

Promoting fun and fitness for the entire family

Member Manual

RULES & POLICIES

Millennium Family Fitness

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**Welcome to Millennium Family Fitness!**

We are pleased to welcome you to Millennium Family Fitness the premier fitness and wellness facility designed for the Amarillo community and an integral component within Town Square Village. Millennium Family Fitness provides the opportunity for member to achieve a healthy lifestyle and wellbeing. Members are encouraged to enjoy all that Millennium Family Fitness has to offer from the state-of-the-art equipment, multiple group fitness studios, sauna, indoor and outdoor tennis courts, outdoor heated pool, functional fitness area and so much more!

We look forward to introducing you and your family to the wide variety of programs, special events, and quality wellness experiences that define the exceptional lifestyle enjoyed by our members. Our enthusiastic and well-trained staff takes great pride in providing exceptional service in an atmosphere that is always warm, welcoming and friendly. The ultimate goal of our staff is to help you enjoy the wonderful amenities and recreational lifestyle opportunities available at Millennium Family Fitness.

This manual has been designed to provide all of the information that you need to begin utilizing the many areas of our facilities and programs available as a member of Millennium Family Fitness. The usage guidelines provided in this packet have been thoughtfully established to help us to maintain the proper utilization of all areas, while providing members with a safe and enjoyable experience.

Millennium Family Fitness’ website, [www.millenniumfamilyfitness.com](http://www.millenniumfamilyfitness.com), has a wealth of information. Here you’ll find alerts regarding inclement weather adjustments to facility hours and programs, announcements about new programs, schedules, and much, much more. You can even find a copy of this document online. Also, please sign up for our email blast service, “like” us on facebook and “follow” us on Instagram and Twitter. These sites offer members another way to be the first to know what’s happening.

Millennium Family Fitness provides its members with the following areas of opportunity to take part in:

* State-of the Art Lifestyle and Family Friendly Fitness Facility
* Men’s, Women’s and Family Locker rooms
* Men’s and Women’s sauna
* Functional Fitness/Training Area
  + TRX/HIIT Training Zone
* Tennis Courts – 4 indoor courts & 6 outdoor courts
* Group Exercise Studios
  + Multipurpose studio
  + Group Cycle Studio
* Private Training Evaluation Office
  + InBody 270
* Fitness floor with a large selection of cardiovascular and strength training equipment
* Aquatics –
  + Seasonal Heated Outdoor Pool
  + Café
* KidZone for ages 3 to 10 years of age

The Millennium Family Fitness team is delighted that you have decided to become a part of the Millennium Family Fitness community, and we look forward to seeing you at the facility.

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# 1 INTRODUCTION

## Purpose

The purpose of this manual is to provide all the information needed to begin enjoying the many amenities, programs and activities available. Each guideline has been thoughtfully established with the goal of providing a safe and enjoyable environment for all members.

Please take the time to review this manual in its entirety, and let us know if you have any additional questions, concerns, or suggestions. We value your feedback and look forward to hearing from you.

## Mission Statement

* To create a positive, healthy environment that inspires mind, body and spirit in a safe and well maintained family friendly facility.

# GENERAL INFORMATION

## Hours of Operation

Facility Hours of Operation:

Mon - Fri 5am - 9pm

Sat 7am - 6pm

Sun 9am - 6pm

Pool Hours of Operation:

Mon - Fri noon - 8pm

Sat - Sun noon - 6pm

Kidzone Hours of Operations:

Mon - Fri 8:15am - 11am

Mon - Thur 5pm-7pm

Sat 9am - noon

## Facility Closings

The following is a schedule of Millennium Family Fitness facility closings. Holiday closings and reduced hours are subject to change with appropriate notice.\*

* Fitness hours: 9am – 6pm
* Pool Hours: noon – 6pm

There may be times through the year when certain areas of the facility will be shut down for improvements, cleaning, and preventative maintenance. Your understanding and patience is appreciated as efforts are made to improve and maintain the cleanliness, safety, and aesthetics of the facility. Whenever possible, maintenance days will be planned in advance and members will be notified.

**Annual Maintenance Period**

In an effort to achieve the highest standards of facility cleanliness and safety, Millennium Family Fitness has an annual “Maintenance Period” which takes place for an approved period of time once per year.

## Inclement Weather

As a facility, Millennium Family Fitness follows public school closings/delays. If there is inclement weather:

* Information can be obtained on the Millennium Family Fitness website, facebook, and/or by signing-up for e-mail notification blasts under “Inclement Weather.”
* If you do not receive an e-mail notification and there is no alert posted on the Millennium Family Fitness website or facebook, then the Millennium Family Fitness will operate as usual.

Every attempt will be made to have the entire facility available, even if individual programs are cancelled. What remains open will depend on staff availability and weather conditions. Program notifications will be made as follows:

* Programs beginning before 8am 🡺 Notification made the previous evening (whenever possible) or the same morning of the class.
* Programs beginning after 8am 🡺 Notification made by 7:30am.
* Programs beginning after 1pm 🡺 Notification made by 12pm.
* Programs beginning after 6pm 🡺 Notification made by 12pm

## Parking & Entrance

**General Parking**

Parking for Millennium Family Fitness is located in the lot immediately in front and both sides of the building. Parking in this lot is for daily usage by members and guests during their visit. Overnight parking is not permitted, and cars may be towed if left overnight or for an extended period of time. Certain special events take over the parking lot and alternative parking must be used. Every effort is made to inform members of when the parking lot will be closed and the location of alternative parking.

**Handicapped Parking**

Handicapped parking is located in 3 stalls on the left-hand side of the building. Handicapped parking is designated with the appropriate signage. Illegally parking in a handicapped space is subject to fines and towing.

**Bicycles, Mopeds, Skateboards, and Other Transportation Devices**

These transportation devices cannot be brought into Millennium Family Fitness.

