

## **North Myrtle Beach Aquatic & Fitness Center Membership Handbook**

Welcome to the North Myrtle Beach Aquatic & Fitness Center. This facility is designed to attract and serve a variety of individuals and user groups. Membership at the Aquatic & Fitness Center is a smart investment in your health. Vitality, energy and a fresh sense of well-being are built into our programs as we help participants participate in the kind of exercise that is best suited for individual needs. Please consult your physician before beginning any exercise program. On behalf of the staff, we welcome your membership and hope you will consider making the Aquatic & Fitness Center a regular stop in your day.

All policies and procedures are designed with you, the member in mind. It is our desire to:

1. Provide a safe and enjoyable exercise environment for all members.
2. To keep this facility in a clean and well-maintained condition.
3. To maintain all the equipment in excellent working condition and looking like new.
4. To provide our members with extraordinary customer service in the most professional, efficient, courteous, and helpful manner, while responding in a timely fashion.

If you would like to know more about any aspect of the programs and services available at the North Myrtle Beach Aquatic & Fitness Center, please contact us:

### **Important Phone Numbers**

|  |              |
|--|--------------|
| • General Information/Customer Service Desk: | 843-281-3737 |
| • Membership Services                        | 843-281-3737 |
| • Administrative Services                    | 843-281-3747 |
| • Birthday Parties                           | 843-281-3744 |
| • Facility Rentals                           | 843-281-3738 |
| • Fitness Department                         | 843-281-3745 |
| • Child Watch/Children's Activities          | 843-281-3744 |
| • Recreational Sports/Programs/Camps         | 843-281-3744 |
| • Aquatic Programs                           | 843-281-3743 |
| • Massage Therapy                            | 843-281-3737 |
| • Racquetball Reservations                   | 843-281-3737 |
| • Personal Training                          | 843-281-3745 |
| • Seacoast Medical Office                    | 843-663-2800 |
| • Inclement Weather Message/Information      | 843-281-3737 |

The North Myrtle Beach Aquatic & Fitness is owned and operated by the **City of North Myrtle Beach**. Established as an enterprise fund, the City used the ½ percent local accommodations tax as the direct stream of income to secure loan. The City did not use any taxpayer money at any time to build the facility or to repay any of the debt borrowed to build the Aquatic & Fitness Center. The Center operates solely on revenues generated from memberships and facility revenues.

## **We Look Forward To Serving You**

## I. General Information

The North Myrtle Beach Aquatic & Fitness Center is a controlled access facility. It is important that we protect the rights of every member of the Aquatic & Fitness Center by assuring that only authorized users (members and registered guests) are allowed access. Members and registered guests must enter and exit through the Customer Service Desk. A membership card will be issued to every member and must be scanned at the turnstile to gain entry to the facility. Memberships are non-transferable. Protect your membership card! There is a **\$10.00 charge** for a replacement card. Lost membership card must be replaced within 30 days. All members are required to have their photo on record. The Aquatic & Fitness Center reserves the right to refuse service to anyone.

### A. Hours of Operation

|                   |                |
|-------------------|----------------|
| Monday – Thursday | 5:30am-10:00pm |
| Friday            | 5:30am-9:00pm  |
| Saturday          | 7:00am-6:00pm  |
| Sunday            | 12noon-5:00pm  |

The North Myrtle Beach Aquatic & Fitness Center reserves the right to close any or all of the facility for special programs and events. Additionally, the Center, or portions of the Center may be closed for maintenance or repair as needed. Hours of operation are subject to change based upon facility utilization patterns. The Center doors will open no sooner than 10 minutes prior to the posted times. All activity, other than the swimming area, will cease 5 minutes prior to closing time. *\*The swimming pools, whirlpool and sauna close 30 minutes prior to the building.* All members and guests must exit the building no later than the posted closing time.

### B. Member Services

The following services are available to our members:

- Classes, activities, programs
- Personal Training
- Massage Therapy
- Child Watch
- Orientations in the fitness room by Fitness Specialists. Additionally, Fitness Specialists are always available in the fitness room to assist you in the use all of the cardio and weight equipment, teach you basic exercise guidelines and principles, help you adjust the equipment, and make sure your workouts are safe, fun and effective.
- Smoothie Bar located in the Fitness Room: Sells a wide variety of smoothies, protein smoothies, protein bars, protein shakes and bottled water.
- Equipment checkout: Exchange your membership card at the Customer Service Desk for activity equipment such as a basketball, volleyball or racquetball racquet.
- Items for purchase: Racquetball eyewear, racquetballs, t-shirts, swim goggles, workout bags, water bottles. See Customer Service Desk for current listing of items for sale.
- Health, wellness, nutrition, and fitness seminars.
- Injury screenings offered weekly by McLeod Loris Seacoast.

### C. Dress

Appropriate attire is required to participate in all programs and activities at the Aquatic & Fitness Center. Shirts and shoes must be worn in all non-aquatic activity areas. T-shirts with offensive slogans, sayings or pictures are not allowed. Only clean, closed-toed athletic shoes with **non-marking** soles are permitted in all activity areas including the fitness room, aerobic room, racquetball courts, gymnasium and track. Dress shoes, sandals or work boots are not permitted. The Aquatic & Fitness Center reserves the right to determine what constitutes appropriate attire.

### D. Tobacco Products/Drugs/ Alcohol

This facility is a smoke free – tobacco free facility. Smoking tobacco, chewing tobacco and any other type of smokeless tobacco products may not be consumed inside this facility. The possession or use of alcohol or drugs is prohibited. Any person suspected of being under the influence of drugs or alcohol will be immediately asked to leave the facility.

