

REGIONAL WELLNESS CENTER
24/7 INFORMATION/POLICIES/PROCEDURES
www.rwcinfo.com

Purpose/Rational for 24/7

In an effort to meet the fitness and wellness needs of our members, the RWC Board of Directors has approved the RWC moving toward being available 24/7 (24 hours per day – 7 days per week). This will allow you and our guests greater access to the facility and to meet your ever changing and demanding schedules. We feel we are the best in the area at providing the tools to help you achieve your goals of looking better, being healthier, losing weight, or staying vibrant and independent as you age, along with providing a family friendly environment. By retaining our present members and securing new members that may not presently be using the RWC because we are not 24/7, we hope to continue to have a strong financial backing that allows us to keep our membership rates affordable. *Most importantly, by becoming a 24/7 facility we hope to enhance your opportunities to utilize our wonderful facility.*

Note from RWC Board: We are excited to have the opportunity to offer our members 24/7 access to the RWC. The following information regarding 24/7 access to the RWC is a work in progress and we are sure that there are items/issues that we may have not thought of. We welcome your feedback as we work through the process. Feel free to contact any RWC Board member or Director Bob Grems with your thoughts and suggestions.

Thank you, RWC Board of Directors

NOTE: These policies/procedures/rules are subject to change at any time deemed necessary for the safety and security of the our members/guests and the RWC. Changes will be posted at the RWC and on our web site (www.rwcinfo.com)

What Does 24/7 access mean for the RWC?

It means that if you are 18 years and older you can have access to your Regional Wellness Center 24 hours per day, 7 days a week, 365 days a year including holidays and if you are age 17 and under, you also will have expanded access to the RWC.

When will it be available?

24/7 access to the RWC will begin on November 25, 2011 @ 5am barring no unforeseen issues with the installation of the access system and the expansion of our security structure.

What will be the cost?

Starting November 7th and up to November 24th, all eligible/active RWC members will be able to secure their 24/7 access for an activation/card/fob fee of \$5.00 for cards or \$6.00 for key fobs plus tax. After this period, an activation/card/fob fee of \$10.00 for cards and \$12.00 for key fobs (plus tax) will be applied. Once activated, your 24/7 cards will be **valid until March 1, 2013 as long as your RWC membership remains active**. Anytime your RWC membership becomes inactive, you will need to pay a reactivation fee of \$10.00 for your 24/7 access card/fob. Thereafter, the RWC will set a small annual fee for the 24/7 users.

Which door(s) will be available for 24/7 access from the outside?

Only one door at the front entrance will be equipped with a proximity reader. Everyone will need to enter through this door after normal staffed hours. You may exit any of the main front doors when you leave. All other external doors to the facility will be equipped with activated door sensors during non-staffed hours and will sound a siren/call authorities if opened. NON-emergency use of any of the doors with activated sensors will result in a \$25.00 penalty and a member's membership/24/7 access being placed on hold until the penalty is paid.

Will access to the UPSTAIRS AREA be restricted?

Yes, there will be a second card/fob access point to enter the upstairs cardio/weight/track/aerobics room. For those meeting the age guidelines established to use this area, their cards will be activated to use the upstairs area.

REMINDER: Our upstairs cardio/weight/aerobics/track was designed as an ADULT exercise area with limited/supervised/orientated access of those under the age of 18 and is not conducive for non-exercising activity (socializing/horseplay/games/balls/etc). Please remember this when using this area for the safety and courtesy of others.

Will the rules and procedures for the Facility/Gyms/Upstairs Area/Locker Rooms/etc

change during NON-Staffed hours?

No, for the safety of everyone and courtesy to others all procedures/policies/rules must be followed during staffed and non-staffed hours. Those found in violation (reported by other members/seen on our security cameras) are subject to discipline procedures including the possibility of the termination of your 24/7 access and/or membership w/o refund. In addition to the rules/procedures/policies outlined in this document, RWC Procedures and Policies can be found on our web site: www.rwcinfo.com. If you would like a hard copy of these procedures/policies please contact the RWC Director.

Who may purchase a 24/7 access card/fob?

All RWC members age 14 and older may pay the activation fee for a card/fob which will be individually coded to the individual. Each member wanting a 24/7 access card/fob will also be required to sign a "RWC 24/7 Membership Terms & Conditions" agreement. Applicants under the age of 18, must have a parent accompany them when applying for their 24/7 access card/fob and also co-sign the agreement. The 24/7 software keeps track of admittances for each individual card/fob. It also will allow us to identify issues if they arise with a specific card. In addition, the software system allows us to set usage times for those under the age of 18 as per our policies and areas that may be accessed with your 24/7 card.

Additional requirement for RWC members ages 14-17:

All RWC members ages 14-17 that would like to purchase a 24/7 access card/fob must complete a NEW upstairs orientation before their card/fob will be activated. RWC staff will post times when these orientation will be held. Due to limited staff/time, orientations will only be given at set times and it will be the members responsibility to adjust their schedule to be able to attend. REMINDER, access cards/fobs for members ages 14-17 will NOT be activated until an orientation has been completed.

What if I have a child(ren) UNDER THE AGE OF 14 that would like to use the RWC on non-staff weekend/holiday hours?

Children (RWC members only) under the age of 14 may utilize the RWC when accompanied by a parent/guardian (RWC members only) during the hours of 7am and 9pm during **weekend and non-staffed holidays**.