**Main Entrance**

The ­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ designated as a fire safety zone, and tickets are issued for cars standing or parked in this area. Unattended cars left in the fire zone put the building and its occupants at risk if there were to be an emergency requiring emergency vehicle access. Please do not stand or park in this area.

**Handicapped Entrance**

Handicapped members may access Millennium Family Fitness through the main entrance.

## Millennium Family Fitness Staff & Contact Information

Millennium Family Fitness is staffed during all operating hours and a Manager-on-Duty is always available to assist members with questions or concerns. All Millennium Family Fitness staff members are employees of WTS International.

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Millennium Title** | **Phone** | **E-mail** |
| Wayne Brouhard | General Manager | Ext. | [wayneb@millenniumfamilyfitness.com](mailto:wayneb@millenniumfamilyfitness.com) |
| Brad Bigando | Office Manager | Ext. | [bradb@millenniumfamilyfitness.com](mailto:bradb@millenniumfamilyfitness.com) |
| Marianella Padron  Mike Wheelen | Tennis Professional  Tennis Professional | Ext.  Ext. | [marianellap@millenniumfamilyfitness.com](mailto:marianellap@millenniumfamilyfitness.com) michaelw@millenniumfamilyfitness.com |
| Jennifer Simmons | Membership Director | Ext. | jennifers@millenniumfamilyfitness.com |
| Evans Allen | Fitness Director | Ext. | evansa@millenniumfamilyfitness.com |
| ??????? | Youth Services & Programming Manager | Ext. |  |
| ??????? | Aquatics Director |  |  |

## Facility Access & Eligibility for Use

Millennium Family Fitness Members are entitled to membership and certain privileges at no additional charge.

Millennium Family Fitness reserves the right to suspend a member’s use of the amenities for failure to follow the policies and procedures, posted rules and regulations, directives of staff on duty, and for a resident’s/tenant’s failure to pay any amounts owed to the Association.

Access to the facility and certain programs are provided at no additional cost to members. Fee-based programs are always clearly indicated on any promotional materials, and they have specific timeframes for enrollment and minimum enrollment criteria. Examples of fee-based programs and services are listed below.

* Private/Group Instruction, such as Personal Training, Partner Training, Small Group Training, and Swim Lessons
* Special Events, such as Health & Wellness Expo, Zumbathon ect.
* KidZone (Nursery)
* RISE (Recreation in Sports & Exercise) Summer Camp
* Guest Usage Fees

## Assumption of Risk Disclaimer

***Members and guests using the facilities do so at their own risk.*** Because participation in exercise and recreational programs can be hazardous and injurious, members, guests and paid users agree to hold harmless Millennium Family Fitness and its contractors for any injuries suffered while using the facilities of Millennium Family Fitness. Neither shall Millennium Family Fitness or its contractors be held responsible or liable to members, guests, or paid users for articles damaged, lost, or stolen in or about any of the recreational facilities, or for damages to any property including but not limited to automobiles and the contents thereof.

***Members are strongly encouraged to make use of the lockers for storing their coats and workout bags. Valuables should be left out of site within your vehicle or at home. Be sure to secure your automobile when using the parking lot.***

## Policy Enforcement

***Members are responsible for their actions and those of their guests.*** The Millennium Family Fitness Board of Directors reserves to itself and those contractors hired to operate Millennium Family Fitness the right to suspend a member from the use of Millennium Family Fitness for the failure to comply with any of the rules and regulations included in this document and/or posted in the facility, or for any behavior deemed inappropriate which could (1) interfere with the use of the facility by others, (2) create a hazardous situation, (3) result in injury to oneself or others, and (4) physically, structurally, or cosmetically damage the facility. Suspensions shall apply not only to Millennium Family Fitness, but also to the use of the recreation center outdoor pools. Millennium Family Fitness will review all suspensions for merit, duration, or for follow up discussion with the Millennium Family Fitness Board of Directors. Damages resulting by the actions of members or their guests will be assessed to the Primary Member of the membership.

## Towel Service

Workout towels are available at the Front Desk. Towels can be dropped off in one of the towel bins located close to the entrance to the facility.

## Fitness Orientations

All new members are entitled to one Fitness Orientation with one of Millennium Family Fitness’ certified Personal Trainers. Orientations can be set up by contacting the front desk or each instructor individually (417) 206-0202

## Special Needs Assistance

Millennium Family Fitness welcomes all members to register, participate and enjoy the services and programs offered regardless of age, gender, race, color, religion, marital status, sexual orientation national origin or disability or other characteristics protected by law. Millennium Family Fitness will make every attempt to modify and/or adapt services and programs to effectively meet the needs of all participants.

## Comments & Suggestions

Millennium Family Fitness is always striving to improve service to our members. Member suggestions and ideas are essential to our continued success. Members can voice their concerns and suggestions by speaking to our staff or filling out a Comment Card located \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ the MILLENNIUM FAMILY FITNESS is entered through the main facility doors. Feedback can also be provided online on the website www.MILLENNIUM FAMILY FITNESS fitness.com.

Millennium Family Fitness will issue a yearly Satisfaction Survey via email. Members will be alerted to survey availability and are encouraged to provide feedback.

## Marketing and Promotions

Information about all Millennium Family Fitness Programs is available at the front desk. Informational flyers and registration forms are available or can be printed on demand. Information can also be found on our website, facebook, Twitter and Instagram or via email. Members can sign up to receive informational email blasts at registration or through the Millennium Family Fitness website.