### E. Lost And Found

The Aquatic & Fitness Center will not be responsible for articles lost, stolen or damaged in the facility or on Aquatic & Fitness Center grounds. All valuables, such as watches, jewelry and sunglasses, found by Aquatic & Fitness Center staff are taken to the Customer Service Desk and are locked up for safekeeping. Other items go to the lost and found storage container, also located at the Customer Service Desk. If items are not retrieved, they are turned over to Goodwill or the Salvation Army. Please note: You are advised to leave your valuables at home or locked in your car. Do not leave them unsecured within the facility.

### F. Guests

Each current **annual membership package** is granted 5 free “guest” passes per membership year. \*Reminder: if you freeze your membership for any reason this extends your membership year. These passes are processed (requested and picked up) through the Customer Service Desk. A 24- hour notice is required in order to properly process the guest passes. The Guest Pass **must be presented** at the time of entry into the facility; however, it is not necessary for the member to be present when a guest uses one of their passes. Guest passes include access to all areas of the facility and admission to daily classes. Guests are subject to the same facility guidelines and policies as a member. Guest passes are only valid when used in conjunction with an active, valid annual membership package. Once a membership has expired or is terminated the Guest passes associated with that membership are no longer valid. If a membership is frozen for a medical reason, that member may not use a guest pass to workout. Guest passes are **not replaceable** if lost. Once an annual membership package has been active for one complete year and, upon renewal of the annual membership package, a member may purchase up to an additional ten guest passes per year, at a cost of \$7.00 per pass.

### G. Visitors

Visitors may purchase a Daily Visitor Pass for \$15.00 per person, age 5 and up and \$5.00 per child under age 5. Additionally, a weekly pass is available for \$55 per person. The daily or weekly Visitor Pass includes access to all areas of the facility and admission to daily classes. Visitors are subject to the same facility guidelines and policies as a member. \*Ages 4 and under going to Child Watch will also have additional Child Watch Fees.

## H. Membership Freeze Policy

The freeze policy allows you to temporarily suspend your annual membership package in accordance with the following terms:

1. A member in good standing can freeze their membership package for a minimum of one (1) month and up to a maximum of six (6) months, **one time** during their contractual membership year. A freeze must be done in consecutive, one-month increments.
2. The entire membership package must be frozen. You cannot freeze one individual who is part of a couple's or family membership.
3. There is a **\$10.00 per month service fee**, which must be paid in full at the time of the freeze request.
4. A member cannot freeze a month that has already had monthly dues drafted.
5. When a bank draft member freezes their membership package, their **monthly billing is suspended** during the time of the freeze.
6. If a member returns to the Center earlier than expected, he/she must see the Administrative Assistant to pay monthly dues (if on bank draft), and reactivate their membership.
7. Whether paid in full or bank draft, if a member freezes their membership, the time will be added by extending their expiration date.
8. A 5-day advance notice, in writing, is required to freeze any membership. Freezes are not accepted over the phone.
9. If you are medically unable to use the Aquatic & Fitness Center, you can request a medical freeze. You must provide a doctor's letter at the time of requesting a medical freeze. We will waive the freeze fee for a medical freeze. A doctor's release, allowing you to resume your fitness activities, must be provided upon your return to the Center.
10. Membership will automatically resume billing at your regular membership rate after the freeze period without notice to the member.
11. **A freeze request, medical or otherwise, cannot be retroactive.**

## I. Membership Adjustment Policy

Any changes or adjustments to an existing membership that include but are not limited to: adding or removing a family member, changing banks for a bank draft, must be done through our administrative office. The best time to handle this is Monday through Friday between the hours of 8am and 5pm. A 5-day notice is required to put bank draft changes into effect.

## J. Cell Phone Policy

To ensure the privacy and protection of Aquatic & Fitness Center members, cell phone use is restricted in certain areas of the facility. **These "Cell Phone Free Zones" include: all locker rooms, restrooms, changing areas, swimming pools, sauna, whirlpool, or fitness area.** Cell phones can be used in all common areas (hallways, lobby) of the Center. We ask that all cell phone users be respectful of other members.

## K. Photographic/Video Equipment/Signage

No photography, video taping, filming or audio recording is permitted on this premises without the expressed permission of the management of the North Myrtle Beach Aquatic & Fitness Center. No signs, posters, advertisements, or decorations may be placed in the Center without approval of the Director.

## L. Repairs/Closures

The Aquatic & Fitness Center reserves the right to close all or parts of its facility, at any time, for as long as necessary to perform repairs and maintenance. Additionally, the North Myrtle Beach Aquatic & Fitness Center reserves the right to close any or all of the facility for special events, programs or rentals. Advanced notice of repairs and events will be posted whenever possible.

## M. Holiday Hours

|                  |             |                  |             |
|------------------|-------------|------------------|-------------|
| New Year's Eve   | Close Early | Thanksgiving Day | Closed      |
| New Year's Day   | Closed      | Christmas Eve    | Close Early |
| Easter Sunday    | Closed      | Christmas Day    | Closed      |
| Independence Day | Closed      |                  |             |



\*Holiday hours are subject to change. Hours will be posted for upcoming holidays.

## N. Personal Equipment

Bicycles, skateboards, roller blades, heellies, and pets (except seeing eye or helping aide dogs) are not permitted in the facility. Bicycles must be parked in the bike rack located in the front of the Center. The Aquatic & Fitness Center is not responsible for damage or theft to personal items.

## O. Communication

Look for information about events at the Aquatic & Fitness Center in the following locations:

- Our web site is [www.afc.nmb.us](http://www.afc.nmb.us). We list upcoming events, daily classes and programs.
- Our information center located in the Aquatic & Fitness Center lobby area.
- Direct emails highlighting upcoming special events and programs.
- "On A Roll", a monthly newsletter located in all the restroom stalls.
- Fun Zone published three times each year by the Parks & Recreation Department.
- Bulletin boards located outside activity/fitness rooms throughout the Center.
- North Myrtle Beach Aquatic & Fitness Center Facebook page 
- Twitter 

## P. Special Events

1. Announced special events will have precedence in facility usage.
2. Please refer to the Aquatic & Fitness Center website, facebook, twitter messages, publications and bulletin boards for information about special events and the area of the facility they will occupy.

