

Member Handbook

Experience Fitness Made for You



Welcome

You have taken an important step towards enhancing your health and well-being. There are many ways Northwestern Medicine Crystal Lake Health & Fitness Center and Northwestern Huntley Health & Fitness Center can positively impact the quality of your life.

At all of our centers, we approach health and fitness from a medically integrated perspective. We believe that our centers are unique in their commitment to meeting each member'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 all our members.

This handbook features key policies and procedures of Northwestern Medicine Crystal Lake Health & Fitness Center and Northwestern Medicine Huntley Health & 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.

From all of us at Crystal Lake Health & Fitness Center and Huntley Health & Fitness Center, we hope that your membership experience will result in a healthier mind and body for many years to come!

Contents

Proper Attire, Conduct and Facility Expectations.....	4
Member Services	5
Member Terms and Conditions	5
Your Membership Account	6
Account Settlement Methods	6
House Charge.....	6
Guest Policy.....	7
Membership Options.....	7
Age Requirements	7
Senior Membership	7
Student Membership	7
Membership Changes.....	8
Right to Cancel Membership.....	8
Membership Hold.....	9
Member ID Card and Replacement.....	10
Lost and Found.....	10
Facility Tours.....	10
Additional Services	10
Group Exercise.....	11
Aquatics.....	12
KidZone.....	13
Gymnasium.....	13
Track	13
Sauna/Steam Room	14
Locker Rooms.....	14
Pro Shop.....	15
Cell Phone/Photography/Videography	15
Tobacco, Alcohol, Controlled Substances and Weapons	16
Member Etiquette.....	16
Assistance	20
Contact Us.....	20
Hours of Operation	21
Notes.....	22

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 pools. 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. Northwestern Medicine Crystal Lake Health & Fitness Center (CLHFC) and Northwestern Medicine Huntley Health & Fitness Center (HHFC) reserve the right, at their sole discretion, to determine what is appropriate attire and appropriate member conduct. CLHFC and HHFC reserve the right to revoke membership privileges based on improper conduct or behavior that might interfere with other members' use and enjoyment of the facility or is otherwise contrary to orderly Center operations and is at the sole discretion of the 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. Center policy states those entering the facility should use discretion and be seventy-two hours without fever and otherwise symptom-free prior to entering the facility.

Member services

Our Member Services team is here to assist our members 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, Pro Shop purchases* and member feedback. In addition, comment cards are located at the Member Services desk or a virtual comment card is located on our website (nmhfc.com/virtual-comment-card) to provide additional opportunities for members to communicate to Center Management in a written form. We encourage you to meet with our Member Services manager or Center director whenever you have a concern.

*Subject to availability.

Member terms and conditions

All members shall comply with this Member Handbook and all CLHFC and HHFC Terms and Conditions. The rules contained herein are not inclusive. Amendments to CLHFC and HHFC Member Handbook, Terms and Conditions, and Rules and Regulations may be made from time to time as necessary. The decision of the CLHFC and HHFC shall be final regarding the interpretation of CLHFC and HHFC Member Handbook, Terms and Conditions, and 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.

Your membership account

All members' personal, financial, and health-related information is strictly confidential and may require updating from time to time. CLHFC and HHFC utilize 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, Discover or the bank draft method of payment.

Account settlement methods

Once you provide your account information and authorization, we will automatically debit the pre-defined accounts for the appropriate monthly dues and house charges as designated in any program or the membership agreement. CLHFC and HHFC reserve the right to refuse entry to any member whose account has not been settled.

Any questions regarding membership accounts may be directed to the CLHFC and HHFC Accounting Department.

House charge

CLHFC and HHFC provides house charge privileges for members' convenience. House charges allow members to use their membership card to bill products and services to their 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 Accounting 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 Center for security and/or health related reasons. Individual guests are limited to the number of visits determined by Center policy. CLHFC and HHFC reserve the right to require all guests to complete and sign a guest registration card. Each guest must:

- Present a valid CLHFC and HHFC guest pass or pay a guest fee per visit.
- Be 12 years of age and have a signed waiver by a parent or guardian 18 years or older.
- Present a driver's license or valid form of identification. (state-issued photo ID).
- Complete and sign a guest registration card.

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. Please contact Member Services for additional information.

Age requirements

You must be 12 years of age or older to have an individual membership.

Senior membership

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

Student membership

CLHFC and HHFC offer student membership as an option. Students must be 12 to 25 years old and present a full-time class schedule at the time of sign-up, if over the age of 18.

Membership changes

To upgrade

To add a family member to an existing membership, please contact a Member Services associate or Membership Sales. Additional family members must reside at the same address and be age-appropriate based on 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 an 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 will require in-person, advance written notice of intent to cancel to a member of the Member Services Team. 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.