Website – [www.millenniumfamilyfitness.com](http://www.millenniumfamilyfitness.com)

Facebook - <https://www.facebook.com/MFFJoplin/>

Instagram - <https://www.instagram.com/millenniumfamilyfitness/?hl=en>

Twitter - <https://twitter.com/MillenniumFF>

## Cell & Camera Phone, Smoking and Alcohol Policies

Cell phone use while in Millennium Family Fitness should be limited to music and fitness app functions only. All phone calls are to be taken to a quiet area? Camera phones usage is prohibited in the all locker and changing rooms.

(including vaping) is strictly prohibited inside Millennium Family Fitness and can be done only in designated areas. Alcoholic beverages are prohibited in all areas of Millennium Family Fitness property.

## Millennium Family Fitness Retail

Millennium Family Fitness is excited to bring high quality luxury products, such as, Babalot, Manduka, OkaB, Bands and more to our members in our retail area located just past in the main corridor of the first floor.

# MEMBERSHIPS & GUEST PRIVILEGES



## Membership Policies & Terms

This policy establishes the various types of membership for Millennium Family Fitness. Membership provides certain services from Millennium Family Fitness dependent upon the type of membership purchased.

**Nature of Membership:**

Membership grants solely the right to use and enjoy the facilities at Millennium Family Fitness in accordance with the Clubs Rules & Regulations with the understanding that they may change from time to time. Membership does not grant proprietary or governing rights in Millennium Family Fitness. Membership further does not give any right to Members to participate in management of Millennium Family Fitness financially or otherwise. Memberships are non-transferable, non-voting, non-proprietary, and not for resale.

**Membership Classifications & Terminology:**

**Founding Memberships -**This membership includes the use of Club’s fitness facilities and group exercise classes. The Founders Membership has a significantly higher stated fee than other memberships but is limited in quantity and enjoys specific membership privileges and benefits not otherwise available under other memberships. Founders Membership dues are guaranteed for first 36 months and thereafter guaranteed to always be at least 10% less than current market rate as long as Member’s account is current and otherwise in good standing. The Founders Membership provides Member with special privileges and amenities described in a separate Addendum to this Agreement included herewith.

**Single membership** – Is designated to one individual 18 years of age or older

**Couple membership** – Two individual’s cohabitating and being billed to one account, and proof of cohabitation satisfactory to Millennium Family Fitness may be required for eligibility.

**Family membership** –Is designated to married couples, or single parents with children under the age of 23 years, who reside in the same home and being billed to one account. Proof of cohabitation or proof of residency and/or familial relationship satisfactory to Millennium Family Fitness may be required for eligibility. The enrollment of dependent children requires the signature of a parent or legal guardian on the Membership Agreement.

**Platinum Membership** – Premium level membership with additional services and benefits. This membership will always include an introduction to personal training and other special services. Includes Tennis access.

**Gold Membership** –This membership includes access to the fitness facilities as well as the outdoor pool in the summer. No Tennis access.

**Silver Membership** – This is the lowest level of membership. Including only access to fitness facilities.

**Corporate Membership** - A Corporate Membership is designated to a group of individuals belonging to the same company where the company subsidizes or pays for the memberships. Proof of employment satisfactory to Millennium Family Fitness is required for eligibility. A Corporate Membership includes the use of the Club’s fitness facilities and group exercise classes, and the monthly dues are subject to change from time-to-time at the discretion of Club. Corporate Memberships include the same privileges and amenities as the Platinium and Gold Memberships.

**Term** – Millennium Family Fitness membership tern is at least a one year commitment. After the contracted term, your membership runs month-to-month until cancelled by either party. In the event Member fails to make payment of the monthly dues, Club may, in its sole discretion, either (a) place a hold on the membership until the monthly fee is remitted in full, or (b) cancel the membership. Either party may cancel Agreement upon thirty (30)-days prior written notice, and such cancellation shall take effect 30 days from the end of the then-current billing cycle. Member’s failure to utilize the services of Club does not imply intent or desire to cancel this Agreement, and Member shall continue to be responsible for payment of all dues unless or until Member cancels this Agreement. Club reserves the right to terminate this Agreement for violation of any term of this Agreement, any Club policy, or the rules and regulations adopted by Club.

**Thirty Day Money Back Guarantee:**

**Club offers a 30-day money-back guarantee which provides that Member may cancel membership agreement at any time within 30 days of enrollment. The Club will refund to Member within forty-five (45) days of Member’s notification in writing—delivered in person or by certified or registered mail only - a full and complete refund of any and all membership fees will be paid including initiation fee and prepaid dues.**

**Freeze Option:** Should be available to maintain memberships at dues rate based on contract without being penalized. Freeze form to be drafted.

**Termination:** TERMINATION OF MEMBERSHIP

**Voluntary Resignation:** Member may resign a Membership at any time upon 30-days prior written notice to the Club. The resigning Member must complete and sign a Membership Change Form at the Club or deliver written notice in the form of a letter in person or by certified mail, return receipt requested. Memberships cannot – and will not – be cancelled by phone, text message, email, facsimile, or by any other electronic means. Member must also surrender his/her membership identification card (“membership card”) and pay any outstanding account balance. Voluntary resignation is not effective until receipt of the written notice, the expiration of the 30-day notice period, and payment of any outstanding balance. After the effective date of the voluntary resignation, Member is not subject to any further dues.

Involuntary Termination. The Club, in its sole discretion, reserves the right at any time to terminate the membership of any Member for any reason, including but not limited to, failure to comply with any of the rules and regulations adopted by the Club, for any conduct the Club determines to be improper or in any way inimical to the best interest of the Club. A terminated Member will remain liable for all dues and other indebtedness incurred prior to receipt of the membership card by the Club. Any pre-paid dues for unused services will be refunded to Member. The Club may terminate without notice the membership of any Member that is 30 days or more in arrears.

**Guest Policy:**

All Millennium Family Fitness Members are able to purchase a guest pass, valid for one day, three consecutive days or seven consecutive days.