## II. Dependant Children and Young Adult Policies

Parents or guardians are responsible for their child's actions and behavior and are expected to be in a position to provide adequate supervision at all times. Unsafe or inappropriate behavior will result in the child being asked to leave the activity area. In order for members of all ages to enjoy their experience at the Aquatic & Fitness Center, we enforce the following guidelines:

Unless registered in an organized activity or program, directly supervised by an Aquatic & Fitness Center staff member, (Swim Team, Fun Fit Club, Parent's Night Out, Swim Lessons, After School, Camps etc.) the following age requirements are strictly enforced:

- No child **under the age of 15** may be "dropped off" at the Aquatic & Fitness Center. A responsible adult, **age 18 or older**, must accompany the child and remain in the facility with them. If a child is not coming to the Center with the parent or legal guardian, another member of the facility, who is over the age of 18, must accompany him/her. The same standard of parental supervision will be expected of the sponsoring member.

### **Additionally...**

- A parent or guardian must indirectly supervise children age 8-14 years of age. Indirect supervision means that if your child falls into this age group, they may use the pool or gym while you work out in the fitness area or take a class. Please check on them periodically. Avoid having your young child run in and out of the fitness room or a fitness class to get your attention or "ask you a question".
- Children age 7 and under must be within arm's length of their parent or guardian in the same activity area (pool, gym, racquetball courts etc.) of the facility. Please don't leave your 6 year old alone in the gym or pool (or in the care of your 10 year old), while you work out in the fitness room.
- Each activity area (pool, gym, fitness room, and racquetball) of the Center has rules and policies that are tailored to that area with specific safety goals in mind. Please review those policies in each area of the facility listed below. The rules of the specific area of the facility will override the building rules where applicable.  
**Example:** A child who is 9 years old may be in the swimming pool area without direct parental supervision, however; they must have a parent with them to use the sauna or whirlpool.

## III. Facility Guidelines

### A. Running/Walking Track

- The track is available to everyone 15 years of age and older.
- Youth, age 14 and under, may use the track if accompanied by a parent or guardian.
- **Water** in a plastic, sealable drink container is welcome. No gum, food or other beverages (coffee, soda, smoothies, sports drinks, etc) are permitted.

For member's safety, do not use the track with more than two individuals' walking side-by-side. Be aware of other members around you and move to single file, on the inside of the track, if someone is trying to pass you. Joggers or faster walkers should pass to the outside.

Observe posted running/walking direction signs.

Use the corners of the track for standing, resting or stretching. Do not stand or stop on any lanes of the track.

Do not stand, sit or climb on the railing surrounding the inside edge of the track.

The throwing of any objects from the track to the gymnasium below is prohibited.

Do not use the track as an observation deck for the gymnasium at any time.

Shirts and proper athletic footwear must be worn at all times. **Street shoes, spikes, turf shoes or any shoes suspected of marking or damaging the track, are prohibited.**

## **B. Gymnasium**

Absolutely NO dunking or hanging on the rim.

Adult play should not take place on goals set at youth height. Playing full court basketball is restricted to times when the gym is slow and courts are empty.

Profanity, vulgar language, abusive or threatening behavior, horseplay or spitting on walls or floors is prohibited.

Do not kick or throw balls at the ceiling, walls, track, or divider screen. Do not kick or punch the protective wall mats.

All gym bags and personal effects should be kept in the locker rooms. The Aquatic & Fitness Center is not responsible for lost or stolen items.

Personal basketballs and volleyballs are permitted. The Aquatic & Fitness Center is not responsible for any loss or damage to your items.

**Water** in a plastic, sealable drink container is welcome. No gum, food or other beverages (coffee, soda, smoothies, sports drinks, etc) are permitted.

Shirts and proper footwear must be worn at all times. **Street shoes, or any shoes suspected of marking the court floor are prohibited.** Please bring separate basketball or cross-training shoes for all court activities as street shoes carry in sand and pebbles that scratch and mark the courts. Running shoes are not recommended due to a risk of ankle injury.

## **C. Racquetball Courts**

### **Racquetball Court Reservations**

Reservations for use of racquetball courts will be on a first- come, first- served basis. Courts may be reserved during normal hours of operation, in person or by phone (843/281-3737), **up to 24 hours in advance.**

Reservations are made in 30-minute increments with a maximum of one hour of reserved playing time per member per day.

Courts not claimed within 10 minutes of the reserved start time will be lost and then made available on a first-come, first served basis.

If courts have not been reserved, members may use them on a first-come, first-served basis.

Cancellations must be made at least 2 hours prior to scheduled reservation time. Persons who “no show” a reservation may be denied the right to reserve a court in the future.

Any discrepancies in court usage will be settled by the Aquatic & Fitness Center staff and based on the reservation sheet and Customer Service Desk clock.

Daily visitors are not permitted to make court reservations in advance. Courts are available to visitors on a walk-in availability basis only.

## **Racquetball Court Policies**

### **Eye Guards are required.**

Shirts and proper footwear must be worn at all times. **Street shoes, or any shoes suspected of marking the court floor are prohibited.** Please bring separate “court” shoes for playing racquetball as street shoes (sneakers) carry in sand and pebbles that scratch and mark the courts.

For playing safety, wrist lanyards are required on all racquets, and must be around the wrist while playing.

An adult, age 18 and older, must accompany anyone under the age of 13, on the court.

Patrons need to supply their own racquets and balls. All racquets must have plastic head guards.

No black racquetballs are permitted.

No food or beverage of any kind is permitted within the playing court area. **Water**, in a plastic, sealable drink container, is welcome in the outer court waiting area. No food or other beverages (coffee, soda, smoothies, sports drinks, etc) are permitted.

Players may be asked by Aquatic & Fitness Center staff to vacate the courts if, at any time, it appears damage is being done to court walls and/or floors.