Membership hold

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

Medical freeze

- Members must provide written authorization from the member’s physician indicating the inability to use the facility within 60 days of the event. Upon return, the member must provide written authorization from their physician to resume facility use.
- Medical freezes are honored for a minimum of 1 month and a maximum of 6 months.

Membership bridge

- Requests must be submitted in writing 30 days in advance of the bridge start date.
- Bridges are honored for a minimum of 2 months and a maximum of 6 months per calendar year.

All bridge requests for medical or extenuating circumstances must be made in writing and are subject to approval by the Center director. CLHFC and HHFC will not honor back-dated bridge requests.

Monthly memberships

Members on an approved membership bridge or medical freeze will have their dues portion suspended. (See Member Services Desk for details). **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.

Member ID Card and replacement

All members are required to present membership cards at the Member Services Desk upon entrance to the Center. CLHFC and HHFC membership cards that have been lost or stolen will be replaced through Member Services for a fee. The fee for replacement is due upon receiving your card. ID Cards are non-transferable.

Lost and found

The Center maintains a Lost and Found. Members may turn in or claim items at the Member Services Desk. Items will be kept for four weeks before being donated to charity. We will dispose of intimate items including underwear, soaps, brushes and combs. CLHFC and HHFC are not responsible for lost or stolen items.

Facility tours

Tours are available at the Member Services Desk.

Additional services

Personal training

CLHFC and HHFC offers a variety of personal training services and packages provided by degreed and certified fitness staff for an additional fee. Contact the Member Services Desk for additional information or to schedule an appointment. Only CLHFC and HHFC trainers are eligible to conduct personal training in the Center; 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.

Swim instruction

CLHFC and HHFC offer a wide variety of classes and sessions suitable for all swimming levels. A menu of swim services is available at our Member Services Desk.

Nutritional counseling

Nutritional counseling is available for an additional fee. Our registered dietitian provides professional consultations for both individuals and groups. Contact Member Services for additional information or to schedule an appointment.

Cancellation policy

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

Please note: All sessions expire one year from date of purchase unless otherwise indicated.

Group exercise

CLHFC and HHFC provides a wide range of land and aquatic group exercise programs. Schedules are available at the Member Services Desk, mobile app and on our website.

CLHFC and HHFC class participants should arrive on time to avoid disrupting other class members and to get maximum benefit from the warm-up. Group exercise classes listed on class schedules are all-inclusive; however, there are specialty classes that require a fee for attendance. CLHFC and HHFC reserve the right to change class times and instructors and to add or remove classes.

CLHFC and HHFC reserves the right to limit the number of participants in each class for the safety (health and wellness) of our members and staff. Members are expected to wipe down equipment both before and after use in a group exercise studio.

CLHFC and HHFC reserves the right to close the area for health and wellness reasons at its sole discretion.

Aquatics

A variety of aquatic programs and pool areas is available for member use. Health Department standards require that members shower with soap and water before use of any pool, sauna or steam room. Members must follow all posted rules and regulations. Proper swim attire is required in all pools. The use of swim sandals in the aquatic area and locker room is recommended. Please refrain from wearing fragrances while using the pools.

Lap pool 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 be courteous and restrict their workouts to a reasonable time frame.

CLHFC and HHFC reserves the right to limit the number of participants in the swim lanes and pools for the safety (health and wellness) of our members and staff.

Pools will be closed annually for mandatory maintenance and cleaning.

CLHFC and HHFC reserves the right to close the area for health and wellness reasons at its sole discretion.

Outdoor pool

The outdoor pool is typically open between Memorial Day and Labor Day at both center locations throughout the summer. Additional fees may apply. To learn more about swim times, classes, and programs, please stop by the Member Services Desk.

CLHFC and HHFC reserves the right to close the area for health and wellness reasons at its sole discretion.

KidZone

KidZone 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 with activities ranging from arts and crafts to physical fitness.

- For members' children and grandchildren ages 4 months to 11 years old
- Limit one visit per day, per child, up to two hours per visit
- Parents or guardians must remain on CLHFC and HHFC premises while a child is in the KidZone area
- Children are not permitted on the fitness floor, or in the pool areas

CLHFC and HHFC 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 and Center activities; please note posted schedule in gymnasium for availability.

CLHFC and HHFC 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; signs are located at each of the two entrances of 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 members using the track at a higher pace.

CLHFC and HHFC reserves the right to close the area for health and wellness reasons at its sole discretion.

Sauna/steam room

A sauna and steam room are provided in each locker room to enhance your fitness experience. No shaving or use of scents, oils or creams is allowed in these areas. Towel coverage is required in the sauna and steam room. Street shoes and full clothing are not allowed in the sauna or steam room.

