Partnership Memberships:** Member provides wellness id from insurance company. Members is responsible for keeping current.
- 8. Active duty and retired U.S. Military.** Individual or family.

Section VI – Facility Guidelines Based on Age

Area	6 Months-11 Years	12-13 Years	14 Years & Older
Pool (See pool schedule for availability)	Allowed during kid’s swim time only. Must be accompanied by guardian (18+).	Allowed during kid’s swim time only. Must be accompanied by guardian (18+).	Full access during open swim time. Eligible for classes as well.
Whirlpool	<u>NOT</u> Allowed.	Allowed with adult (18+) supervision.	Full Access
Dry Sauna	<u>NOT</u> Allowed.	Allowed with adult (18+) supervision.	Full Access
Steam Sauna	<u>NOT</u> Allowed.	Allowed with adult (18+) supervision.	Full Access
Locker Rooms	Age 5 and below allowed in locker rooms of opposite gender. Must be accompanied by adult (18+)	NOT allowed in locker rooms of opposite gender. Must be accompanied by adult (18+)	Full Access in appropriate locker room.
Fitness Floors (Upstairs & Downstairs)	<u>NOT</u> Allowed.	Allowed with adult (18+) supervision.	Full Access
Group Exercise Studios (GX, Yoga, Cycle)	<u>NOT</u> Allowed.	Allowed with adult (18+) supervision.	Full Access
Racquetball Courts	Allowed with adult (18+) supervision.	Allowed with adult (18+) supervision.	Full Access
Childcare	Eligible for 1.5 hours per day.	<u>NOT</u> Allowed.	<u>NOT</u> Allowed.