**Cancellation Fees:**

All termination requested must be presented in writing and no refunds will be issued. Members will be accountable for all charges on their account until such written notice is received by the Ashburn Village Homeowners Association office.

## Membership Cards

Use of Millennium Family Fitness is restricted to members and their guests. To gain access, members must have their membership card with them. Upon arrival at the facility, the Welcome Staff will scan the membership card. Membership cards protect members and the facility from non-member entry and greatly speed check in. Membership cards are non-transferable and, therefore, are only to be used by the person named on the card. Under no circumstance should a member provide their membership card to a non-member to allow them to utilize the amenities. Millennium Family Fitness requires that every membership be associated with a photo of the member on file.

Each member will be issued one membership card at the time of membership sign-up. Replacement cards can be purchased at the Millennium Family Fitness office for a fee. Lost or stolen cards must be reported to the Millennium Family Fitness as soon as possible.

## Guest Policies

Guest may use Millennium Family Fitness when accompanied by a Member or register as a Non-Member Guest. Guests must register with Millennium Family Fitness upon entry to the club prior to use. Club will charge a guest fee at time of entry into Millennium Family Fitness. Guest privileges are subject to space, availability, and age restrictions. We reserve the right to limit the number of guests a Member may bring to use the club and the number of times a particular guest may use the club. Members are responsible for the attire and conduct of their guests. All guests must be at least 17 (Confirm age) years of age unless accompanied by a parent or legal guardian and must provide proof of age upon request or they will not be permitted to use the facilities or services of the club.

**Guest Fees:**

Guest of Member Daily Fee - $20

3 Day Consecutive Multi-Day Pass for Guest of Member - $50

Children Guest of Member Daily Fee (minor 17 years of age and under) - $15

**Non-member Guests & Fee:**

Defined as a visiting Guest that is not with an active Millennium Family Fitness Member.

Non-Member Daily Fee - $30

Guest Fee does not include additional fees lessons, clinics, pro shop, food and beverage, etc. Please inquire at the Welcome desk for additional fees for specific areas, services and programs at Millennium Family Fitness.

Guest Fees and all other charges must be paid in full in advance by the guest unless paid for by a sponsoring Member. Sponsoring Member is obligated for all unpaid Guest charges.

# PROGRAMS, ACTIVITIES, & SERVICES

## Program Descriptions

We are pleased to offer our members a wide variety of programs and activities designed to meet the needs of members of all ages, interests and skill levels.

Each year, Millennium Family Fitness staff evaluates and improves upon existing programs, as well as continually adding new activities in each category. The format of each program or activity will be structured to most effectively provide participants with a positive recreational and leisure experience of the highest caliber.

Millennium Family Fitness provides members with a diverse selection of programs, activities and events every month. Below is a sample of the types of programs that are offered to our members.

|  |  |  |
| --- | --- | --- |
| **CATEGORY** | **PROGRAMS** |  |
| Fitness | * Personal Training * Group Exercise * Fitness Assessments * Fitness Orientations * Zumba * Barre | * Cycling * Yoga * TRX * Boot Camp and more * Mat Pilates * H.I.T |
| Aquatics | * Water Exercise * Lifeguarding Classes * Child Swimming Lessons | * Aqua Zumba * Adult Swim Lessons |
| Racquet Sports Logo | * Tennis * USTA Leagues * USTA Tournaments |  |
| CommEvents_XS | * Holiday Celebrations * Special Events * Member Socials * Movie Nights | * Family Programs * Holiday Lighting Celebration * H.E.L.P. Wellness Expo |
| Youth | * Special Events * KidZone (nursery) with indoor playground and bathroom | * KidFit * After School Tennis * After School Fitness * Sports Performance Training |
| Camp | * RISE (Recreation in Sports & Exercise) Summer Camp * Holiday Camps |  |

## Program Calendars & Brochures

Members can easily get information on new programs and events by inquiring at the Welcome Desk about the monthly program calendars, brochures, and program guides. Information on programs is also posted on the website. Information can be received via email by signing up for email blasts on the website.

## Schedules

Millennium Family Fitness provides schedules to keep members informed. The Group Exercise Schedule and assorted facility schedules a listing of the days and times of classes along with class descriptions. Area schedules – the Sports Arena/Gymnasium Schedule and Pool Schedule – show the various programs and activities offered in the multi-purpose gymnasium and pools. These schedules are updated quarterly and can be found at the Welcome Desk or on the website.

## Program Registrations

Programs are open to members only, unless otherwise specified. Most programs require advanced registration to allow the staff to plan effectively. To avoid the unnecessary cancellation of program, please register by the posted deadline.

Registration dates and deadlines will be advertised each month. Registration will typically end two days prior to the start of the class unless otherwise noted. Late registrations may be accepted on a case-by-case basis. Due to the nature of some programs and the availability of space, late registration may not always be feasible. Registration is available at the Welcome Desk and our online portal on the website or the Millennium Family Fitness Facebook page.

## Waiting Lists

Some programs have maximum registration limitations. In the event a program is full, a waiting list is created. If there are cancellations in the program, the people on the waiting list are contacted. Waiting list information is also used to determine if additional offerings should be considered.

## Program Fees & Payment Types

A variety of complimentary and fee-based programs will be offered to members. Fees for programs are occasionally required to offset the cost of instruction, supplies, equipment, and administrative expenses. Millennium Family Fitness makes every effort to provide members with the best value on all programs and events. All program fees are reviewed and approved by the Millennium Family Fitness Board of Directors. Full payment must be made at the time of registration.

Members may pay for programs utilizing any of the following payment methods:

* Credit Card (Visa, MasterCard, Discover and AMEX)
* Checks made payable to Millennium Family Fitness

## Program Changes & Cancellations

Millennium Family Fitness makes every effort to avoid the cancellation or change of programs. However, if this does occur, members will be notified, with as much advanced notice as possible, via the website (Millennium Family Fitness Alerts), email, and/or phone. If a program is cancelled, members will be offered the opportunity to take a make-up class (if possible), transfer to another class/program, or receive a refund.