NOTE: Children under the age of 14 will not be able to use the upstairs area during non-staffed hours except for the track while under the direct supervision of a parent/guardian (one arm lengths away) and must return downstairs when they are done working out. Children under age 14 will not be allowed to use the cardio/weights/aerobics areas during non-staffed hours for safety reasons as this equipment is designed for adults not children. Under no circumstances may children under the age of 17 use the upstairs area without successfully completing an orientation conducted by an RWC staff member. Please remember, the upstairs area was specifically designed for our adult members/guests with controlled/limited access for children.

Also, FOR SAFETY REASONS, children under the age of 8 must ALWAYS be directly supervised by an adult while at the RWC – this includes during non-staffed hours. Supervisors are NOT allowed to be “working out” when they have children under age 8 in the facility-they must be directly supervising their children and be with them at all times.

Does a child(ren) UNDER THE AGE OF 14 that would like to use the RWC on non-staff weekend/holiday hours need an access card/fob?

No! Because they can only be admitted with a parent/guardian member with an activated 24/7 access card/fob. There will be a sign-in sheet for children under the age of 14 that must be signed by child and parent when entering the RWC during non-staffed hours. This will allow the RWC to enter their admittance into the system to keep accurate usage records.

Do I have to have 24/7 access if I do not plan on using it during non-staffed hours?

No, if it is something that you do not plan on using, you don't need to pay the activation fee for a card. NOTE: Please be aware that our staffed hours will be shortened as a cost savings measure associated with the availability of 24/7 access.

Will there be age restrictions on 24/7 access?

Yes!

- Adults age 18 and older will have unlimited access to the RWC 24/7.
- Children ages 16 and 17 may access the facility between the hours of 5:15am and 9:30pm

daily and must exit the facility by 10pm.

- Children ages 14 and 15 may access the facility between the hours of 5:15am and 8:30pm daily and must exit the facility by 9pm.
- Children under the age of 14 may utilize the facility during NON-STAFFED weekend/holiday hours between 7am and 9pm while accompanied and supervised by a parent/guardian member with an activated 24/7 access card/fob.

What areas will be available for 24/7 access?

Available areas after staffing hours will be: RWC (1/2) gym; upstairs cardio area, aerobics room, weight area and track around the RWC gym; playblock area on the weekend/holiday hours from 7am-9pm; along with the locker rooms and vending area. The areas that will not be able to be accessed after hours will be: Inman Aquatic Center, classrooms, IANG gym, RWC gym workout area, and the track above the IANG gym.

If I don't have a membership, can I still gain 24/7 access?

Temporary cards can be secured at the RWC front desk during normal business hours - a deposit will be required as well as the day pass fees.

What happens if I don't follow the terms and conditions of having 24/7 access?

If you are found sharing your access card with others (members or nonmembers) or letting other individuals (members or nonmembers) into the facility with your card, you will be charged a full monthly fee per individual (\$27.73) per incident. Your membership (w/o refund) and access cards will be put on hold until this obligation is cleared. Additional incidents will result in the immediate cancellation of your 24/7 access card. In addition, you are responsible for any damages that are caused by you or others using your card. Law enforcement will be contacted for vandalism and offenders. Remember, not under ANY circumstances, may members bring guests into the building beyond our normal staff hours without prior permission/payment from the RWC Director or their designee. Arrangements for guests must be made in advance during normal business hours with RWC staff.

What types of security/surveillance are present during non-staffed hours?

The RWC will have 13 cameras that will monitor various areas of the facility. In addition, 18 access doors to the outside and pool will have door sensors and the front office area will have a curtain surrounding it and monitored by cameras and motion detectors. The door sensors and motion detectors will be monitored by an outside security agency and if activated will set off an interior alarm along with notifying authorities. Phones are available in the aerobics room, cardio area, and concession area that may be used to call 9-1-1. A panic button will also be located upstairs that will automatically call the police.

What about access during inclement weather?

The RWC staff will make every effort to have the facility available at all times with the understanding that this may not be possible due to bad weather such as snow storms. If staff members are clearing parking lots, members will be asked to park on the street until the lots become available for use. If absolutely necessary, we will announce any closing of the RWC on our web site and on KILR radio.

What happens if my card is lost or stolen?

Report it immediately (during regular staffed hours) to the RWC. We will immediately de-activate your card and you will be issued a new card for a fee of \$10.00 (\$12.00 for fobs). You will be financially responsible for any unauthorized use of your card while it is activated.

Will the current front desk hours change after 24/7 access is available?

Yes, we do anticipate some small changes in our front desk hours once 24/7 is available. A final determination has not been made at this time of what the front desk hours will be. Be assured, the RWC staff will be available to meet the needs of our members. While not finalized, our front desk hours may look something like this:

Monday-Friday	6:20am-8pm (doors will still open at 5:15 am)
Saturday	10am-5pm
Sunday:	1pm-5pm

Will the current POOL hours change after 24/7 access is available?

No, our normal operating hours for the pool will remain the same and will be staffed as usual at this time. Pool hours are always subject to change

Will there be after-hours groups utilizing the RWC?

Yes, there will be after-hours rentals at various times during the year (post-proms, lock-ins, athletic practices, reunions, etc) and they will have priority over general member access. Groups rentals, along with the areas they will be using, will be posted in advance so members may adjust their schedules if conflicts occur.

Will the front desk area be available during non-staffed hours?

No, the front desk area will be enclosed with a curtain during non-staffed hours and monitored by a motion detector and cameras. RWC basketballs will not be available during non-staffed hours.