CLHFC and HHFC reserves the right to close the sauna or steam room for health and wellness reasons at its sole discretion.

Locker rooms

Locker rooms provide a number of fine amenities including: saunas, steam rooms, towels, soap, shampoo, lotion, deodorant, hair dryers, hair spray, and shaving cream.

Lockers are provided for members on a “per use” basis. These lockers must be emptied of their contents after each visit to the Center. A limited number of lockers will be available for long-term rental.

Complimentary towel service is provided to members for their convenience. Please assist us in keeping the locker rooms clean for your fellow members.

Use the disinfectant wipes provided in the locker room areas to remove perspiration from benches/chairs/stools before and after each use; disinfectant wipes are available throughout the locker room area.

CLHFC and HHFC 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 who bring their children or grandchildren into the Center for swim lessons. It may also be used for members who need additional assistance and may be with a caregiver. It is not intended to be used by members in lieu of the adult locker rooms.

Be respectful of other members 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 Center.

When using the individual changing rooms, locking the door will ensure your privacy.

Pro shop

The Pro Shop offers a selection of athletic equipment, and swim and sports apparel. The Pro Shop is open to members as well as the general public. Purchases may be made at the Member Services Desk or the Tennis Desk at Huntley only.

Cell phone/ photography/ videography

As a courtesy to fellow members 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. Cell phone use is prohibited in the locker rooms.

Photography and videography is strictly prohibited in CLHFC and HHFC unless the Center director has granted authorization. Multiple offenses of this policy can result in loss of membership privileges.

Tobacco, alcohol, controlled substances and weapons

CLHFC and HHFC is a designated smoke-free environment. Smoking cigarettes, pipes, cigars or use of any other tobacco product including 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 or guest who violates these policies.

Member etiquette

Please abide by the basic rule of “courtesy to and safety of your fellow members.” Please also refer to the signs posted on the fitness floor and other locations throughout the Center for details.

General

- Avoid the use of strong-smelling colognes, perfumes or lotions.
- Please use clean athletic shoes to keep the Center and equipment clean for others.
- Food is prohibited outside the lobby area; beverages must be stored in plastic bottles with secure tops.
- Food is prohibited in the locker rooms and fitness floor.
- For your safety and that of other members, your personal belongings, (including but not limited to cash, credit cards and jewelry) should not be left unattended at any time.

- 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. Center policy, states those entering the facility should use discretion and be seventy-two hours without fever prior to entering the facility.

Safety and wellness

At Northwestern Medicine Crystal Lake Health & Fitness Center and Northwestern Medicine Huntley Health & Fitness Center, we view safety and wellness as a “team sport”. By using the Center, you acknowledge that it is impossible to completely eliminate the risk of injury, illness, disease, and viruses and you assume the risks 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 other members 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 are prohibited from entering 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.
- No chalk is allowed on the fitness floor or the studios.
- Please leave all gym bags in the locker rooms.

Locker rooms

- Please assist us in keeping the locker rooms clean for your fellow members.
- 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 Center.
- Please discard all dirty towels and trash in the appropriately marked receptacles.
- It is required that a towel be wrapped around or placed beneath oneself when using the sauna, steam rooms, benches and chairs.
- Use the disinfectant wipes provided in the locker room areas to remove perspiration from benches/chairs/stools and lockers before and after each use; disinfectant wipes are available throughout the locker room area.
- Street shoes are not permitted in the shower and spa areas.
- Fingernail cutting, toenail cutting and exfoliating are prohibited in the locker rooms.
- 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 a gray shirt or black jacket.

Personal trainers wearing blue shirts or jackets provide a one-on-one service and should not be interrupted unless there is an emergency.

Contact us

Main line: 815.444.2900

Hours of operation

Crystal Lake

Center

Monday - Friday: 5:00 am - 10:00 pm
Saturday - Sunday: 6:00 am - 7:00 pm

KidZone

Monday - Friday: 8:00 am - 8:00 pm
Saturday - Sunday: 8:00 am - 2:00 pm

Huntley

Center

Monday - Friday: 5:00 am - 10:00 pm
Saturday - Sunday: 6:00 am - 7:00 pm

KidZone

Monday - Friday: 8:00 am - 8:00 pm
Saturday - Sunday: 8:00 am - 2:00 pm



Northwestern Medicine
Crystal Lake Health & Fitness Center
200 East Congress Parkway
Crystal Lake, Illinois 60014
815.444.2900

Northwestern Medicine
Huntley Health & Fitness Center
10450 Algonquin Road
Huntley, Illinois 60142
815.444.2900

nmhfc.com