## Program Refunds & Credits

To be considered for a refund, a *Refund Request Form* must be completed and submitted. Forms are available at the Front Desk. The completion of this form does not guarantee a refund. Refund requests are handled on a case-by-case basis. All *Refund Request Forms* must be submitted within a week of the last class date for which the refund is being requested. All in-full refund requests must be made within one week of the first day of class. Members will be notified of the status of their refund request within 5 business days. All refunds will be by check and will take approximately 2-3 weeks to be processed.

**Millennium Family Fitness Refund Policy**

* Millennium Family Fitness will consider refunds to those unable to complete or begin a program, class, event, or activity due to:
  + Medical Reason (requires physician’s note),
  + Relocation
  + Special Circumstance (case-by-case basis).
* Registration/Enrollment fees are non-refundable.
* Any customer who receives a refund must pay normal fees if he/she wishes to rejoin.
* Refunds are issued on a prorated basis and paid only for the remainder of the term of the program, class, event, or activity.
* No refunds will be given for those individuals who are dismissed for misconduct.
* No refunds or deductions will be made for late arrivals or early departures.
* No prorating of refunds is done for a single-day program, class, event, or activity.

## Program Suggestions

The staff is constantly striving to improve programs and services offered at Millennium Family Fitness. Members are encouraged to submit ideas and suggestions for upcoming programs by completing a comment form located at Front Desk. Members can also submit ideas and suggestions online.

# FACILITY FEATURES & USAGE RULES

## Club Amenities Overview

Our facility offers members a wide variety of amenities and services including:

* Functional Fitness Area
* Indoor & Outdoor Swimming
* Multipurpose Gymnasium (Basketball, Soccer, Volleyball)
* State-of-the-Art Strength Equipment
* TRX
* Cardio Equipment
* Group Exercise Studio
* KidZone (Nursery)
* Locker Rooms with Day Lockers
* Saunas
* Towel Service
* Full Locker room Toiletries

## Facility Usage Rules

The following sections describe the different usage areas of the Pavilion and the rules associated with their proper use. As stated in Section 2.10, violation of any of the rules listed earlier in this document and in the sections below can result in suspension of privileges. It is incumbent upon each member to be aware of these rules and follow them. Some of these rules are posted in the building, but failure to post these rules does not negate their importance or the right of management to suspend a member for abuse of these rules. Rules are subject to change as deemed necessary by the Millennium Family Fitness Board of Directors.

## General Facility Rules

The following usage rules have been established to maintain the facility and ensure the safety and enjoyment of all members. Specific rules for each area are posted and outlined under their own section in this Welcome Packet. Members are encouraged to assist the staff in the enforcement of these usage rules and should immediately notify staff of any violations.

**General Facility Rules**

1. Members and guests are entitled to utilize an area or program if they meet all eligibility requirements.
2. All Guests must be accompanied by a card holding member and must present a guest pass.
3. Children under the age of 6 years old do not need membership cards unless they are accompanying a guest 16 years or older presenting a guest pass.
4. All members 6 to 12 years of age must present a membership card and must be accompanied by a member or guest with a guest card 16 years or older.
5. Members ages 12 and over may enter alone and have guests (with guest cards) 12 and older.
6. Assumption of risk and liability forms must be signed and on file before utilizing the facility or participating in a program.
7. Members have to have their membership card in their possession at all times for identification to enter and utilize the facility.
8. With the exception of the pool and wet areas where bathing suits are permitted, members must be properly attired with shirts and shoes.
9. Bathing suits and wet feet are not allowed indoors with the exception of the locker room areas.
10. Food and drink will be limited to designated areas only.
11. Consumption of alcohol is prohibited unless it is during an authorized event. Members under 21 years of age may not consume alcohol on property at any time.
12. Excessive noise that will disturb other members and guests is not permitted.
13. Smoking in the facility or on the grounds (including parking lot and outside of facility) is not permitted under any circumstance.
14. Use of profane or inappropriate language is not permitted.
15. Anyone that appears to be under the influence of drugs or alcohol will be asked to leave the facility.
16. Members are responsible for cleaning up after themselves and helping to keep the facility attractive at all times.
17. Members are encouraged to let the staff know if an area of the facility or a piece of equipment is in need of cleaning or maintenance.
18. All equipment and supplies provided for use must remain within the facility and returned in good condition to its original location.
19. With the exception of service animals, pets are not permitted indoors unless it is an authorized event.
20. Bicycles, skateboards, rollerblades and other vehicular use are limited to designated outdoor areas only. A designated parking space (bike rack) for these vehicles is located adjacent to the parking lot and by the front entrance doors.
21. All programs and services including personal training, group exercise, tennis lessons, and instructional programs must be conducted by an approved and certified employee of Millennium Family Fitness.
22. For the personal safety and privacy of our members you may not use cell phones in any locker rooms, sauna, and steam room, fitness center, the gymnasium. Please use common courtesy when using cell phones in other areas of the center.
23. The facility and staff are not responsible for lost or stolen items. Members are encouraged to store and lock all personal belongings in lockers. Staff is not permitted to hold valuables or bags for members or guests.
24. All found items should be given to staff for storage in the lost and found. Items will be stored in the lost and found for up to one month.

## Locker Rooms

Locker room facilities are available for all members and guests.

**Features and Benefits**

* Full toiletries in Locker rooms
* Sauna

**Usage Rules**

* Lockers are for daily use only, and all items must be removed from the lockers and borrowed locks returned to Front Desk at the end of the day.
* Children five (5) years of age and older are required to use the locker room/restroom of their gender.