## **D. Fitness Center Guidelines**

The North Myrtle Beach Aquatic & Fitness Center provides our members with a Fitness facility filled with the newest and most innovative weight and cardio equipment, as well as a variety of group fitness classes.

The fitness room is available to members 15 years of age and older.

Members, age 11 to 14 years, may use the Fitness Center **with parental supervision** after both the adult and child complete the **Parent/ Child Fitness Orientation**. Please see Fitness Room desk to schedule an appointment.



A child, who is 11-14 years old **and** completes the adult/child orientation program, may use the Fitness Center only, without parental supervision, Monday through Friday between 3:30 and 5:00pm. This is a special **KidFit Program** established for children age 11-14 years. The parent must sign the child in and out in the Fitness Room. During that time, if the parent is not in the facility, the child must remain in the Fitness Room. The child cannot go to the pool to swim or gym to play basketball.

Close-toed athletic shoes must be worn. No open toed shoes or sandals, or work boots are permitted. Clothing that has writing or a logo of an offensive nature will not be permitted. Jean shorts or pants with belts, snaps, buttons rivets, etc. are not permitted. All attire is at the discretion of fitness center staff.

Plastic water bottles and drink containers that are sealable are welcome. There is a designated area for smoothies, other drinks, and protein bars sold in the Fitness Room. No outside food is permitted anywhere other than the lobby area.

Fitness Center staff cleans all weight and cardio equipment several times daily. Additionally, disinfectant spray and paper towel dispensers are located throughout the fitness center for your convenience. You should wipe perspiration off all weight and cardio equipment before and after use. Personal towels should not be used to wipe down any equipment.

Please handle all dumbbells, weight plates and benches in an appropriate manner. Return all dumbbells, weight plates, medicine balls, and stability balls to their appropriate rack when finished. Do not drop weights, dumbbells or benches.

Collars are recommended for free weights.

Report all injuries and equipment irregularities immediately to a Fitness Specialist.

If you don't know how to use a piece of equipment, please ask a Fitness Specialist for assistance. Do not use any equipment without prior knowledge.

In consideration of other members, limit your time on any cardio equipment (treadmill, elliptical, etc.) to 60 minutes, unless otherwise noted on the equipment.

Profanity or loud boisterous language is inappropriate and inconsiderate and will not be permitted. Abuse of the equipment and/or "banging or dropping the weights" will not be tolerated.

Be patient and efficient. Do not hover over someone if you are waiting to use the equipment they are working on. Try to be as efficient as possible when someone is waiting for you.

Please use the lockers for all personal items including your gym bag and valuables. Bring your own lock and remove it at the end of your workout. Personal items may not be stored on or behind the Fitness Center counter. The Aquatic & Fitness Center is not responsible for lost or stolen items.

Fitness room participants may use only personal listening devices; boom boxes are not allowed. The music playing over the PA system will be chosen by Aquatic & Fitness Center staff.

The televisions, ceiling fans and radio station in the Fitness Room are set on pre-arranged stations and settings and will not be changed at a member's request.

If you are working out alone doing multiple sets, allow others to use the equipment between sets. Fitness etiquette dictates that "working in"--when you alternate strength-training sets with another person--is perfectly acceptable. Be polite as you do so, waiting until the user has finished a set to ask, "Would you mind if I work in?"

Cell phone conversations are not permitted in the Fitness Room. Please move to the hallway or lobby to use your phone.

**Personal Training Policies:** Only personal trainers contracted with the City of North Myrtle Beach are allowed to perform personal training, whether for profit or not, here at the North Myrtle Beach Aquatic and Fitness Center. All sales are final, no refunds on personal training. Sessions that go inactive for longer than 3 months become void. All training sessions require a 24 hour cancellation policy or you will be charged for your session.

## **E. Aerobic/Multi-Purpose Rooms**

**Group Fitness Class Etiquette:** Please respect the instructor and fellow class participants. Do not enter a class if it is more than 10 minutes in progress. Do not talk excessively during class – it is disruptive to the instructor and class participants.

When not being used for scheduled classes, the aerobic room is available for members to use for personal stretching and/or exercise. Children age 11-14 must be accompanied by an adult. Children ages 10 and under are not permitted.

**Water** in a plastic, sealable drink container is welcome. No food or other beverages (coffee, soda, smoothies etc.) is permitted.

Shirts and proper footwear must be worn at all times. **Street shoes, or any shoes suspected of marking the floor are prohibited.** Please bring separate aerobic shoes for all activities as street shoes carry in sand and pebbles that scratch and mark the courts. Running shoes are not recommended due to a risk of ankle injury.

Children must be at least 15 years of age to attend group fitness classes. Children ages 11-14 may attend group fitness classes with a parent.

## **F. Swimming Pools**

The Aquatic & Fitness Center provides our members with a state-of-the-art aquatic facility filled with the newest and most innovative therapy, instructional, fitness, and competitive equipment. The following guidelines will provide a safe and enjoyable environment for all members to enjoy their swimming experience.

Throughout the day, programs and classes will be scheduled in both the competitive and teaching/therapy pools. It is our goal to always have some area of the one or both of the pools open for members to use.

The swimming pool area (sauna, whirlpool, teaching/therapy pool, competitive pool) closes 30 minutes prior to the building to allow for cleaning and maintenance.

**Reminder: Cell phone use is prohibited in both the locker room and swimming pool areas.**

### **Children's Swimming Pool policies:**

- **All** children age 7 and under must be accompanied by a parent or responsible adult, in a swimsuit, at all times (including in the water, on the deck or in the locker rooms). The child should be under direct (arm's length) supervision of the adult at all times.
- Swimming children age 8 and older are permitted to use the pools without a parent's direct supervision. The child must be able to demonstrate the following swimming skills:
  1. Tread water for 30 seconds without touching the bottom.
  2. Back float for 30 seconds without kicking the legs.
  3. Swim 2 lengths of the competitive pool (down and back) without stopping.
- Non-swimming children age 8 and older may use the pool without a parent's direct supervision, however; parents should give careful consideration as to their child and their abilities before allowing them to swim without direct parental supervision. The lifeguard may, at any time, remove a child from the pool if they feel their lack of swimming ability presents an unsafe situation.
- To allow us to better serve your family, please accompany your child to the pool the first few times. Check in with the lifeguard staff until we get to know your child and their swimming abilities.