## Saunas & Steam Rooms

Saunas are provided in each locker room for member enjoyment and relaxation.

**Usage Rules**

* Pregnant women, elderly or persons suffering from heart disease, diabetes and high or low blood pressure should not use the sauna or steam room.
* Do not use the sauna or steam room under the influence of alcohol, anticoagulants, antihistamines, vasoconstrictors, vasodilators, stimulants, hypnotics, narcotics and/or tranquilizers.
* Drying clothes, towels or other items in the sauna is prohibited.
* Use by children under the age of 16 years is prohibited.
* Please be courteous and close the door to keep the heat in the sauna.
* Long exposure to sauna temperature may result in nausea, dizziness, and/or fainting. Observe reasonable time limit. Ten minutes is recommended. Do not exceed fifteen minutes.
* Please be respectful of others while in sauna and steam room.
* Unit is a dry sauna. Do not pour water on the heating unit.

## Fitness Center & Weight Room

All members are encouraged to consult their physician before beginning an exercise program. Millennium Family Fitness staff may offer members basic guidance on the proper and safe utilization of the equipment. Group fitness orientations are also available as part of the scheduled program calendar. All concerns, equipment malfunctions, and maintenance needs should be reported immediately to staff.

**Features and Benefits**

* Strength Equipment
* Dumbbells
* Weight Benches
* Medicine Balls
* BOSU Balls
* Balance Balls
* Plyo Boxes
* Treadmills
* Elliptical Trainers
* Upright Bikes
* Recumbent Bikes
* Rowing Machines
* Stairclimbers
* Stretching Area
* TRX
* Personal Viewing Televisions
* Disinfecting Wipes

**Usage Rules**

* Members between the ages of 12 – 15 must participate in a teen weight training program and be accompanied by a parent/guardian at all times to utilize the weight training equipment. Members under 12 may not use the Fitness Center unless they are registered in an Millennium Family Fitness program.
* Members ages 14 and older may use the cardio equipment without certification.
* Members ages 16 and older may utilize the Fitness Center independently, but they must have an access card and a signed *Health Form* on file.
* Appropriate attire including shorts, shirts, and closed-toed athletic footwear must be worn at all times in the Fitness Center.
* All equipment must be wiped down after use with the wipes provided.
* If a member/guest is waiting, cardiovascular equipment utilization is limited to 30 minutes.
* If a member/guest is waiting for the weight equipment, individuals should allow others to “work in” between sets.
* No power or Olympic lifting (without clearance from the Fitness Director).
* Collars must be used at all times in the weight room.
* Spotters should be used whenever possible.
* Food is not permitted in the Fitness Center.
* Water or other clear sport drinks must be contained in non-breakable spill-proof containers.
* Personal music devices are permitted if used with headphones and played at a volume that does not disturb others.
* Free weights must be restacked in the appropriate location after each use.
* Stacked weight equipment should not be slammed while lifting.
* All instructors must be approved, certified and employed by Millennium Family Fitness.

## Group Exercise Studio

Classes are scheduled each month based on the interests of the members and the availability of qualified instructors. Information on class times, dates, fees, and instructors is available in the newsletter, posted on the facility’s slat boards and on the web. New classes are generally posted at the beginning of each month. All members are encouraged to consult their physician before beginning an exercise program.

The goal of the group exercise program is to provide a variety of classes that meet the needs of our members. We consistently measure our success based on the level of participation in order to ensure that the highest quality classes are offered. Because of this, we have implemented a “green light, yellow light, red light” program which allows us to engage our members in the development of the group exercise schedule. If a class is not meeting the anticipated participation goals, it will be given a yellow light. The yellow light will serve as an alert to the instructor and participants and give them the opportunity to increase participation before a class is given a red light and taken off of the schedule. The group exercise board will be adjusted the first week of every month. A list of classes with a yellow light and red light will be posted on the group exercise bulletin board. Classes that have a yellow light for two months in a row will receive a red light and be taken off the schedule the third month. If there are any questions on this program, please contact the Fitness Director.

**Features and Benefits**

* Dumbbells
* Medicine Balls
* BOSU Balls
* Balance Balls
* Versa Bars
* Aerobic Steps
* Aerobic Wood Flooring
* Sound system (*class/instructional use only*)

**Usage Rules**

* All instructors must be approved, certified and employed by Millennium Family Fintess.
* Please do not enter the studio until the preceding class is finished.
* Members may NOT use the studio and the equipment when classes are not in session and the room is unlocked; however, all equipment must remain in the studio and be returned to its proper location.
* All equipment must be wiped down after use with the wipes and/or spray provided.
* The sound system may only be utilized as part of a structured and supervised program.
* Please keep conversations limited and in a low voice to avoid distracting those around you.
* For safety, you are strongly encouraged to stay for the entire class, ensuring a proper warm up and cool down phase.
* Please bring all concerns directly to the attention of the instructor or Fitness Director

**Group Exercise/Aqua Aerobics Class Policy**

* To participate in any group exercise class or aqua aerobics class, members must be 16 years of age or above. Members between the ages of 12 and 15 must be accompanied by their parent or legal guardian.
* Please follow all safety instructions provided by the instructor, including technique regarding the use of steps, slides, weights, and any other resistance equipment.
* If you choose not to follow the routine of the instructor, please move to the back of the studio so as not to distract the rest of the class.
* Please be considerate of your use of space in crowded classes so we may accommodate as many members as possible in class.
* Unless otherwise noted, all classes are 55 minutes in length to allow time to return all equipment to its properly designated place and for the next class to start on time.