**Always enter and exit the pool area through the locker rooms.** Please shower before entering the pool, sauna, or whirlpool. Persons with open cuts, sores, bandages, colds, coughs or infected eyes are not permitted in the pool area.

Candy, gum, food, or any beverage other than water in a plastic, sealable container is not permitted in the pool area.

Please do not engage the lifeguard in unnecessary conversation.

In the event of bad weather or lightning, the pool area may be closed and swimmers asked to leave the pool area. The pool may remain closed for 15 minutes after the last flash of lightning is spotted.

Diving in water less than 9 feet deep, back dives or back flips from the side of the pool are prohibited.

Children who are not toilet trained must wear a "swim diaper". Disposable or cloth diapers are not permitted. Do not change your child or remove diapers on the pool deck.

Please WALK! Do not RUN!

Starting platforms located at the deep end of the competitive pool are limited to use by those swimmers under direct supervision of a swim team coach or aquatic staff member. They are to be used for training purposes and not as a diving board.

Please....**NO STREET SHOES** on the pool deck. If you are watching your child swim, remain in the bleacher area of the deck. Bare feet, flip flops or pool shoes are preferred.

Any inflatable floatation device such as arm floats or water wings, which do not carry the United States Coast Guard (USCG) or the Underwriters Laboratories (UL) seal of approval, are not permitted for use as the sole supportive piece of equipment for non-swimmers. Any inflatable

water wings or arm floats, not carrying one of these stamps, will not be permitted for use in the pool without also using a properly fitted life jacket.

Dangerous practices are not permitted. These include but are not limited to:

- Sitting or standing on shoulders or “chicken fights”
- Pushing, pulling, dunking, horseplay or unwanted splashing
- Hanging, pulling or sitting on lane lines
- Spitting or nose-blowing into the water

The ramp leading into the Teaching/Therapy pool is a means of entry and exit only. It is not an area for children to play, run, slide, etc.

## **G. Whirlpool**

No one under the age of 8 years may use the whirlpool. Children between the ages of 8 and 13 must have direct (arm’s reach) adult supervision to use the whirlpool.

The whirlpool is not recommended for pregnant women, those with respiratory problems, cardiac related conditions or high blood pressure. Please consult with a physician before using the whirlpool if you have any of these conditions.

Persons with cuts or open sores may not use the whirlpool.

Please do not exercise in the whirlpool.

It is recommended that persons remain in the whirlpool for 5 minutes, but no longer than 10 minutes.

All persons must shower before entering the whirlpool.

## **H. Sauna**

The sauna temperature is set in accordance with by the manufacturer’s suggested temperature setting for a commercial sauna in a fitness facility utilized by a wide variety of people.

No one under the age of 8 years may use the sauna. Children between the ages of 8 and 13 must have direct adult supervision to use the sauna.

The sauna is not recommended for persons in poor health, pregnant women, those with respiratory problems, cardiac related conditions or high blood pressure. Please consult with a physician before using the sauna if you have any of these conditions.

Persons with cuts or open sores may not use the sauna.

Do not use any oils such as eucalyptus or special scents on the rocks in the sauna.

Do not exercise in the sauna! The sauna is for opening pores and relaxing muscles. **It is not a weight loss tool!** Do not exceed 20 minutes in the sauna. Excessive exposure can be harmful to your health.

Sauna users should not ignore the following warnings: feelings of discomfort, dizziness, feeling sleepy, or shortness of breath. Breathing heated air in conjunction with consumption of alcohol, drugs or medication is capable of causing unconsciousness.

All persons must shower after leaving the sauna.

Please wear appropriate swim attire and remove all jewelry. Shoes are not allowed in the sauna.

## **I. “The Dolphin” Waterslide**

To be able to ride the waterslide riders must be able to swim one pool length unassisted or be 48” inches tall. The water depth in the splash down area is 42 inches. Maximum operational load is 300 pounds.

Only one rider on the waterslide at a time. (NO EXCEPTIONS) Riders must enter the waterslide in a sitting position and wait for instructions from the lifeguard. All riders must ride feet first while lying on their back. DO NOT sit up, stand, kneel, rotate, or stop in the waterslide. Keep arms and feet inside the waterslide at all times.

Only approved swimsuits allowed. Swim wear with exposed zippers, buckles, rivets or metal ornamentation is not permitted. No tubes, mats, or lifejackets are permitted on the waterslide.

Riders must be in good health. Pregnant women and persons with heart conditions or back trouble should not ride this waterslide.

## **IV. Child Watch Guidelines**

### **A. Policies**

The Child Watch Area provides a limited duration sitting service for members while they are using the Aquatic & Fitness Center. We welcome children from 6 months through 10 years of age. Both the **child and the child’s parent(s) must be a member of the facility** in order to participate in the Child Watch program. The definition of member, for both the parent/guardian and the child, would be an annual member, monthly member or daily visitor via guest pass or walk-in fee of \$5 or \$15. The maximum stay is 2 consecutive hours per child, per visit. At least one parent or guardian must be present in the Aquatic & Fitness Center at all times, while your child is in the Child Watch area.

While in the Child Watch Area, children are directly supervised at all times. We have an assortment of books, toys, games, projects and activities for your child to enjoy. It is advised that no personal games and toys be brought from home. The Aquatic & Fitness Center cannot be responsible for anything lost or stolen. If bringing personal necessities from home (sippy cups, pacifiers, jackets, etc.), we encourage that you clearly label these items with your child’s first and last name. These items will be stored in individual cubbies when not in use.

Unhappy children are never forced to stay in the Child Watch Area. We will come find parents if any child remains upset for more than 10-15 continuous minutes.

Infants must be brought into the Child Watch Area in a child carrier. Pacifiers must be attached to the child. Please make sure your child is changed/or used the restroom before checking them into the Child Watch Area. A changing station and restroom are located in the Child Watch Area, so that Aquatic & Fitness Center staff can assist children as needed. Parents must provide their own wipes and diapers in a clearly labeled bag or container.

Staff members are chosen for their skill with children as well as their warmth and sensitivity to the needs of the children. All staff is trained in CPR. Parents will be immediately notified should an emergency occur.

## **B. Child Watch Hours of Operation**

|                       |             |                              |
|-----------------------|-------------|------------------------------|
| Monday through Friday | 8am-12noon  |                              |
| Monday through Friday | 3:30-7:30pm | *closes at 7:00pm on Fridays |
| Saturday              | 9am-12noon  |                              |

*\*Hours are subject to change. All changes will be posted at the Customer Service Desk and Child Watch Area.*

## **C. Child Watch Fees**

While the Child Watch area is not free, monthly rates or pre-paid punch cards make this child care service both convenient and affordable. Child Watch payments are made at the Customer Service Desk.

**Monthly:** \$25.00 for each individual child.

The payment must be designated for a specific child and **cannot** be used on multiple children from the same family on alternating visits.

Each month starts on the first calendar day and ends on the last calendar day. This option includes an unlimited number of visits per month. Fees will not be pro-rated.

**Punch Card:** \$40.00 per 20 hour card

For your convenience we ask that Punch Cards be utilized when purchasing child watch services on a daily, per visit basis. Twenty-hour punch cards are available for \$40.00.

The punch card is valid for one year from date of purchase and may be used on multiple children from the same family.

**Hourly Payment:** \$3.00 per hour per child

This option is available for non-members utilizing a Daily Guest Pass or a Daily Visitor Pass.

\*If your current membership package is a Family or Parent/Child Membership and you have children (a child) between the ages of 5 & 10 years old listed on the membership then there will be no charge for that child to use child watch.

## **D. Check-In/Out Procedures:**

For the safety and protection of every child, it is imperative that each parent follows the proper sign in and out procedures. Regardless of age, every child is required to be checked in and out. Children within our care will only be given to those parents/guardians who signed them in, unless advanced notice is given. Staff may ask for picture ID.

## **E. Food and Beverage:**

Please make sure your child is fed before checking them into the Child Watch Area. No food is allowed with the Child Watch rooms. Drinks may be brought into the room in spill-proof containers clearly labeled with your child's name.

## **F. Discipline Policy:**

The following skills are the basic guidelines for successful participation in the Child Watch Program: follow and accept direction and structure as necessary; take turns and share in a cooperative manner; respect others and their property. The Aquatic & Fitness Center staff is committed to providing a structured environment that offers encouragement, assists in problem solving, offer realistic choices and avoids threatening situations. The following behaviors are considered unacceptable and may result in your child being removed from the Child Watch program: hitting, fighting, causing physical harm, profanity or verbal assault, temper tantrums, spitting, biting, disrespect to center staff, refusal to cooperate, and disregard for center policies and procedures. At the time of an incident the parent will be immediately notified and the child must be removed from the program for the remainder of the day. The second incident will result in a multi-day suspension from Child Watch privileges to allow time for behavior modification. \*The Aquatic & Fitness Center reserves the right to suspend or expel a child from Child Watch services based on continued behavioral problems.

## **G. Medication:**

Medication will not be administered by Aquatic & Fitness Center staff. Please see to these needs before checking your child into the Child Watch Area. You may administer medications yourself while you are at the Center.

## **H. Health Information:**

\*Each child must have current immunizations. A copy of the immunizations must be presented the first time a child is checked into the Child Watch Area. These will be kept on file.  
\*A healthy and safe environment is extremely important to the staff of the Aquatics & Fitness Center. We ask for your cooperation and courtesy in not sending a child who shows signs of illness or has an infectious disease. Please keep your child at home when the following occur: any evidence of diarrhea, vomiting, symptoms of a fresh cold; runny nose, cough; earache, current fever (over 100 degrees) or has had a fever in the last 24 hours; has a sore throat, discharging eyes or ears, and unidentified rash or skin eruptions. If the child exhibits any of the above while in Child Watch the parents will be immediately contacted and the child must be removed from the Child Watch area. Additionally, the child may not return to Child Watch for at least 24 hours. Please respect other children and our AFC staff by keeping sick children at home.  
\*Shoes are required in the Child Watch Area at all times.

## **V. Locker Rooms/Changing Areas**

The Aquatic & Fitness Center provides ample locker room facilities for each member to change in a comfortable, non-threatening environment. By following a few simple policies we can all be courteous of each other and maintain a safe changing area. Remember, these are your facilities to take care of and enjoy.

### **A. Special Needs Changing Area**

- The Special Needs Changing Area is designed with three significant purposes in mind:
  1. Parents, grandparents, and caregivers accompanying any child 8 and under.
  2. A parent or caregiver accompanying an opposite sex person of any age who requires extra assistance.
  3. Persons with disabilities.

- The entry locker room door is coded. This code will be given out to members and changed on an as-needed basis.
- Children must be accompanied by an adult at all times in the Special Needs Changing Area.
- Members, age 9 and older, should use gender appropriate locker rooms and restrooms.
- Please do not leave valuables unattended. The Aquatic & Fitness Center is not responsible for lost or stolen items.
- Please do leave clothing and personal effects in the changing rooms. Lockers are provided in the hallway leading to the pool. You will need to provide your own lock (a 9/32" length shank is recommended) and towel.
- Lockers are for day use only. All locks will be removed nightly.