## Cycle Studio

**Cycling Studio Policy**

* **Cycling bikes are for class and instructional use only.**
* The cycling classes will accommodate a maximum of 14 participants.
* Numbered passes will be distributed at the Front Desk at check-in no earlier than one hour before class starts. Participants must have a numbered pass to be admitted to the class.
* Participants may call to reserve one bike no more than 24 hours in advance. Members may bring one non-member guest and reserve a bike for that member at the cost of a $10.00 guest fee.
* There is a “5 minute rule” in effect. Members with reserved bikes must be checked-in and at their bike 5 minutes before class starts. Bikes will be opened up to stand-by members if there are any “no-show” members. NO ADMITTANCE to the studio will be allowed once class has started.
* Members may sign up for one class on Saturday. Once the sign ups and wait list from the 8:00 a.m. class have been accommodated, members who took the 8:00 a.m. class may take the 10:05 a.m. class if there is room. 8:00 a.m. class members must obtain another cycle pass at the Front Desk before being admitted to the 10:05 a.m. class.
* Members may get on stand-by status by signing in on the Cycling/BOSU stand-by sheet. Bikes/BOSUs will be given out based on order of sign in.
* Participants must be 16 years of age or older.

## Outdoor Pool Rules

***Identification of Residents***

All residents and guests 6 years of age or older must provide either a valid Millennium Family Fitness Membership Card or a valid Millennium Family Fitness Guest Pass to gain entry to any Millennium Family Fitness pool.

***Pool Closings***

In addition to Loudoun County and State of Virginia Health Code Standards, the pool will close for the following reasons:

• Operational & mechanical difficulties affecting pool water quality.

• During severe weather conditions (heavy rain, lightning, and thunder) and warnings, especially when visibility to the pool bottom is compromised (deck also closed).

• For 30 minutes following the last occurrence of thunder or lightning (deck also closed).

• For a period of time following any mishap that results in feces or vomit in the pool water.

***Health and Safety***

• DIVING IS NOT PERMITTED, except in designated areas.

• All children 4 years of age or younger must be supervised by a responsible individual (16 years of age or older) within arm’s length at all times when on the pool deck or in the pool.

• All children regardless of age using inflatable armbands (i.e., water wings) or any approved Coast Guard flotation device MUST be supervised one-on-one by a responsible individual who is in the water and within arm’s length of the child.

• Children under age 12 MUST be directly supervised by a responsible individual age 16 or older.

*The Lifeguards and Manager-on-Duty (MOD) have the authority to enforce the rules listed here to ensure the health, safety, and comfort of all participants. Participants not abiding by these rules may be asked to leave the facility and may also be subject to suspension or termination of facility privileges.*

***Appropriate Behavior***

• All swimmers MUST shower before entering the pool.

• Proper swim wear is required, which does NOT include jeans, cutoffs, or thongs.

• NO PETS are allowed in the pool or on the pool deck.

• NO GLASS, ALCOHOL, or TOBACCO is permitted in the pool area. Possession of alcohol will result in immediate expulsion.

• Food is NOT allowed in the pool area except in designated eating areas. Non- alcoholic drinks in non-glass containers are permitted on the pool deck.

• Audio equipment must be used with personal headphones in pool and locker room areas.

• Swimmers MUST stay off lap lanes, ropes, safety lines and lifeguard stands.

• Please refrain from distracting the Lifeguards while on duty – they are here for your safety.

• Inappropriate behavior such as running, pushing, wrestling, excessive splashing, standing or sitting on shoulders, or spitting of water is NOT allowed and may result in expulsion from the pool area.

• Children ages five and older MUST use their gender appropriate changing room.

• Private parties cannot be accommodated.

• Swim aides, floatable objects, and pool toys will be allowed at the Lifeguard’s or MOD’s discretion.

• All children who are not toilet trained MUST wear swimmers’ diapers while in the pool.

• A 10-minute Safety Break for Adult Swim will be held at 50 minutes after the hour, every hour. Only adults (18 years or older) and infants accompanied by adults are permitted in the pool during Break.

• Admission will be refused to any person appearing to have a skin disease, inflamed eyes, nasal or ear discharge, or any communicable disease.

**Lap Lane Usage**

A “lap lane” is a marked lane in which swimmers swim full lengths of the pool as part of an aerobic workout.

Lap lanes should not be occupied by anyone other than lap swimmers, unless the pool is empty. Lap swimming is the primary use of these lanes, and all **non-lap** swimmers MUST give the right of way to those wishing to swim laps. Anyone wishing to swim laps when the area is utilized by non-lap swimmers may contact the Lifeguard or MOD to request assistance in clearing the lanes. A current Pool Schedule reflecting lap lane availability is available on the slat board located next to the Front Desk and on the website.

**Sharing Lap Lanes**

* For two swimmers, swimmers can opt to do a “split lane”, where each swimmer uses half of the swim lane.
* For more than two swimmers, the “circle method” should be used, where each swimmer stays to the right of the lane.
* Before entering a lap lane, check with swimmers in the lane for permission and determine the method of sharing, either “split” or “circle”.
* When first entering the lane, give current swimmers the initial right-of-way.
* Faster swimmers should pass slower swimmers by gently touching the feet of the slower swimmer to indicate his/her desire to pass.
* Passing should be done at a wall whenever possible. A slower swimmer should not stop in the middle of the lane.
* During peak hours, please be considerate of others and limit your workout.

**Open Lane Usage**

An “open lane” is a marked lane in which swimmers may do any activity that does not involve full lengths of the pool (i.e., free play, water jogging, etc.).

Open lanes should not be occupied by lap swimmers, unless the pool is empty. Lap swimmers in an open lane must relinquish the lane to non-lap swimmers. A current Pool Schedule reflecting open lane availability is available on the slat board located next to the Front Desk and on the website.

* 12 years or older.
* The maximum number of people allowed in canoes, rowboats and paddleboats is posted at each site; exceeding the maximum is prohibited.
* Pets are not allowed on the marina pier.
* Fishing is not permitted from a boat or the marina pier.
* All state boating and fishing laws apply.