## **B. Men's Locker Room**

- The men's locker room is for use by men aged **18 and older**. **Female or male children are not permitted to use the men's locker room.**
- Please do not leave valuables unattended. The Aquatic & Fitness Center is not responsible for lost or stolen items.
- Please do leave clothing and personal effects in the changing rooms. Lockers are provided in the hallway leading to the pool. You will need to provide your own lock (a 9/32" length shank is recommended) and towel.
- Lockers are for day use only. All locks will be removed nightly.

## **C. Boy's Locker Room**

- The boy's locker room is for use by boys aged **17 and under**. **Female children of any age are not permitted to use the boy's locker room.**
- Please do not leave valuables unattended. The Aquatic & Fitness Center is not responsible for lost or stolen items.
- Please do leave clothing and personal effects in the changing rooms. Lockers are provided in the hallway leading to the pool. You will need to provide your own lock (a 9/32" length shank is recommended) and towel.
- Lockers are for day use only. All locks will be removed nightly.

## **D. Women's Locker Room**

- The women's locker room is for use by women aged **18 and older**. **Female or male children are not permitted to use the women's locker room.**
- The entry locker room door is coded. This code will be given out to members and changed on an as-needed basis.
- Please do not leave valuables unattended. The Aquatic & Fitness Center is not responsible for lost or stolen items.
- Please do leave clothing and personal effects in the changing rooms. Lockers are provided in the hallway leading to the pool. You will need to provide your own lock (a 9/32" length shank is recommended) and towel.
- Lockers are for day use only. All locks will be removed nightly.



## E. Girl's Locker Room

- The girl's locker room is for use by girls aged **17 and under**. **Male children are not permitted to use the girl's locker room.**
- Please do not leave valuables unattended. The Aquatic & Fitness Center is not responsible for lost or stolen items.
- Please do leave clothing and personal effects in the changing rooms. Lockers are provided in the hallway leading to the pool. You will need to provide your own lock (a 9/32" length shank is recommended) and towel.
- Lockers are for day use only. All locks will be removed nightly.

## F. Locker Room Etiquette

- Please respect the respiratory sensitivities of others by not wearing, or spraying, heavily scented perfumes, colognes or other aerosols.
- If you are a parent with a same-sex child under the age of 18, please use either the Special Needs Changing Area or the gender appropriate locker room (Boy's or Girl's). **Do not** take the child into the adult Men's or Women's locker room.
- If you are a parent with an opposite sex child please use the Special Needs Changing Area. **Do not** take a boy into the Women's/Girl's Locker Room or a girl into the Men's/Boy's Locker Room.
- If you have a baby, toddler or small child of any gender, a Special Needs Changing Room provides a spacious, private area with a changing table, restroom facilities and shower all under Mom or Dad's watchful eye.
- If you are going to send your child, under the age of 18, into the Girl's/Boy's Locker Room alone, please be sure they are responsible enough to act accordingly. Inappropriate behavior, horseplay, destruction of property etc. will result in locker room privileges being revoked.
- If you are an adult, do not use the Boy's or Girl's locker room if you do not have a child with you.

## VI. Membership Descriptions

| Membership Type              | Description   |
|------------------------------|---|
| Young Adult                  | Ages 15 to 23. For the young person who does not fall under a Family or Parent/Child Membership. Young adults under age 18 must have a parent or legal guardian sign as the responsible party on the membership application, waiver, and legal documents. |
| Individual                   | One adult person age 24 and up.   |
| Couple                       | Married couple residing at the same address.  |
| Parent/Child                 | One parent or legal guardian and one child.   |
| Family                       | Up to 4 people. Married couple and dependent children ages 5 through 21 years old. (Children age 4 and under are free).   |
| Additional Child             | Dependent children age 5 through 21. Used in conjunction with Family or Parent/Child Membership.  |
| Senior Individual            | One person age 62 or older.   |
| Senior Couple                | Married couple, residing at the same address, with at least one person age 62 or older.   |
| Senior Individual Restricted | One person, age 62 or older, whose use of the facility is restricted to the hours of 10am-2pm. (Annual memberships only)  |
| Senior Couple Restricted     | Married couple, residing at the same address, with at least one person age 62 or older, whose use of the facility is restricted to the hours of 10am-2pm. (Annual memberships only)   |

## VII. Financial Fees and Conditions

### A. General Rate Information

A non-refundable joining fee is required to begin any membership. This fee is used to fund improvements and renovations. As long as your membership remains active and in good standing, this is a one-time fee not charged to your membership again. If your membership has been expired or cancelled for more than 30 days you may be subject to pay the joining fee again to renew your membership.

**Monthly Bank Draft:** At the time of membership registration, a member choosing the monthly bank draft form of payment for their membership, must pay the joining fee and first month's dues. Cash, personal check, Visa or MasterCard, may make this payment. Monthly dues **must be paid** by monthly bank draft from a checking or savings account. A voided check from the account to be debited must accompany any new membership application. No other arrangements for monthly payments on memberships are available. Your monthly dues are not based upon attendance.

If you have chosen to utilize bank draft as payment for your membership, your first bank draft will be processed on or after the 1<sup>st</sup> of the **next month** or on or after the 15<sup>th</sup> of the **next month** as follows:

| <b><u>Example Joining Dates</u></b>                        | <b><u>Bank Draft Processed</u></b>           |
|--|--|
| Between Jan 1 <sup>st</sup> and Jan 14 <sup>th</sup> ....  | on <b>or after</b> February 1 <sup>st</sup>  |
| Between Jan 15 <sup>th</sup> and Jan 31 <sup>st</sup> .... | on <b>or after</b> February 15 <sup>th</sup> |

**Paid in Full:** Any member paying for their annual membership in full receives a 10% discount off the annual fee. This payment, to include joining fee and annual dues, may be made by cash, personal check, Visa or MasterCard.

\*Please make all checks payable to the City of North Myrtle Beach.

## **B. Corporate Memberships**

Corporate memberships are available to businesses and/or corporations of **4 or more membership packages**, in any combination (individual, family, couple etc.). If packages drop below 4, rates revert to regular memberships. A minimum of one person per package must be employed by the business. Senior Individual, Senior Couple, and Young Adult memberships are currently discounted and are not eligible for corporate rates. Corporate rates apply to annual memberships only. Corporate membership rates apply to current employees only.

## **C. Dishonored Check or Bank Draft**

If any check or monthly draft is returned to the City of North Myrtle Beach unpaid for any reason, a **\$20.00 service charge** will be added to the amount for which the check was written or for the amount of the failed electronic transfer. Immediately, upon receiving notification of a dishonored check or bank draft, the membership will be suspended until current and past due balances, including service fees, are collected. The entire amount must be paid to the City of North Myrtle Beach before a membership will be reactivated.

## **D. Bank Draft Renewal**

Membership will automatically renew and bank draft continues indefinitely unless the member gives the Aquatic & Fitness Center a thirty (30) day notice **in writing** to cancel or not renew.

## **E. Paid in Full Membership Renewal**

To avoid paying the joining fee again, memberships paid in full must be renewed within one year **prior** to the expiration date. Any member wishing to change from a paid in full membership to monthly bank draft must provide the Aquatic & Fitness Center with a voided check from the account to be drafted, and the first month's payment at the time of renewal.

## F. MISCELLANEOUS

It is your responsibility to update The Aquatic & Fitness Center with any changes to your billing account (including account number) and personal contact information (including name, mailing address, etc.). The Aquatic & Fitness Center reserves the right to amend or add to these policies, to change prices and fees, and to adopt new rules and conditions, as it may deem necessary.

## G. Annual Membership Rates

| <b>Annual Membership Rates (effective 7/1/2009)</b> |                    |   |                               |
|---|--------------------|---|-------------------------------|
| <b>Membership</b>                                   | <b>Joining Fee</b> | <b>Paid in Full<br/>(includes 10%<br/>discount)</b> | <b>Monthly<br/>Bank Draft</b> |
| Young Adult   | \$50               | \$421   | \$39                          |
| Individual  | \$100              | \$529   | \$49                          |
| Couple  | \$100              | \$767   | \$71                          |
| Parent/Child  | \$100              | \$605   | \$56                          |
| Family  | \$100              | \$875   | \$81                          |
| Additional Child                                    | \$0                | \$55  | \$6                           |
| Senior Individual                                   | \$100              | \$443   | \$41                          |
| Senior Couple                                       | \$100              | \$659   | \$61                          |
| Senior Individual<br>Restricted (10am-2pm)          | \$100              | \$389   | \$36                          |
| Senior Couple<br>Restricted (10am-2pm)              | \$100              | \$605   | \$56                          |

## H. Monthly, Weekly, Daily Rates

| <b>Monthly Rates</b> |                    |                          |                   |
|----------------------|--------------------|--------------------------|-------------------|
| <b>Membership</b>    | <b>Monthly Fee</b> | <b>Weekly Membership</b> | <b>Daily Rate</b> |
| Individual           | \$69               | \$55                     | \$15              |
| Young Adult          | \$57               | N/A                      | \$15              |
| Couple               | \$96               | N/A                      | N/A               |
| Parent/Child         | \$78               | N/A                      | N/A               |
| Family               | \$108              | N/A                      | N/A               |
| Additional Child     | \$10               | N/A                      | N/A               |
| Senior Individual    | \$60               | N/A                      | N/A               |
| Senior Couple        | \$84               | N/A                      | N/A               |

| <b>Daily &amp; Weekly Visitor Rates</b>  |  |  |  |
|--|--|--|--|
| <ol style="list-style-type: none"> <li>1. A daily visitor rate of \$15 per person, age 5 and older is available.</li> <li>2. A daily visitor rate of \$5 per person, age 4 and under is available.</li> <li>3. A weekly visitor rate of \$55 per person is available.</li> </ol> |  |  |  |
| <p>Payment may be made by cash, Visa, Master Card or check*.</p>   |  |  |  |
| <p>**Additional rates for Child Watch are applicable for children age 4 and under.</p>   |  |  |  |
| <p>* Please make all checks payable to the City of North Myrtle Beach.</p>   |  |  |  |

## **I. Membership Resignation**

We always regret to bid farewell to a valued member. The procedure that is used has been set up in order to protect our members and ensure that resignation requests are handled in a timely and proper manner. Resignations are handled by the Administrative Office during business hours. The procedure for membership resignation is as follows:

1. A thirty (30) day written resignation notice is required. A resignation is not effective until a signed **Membership Resignation Request** has been received. Resignation forms may be submitted in person, by mail or by fax; however, you, (the member), are responsible to ensure that your mailed or faxed resignation form reaches our administration office. Resignations are not accepted over the phone.
2. Non-use of the facility does not constitute a resignation. You are responsible for your own attendance and to cancel the membership if you do not wish to remain a member. The 30-day notice is not retroactive and starts as soon as we receive the resignation form.
3. If you cancel your membership within the first 12 months, an additional cancellation fee equal to one month of your membership fee will be assessed. This fee must be paid at the time of resignation.
4. All outstanding payments and charges must be paid for the account to be closed.
5. Upon resignation of your membership, you have one year to return without having to pay the joining fee.

## **J. Member Conduct**

Disrespectful conduct, behavior and/or other actions that negatively impact our guests, staff or other members will not be tolerated and may result in ejection from the facility and revocation of your membership. In the event that your membership is revoked, you will be refunded the balance of the unused portion of the membership fees that have been prepaid effective from the date of revocation.

## **K. Solicitation/Distribution**

Literature may not be distributed nor any solicitation made on the premises without express written consent of the North Myrtle Beach Aquatic & Fitness Center and the City of North Myrtle Beach.