## KidZone (Nursery)

Millennium Family Fitness offers supervised care for children (ages 3 months – 10 years) of members and guests during the time they are utilizing Millennium Family Fitness facilities.

Available for ages 3 – 10 years

See rules and regulations

**Millennium Family Fitness Ration Policy**

For the safety and comfort of the children, we have a ratio of one nursery attendant for every ten children.

**Millennium Family Fitness KidZone Policy**

* Parents must fill out a KidZone Health Information and Emergency Contact Form, prior to first drop off. These forms are kept on file
* Parent or legal guardian must be in the Millennium Family Fitness facility at all times while their child is in the KidZone
* Parents will be contacted if their child is crying or unconsolable continuously for 15 minutes unless.
* Parents may make reservations for up to a maximum of 2 hours per day.
* The child must be dropped off and picked up by the same adult, unless prior arrangements are made.
* Children will not be admitted to the KidZone if showing symptoms of illness, such as fever, nausea, diarrhea, vomiting, lice etc, or having a communicable disease, such as, chicken pox. Please be aware that KidZone personnel do not give medicine to children.
* If a child stays home from school for an illness, they are not permitted in the KidZone.
* Please alert KidZone personnel if the child has any allergies or disabilities.
* Parents should take their potty-trained children to the restroom prior to dropping them off and make sure infants and toddlers are clean and dry before leaving them in the KidZone.
* No food or drink other than water bottles are permitted in the KidZone. All water bottles must be labeled with the child’s name.
* KidZone personnel are not permitted to change diapers. Parent will be notified if their child needs a diaper change.
* Millennium Family Fitness is not responsible for lost or damaged items. Please do not allow your child to bring in any toys, iPads, cell phones, iPods from home.
* Parent will be notified if their child is abusive to another child or does not respond to verbal discipline by the KidZone staff and will not be allowed in the KidZone until the parent meets with management.
* At times the children in the KidZone may be taken to the Sports Arena for play. Please be aware that black soled shoes are not permitted on the Sports Arena floor.

## Tennis Courts

Millennium Family Fitness offers six outdoor tennis courts for informal use, lessons, and league play from year round, depending on weather. We also have four indoor courts for indoor play, with climate controlled temperatures year round and must be reserved and paid for in order to use. Water and cups are provided at all courts.

**General Racquet Sport Usage Rules**

* All courts must be reserved through the Front Desk, either in person or by phone. Reservations may be made up to seven days in advance for regular play, and up to ten days in advance for league play.
* A court fee will be charged to the member if (1) the member cancels a reserved court less than two hours before the scheduled time, and it is not subsequently used by another member, or (2) if the member “no shows” or fails to check in at the Front Desk.
* All players must check in at the Front Desk prior to play.

**Outdoor Tennis Court Usage Rules**

* Tennis courts may be reserved for up to two hours per day.
* Outdoor courts are available for reserved use by members and their guests only on a first come first-serve basis.
* A schedule of activities will be posted in each area and updated by the staff.
* When other players are waiting, tennis court use should be limited to 1 hour.
* No one under the age of 16 is allowed in the area alone unless accompanied by an adult (16 years and older). Members are not permitted to “drop off” their children/grandchildren without specific supervision from an adult.
* Bikes, rollerblades, skateboards and equipment with wheels are not permitted.
* All players shall be dressed in appropriate attire, which includes: shirts, tennis shoes, shorts or warm-up suits. These items must be worn at all times. Hard- and black-soled shoes are expressly prohibited on the tennis courts.
* The rules established by the United Stated Tennis Association (USTA) will be strictly followed and adhered to by all players at all times.
* Smoking in the tennis court areas is not permitted.
* Food and gum are not permitted on the courts. Drinks must be in a non-breakable spill-proof container.
* Profanity, fighting or disruptive behavior will not be tolerated and is prohibited.
* No furniture, other than benches already provided, will be allowed on the playing surfaces.
* All tennis instructors must be approved, certified and employed by Millennium Family Fitness.

**Indoor Tennis Court Rules**

* Tennis courts may be reserved for up to two hours per day.
* Entry into the tennis bubble is only allowed via the revolving door; other doors are for emergency exit only.
* All players must check in at the Sports Pavilion’s Front Desk **prior** to play.
* All court, guest & program fees must be paid prior to play.
* There is a charge for Indoor Tennis play. Pricing is available at the Front Desk.
* Players are responsible for removing their personal belongings after play and leaving the court in proper playing condition (for example, trash deposited in receptacles and balls picked up).
* Members are fully responsible for their guests’ behavior. Any violation of these rules by a guest player will be the sole responsibility of the sponsoring member, or, if the guest did not check in with the member, the collective responsibility of all players on the designated court.

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# EMERGENCY PROCEDURES AND EQUIPMENT

## Emergency Procedures

In the event of an emergency, the facility is equipped with first aid kits and automated external defibrillator (AED). At all times while the facility is staffed, an individual with first aid, CPR and AED certifications will be on duty to respond to emergencies, accidents, and injuries. **For the safety of all, please respond quickly to the directions given by Millennium Family Fitness staff.** This is for your protection.

If an accident or injury occurs, Millennium Family Fitness staff should be notified immediately. As appropriate, they will summon and direct emergency responders to ensure speedy access to the incident.

# FORMS AND WAIVERS

## New Member Information Form & Waiver

A new member information form is kept on file for all members. This allows the staff to maintain current information on all members eligible to utilize the amenities. This form also contains the *Assumption or Risk and Waiver of Liability* that must be signed by each member of the household.

## Program Registration Form

Program registration forms are utilized to register for certain activities and events. This form provides instructors and staff with all necessary information. Forms can be found at the Front Desk or online for the applicable programs.