



Member Policy Handbook

Revised December 2016

Club Purpose

Our purpose at RVC is to improve people's lives.

Five Core Values

Our core values represent our organization's highest priorities, deeply held beliefs, and fundamental driving forces. They encompass the solid foundation of who we are.

1. Our members are the **#1 priority**
2. We are always **listening**
3. Deliver results and develop **relationships**
4. **Passionate** about our professions
5. We are here to **serve**

Five Supportive Values

Without our supportive values, our core values would not be possible.

1. Teamwork
2. Education
3. Communication
4. "Work like you own it"
5. Motivation and inspiration

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Club Closure Dates

Easter Sunday: Closed all day

Memorial Day: Closed all day

July 4th: Closed all day

Labor Day: Closed all day

Thanksgiving Eve: Closing at 7:00 pm

Thanksgiving Day: Closed all day

Christmas Eve: Closing at 2:00 pm

Christmas Day: Closed all day

New Year's Eve: Closed at 6:00 pm

New Year's Day: Closed all day

Fitness Floor Policies & Procedures

You must be thirteen years or older and accompanied by a parent or legal guardian until the age of sixteen to participate in activities on the Fitness Floor.

(Note: This is also a policy for the entire facility. With exception, those under the age of twelve must be enrolled in a RVC sponsored activity in order to use the Club for that specific activity only.)

- Closed toed athletic shoes are required at all times (five-finger sneakers are okay)
- Be courteous to fellow members and each other
- No inappropriate language or horse play
- Wipe down equipment after use by using gym wipes or using the spray bottle
- No slamming or dropping weights (within reason)
- Return weights to proper locations after use
- Take turns using fitness equipment

For further assistance, please email Tom LeBrun, RVC Fitness Facility Manager:
Tplebrun@yahoo.com

BeWell Policies and Procedures

Pilates Reformer Studio

The Pilate's Reformer Studio is a personal training studio. Pilate's classes and personal training sessions have preference over all other activities in the studio space.

Current RVC Pilate's personal training clients are welcome to use the Pilate's equipment when there is no class in session, please check the schedule for class times and follow the rules below.

- For safety reasons, an RVC employee should be present in the studio when members are using equipment
- No cell phone use is permitted
- Conversations should occur outside of the studio unless you're working with a trainer
- Please remove shoes at the entrance and store in the cubbies provided
- Any valuables should be stored in the locker rooms with a lock
- Personal workout times should be limited due to space restrictions
- If an RVC trainer needs a piece of Pilate's equipment you are using, they may ask you to give up that equipment in order to train their client
- All independent floor exercises and stretching should be performed in another area of the Club
- Equipment should be used according to the directions and program your trainer has provided and should never leave the studio
- Please wipe down all equipment and return to original location after use
- Reformers should have springs affixed, longs straps hung from shoulder rest posts, sticky mats hung over foot bar and boxes placed on top with bottom side up

Yoga Studio

Current RVC members are welcome to use the Yoga Studio when there is no class in session. Please check the schedule located outside of the studio for open studio times. Wipe down all equipment and return to original location after use.

For further assistance, please email Erin McCabe, RVC BeWell Manager:
Erin.McCabe@RiverValleyClub.com

Group Fitness Policies & Procedures

Class Cancellations and Early Closures

We do our very best to give you enough notice when a class is cancelled. These notices are posted on our Twitter and Facebook feeds, our live class schedule at RiverValleyClub.com, and via push notification on our mobile app.

Unfortunately, due to inclement weather, sudden instructor illness, or additional uncontrollable factors, it can be difficult to deliver the information in a timely fashion.

Whenever you are in doubt, please call the clubs service desk. They are the first to know of any cancellations or changes in the Club's schedule. Thank you for your understanding.

Group Fitness Classes

- No cell phone use is permitted inside studios
- Appropriate footwear and athletic attire is required
- If you have a MYZONE belt, arrive early to class to connect your belt
- Participants later than ten minutes to class are not permitted in the studios due to safety issues
- If you plan to leave class early, you must notify your instructor before class begins
- Please wipe down all equipment and return to original location after use

Group Fitness – Late Arrivals

If you arrive within the ten-minute window past the class start time, you may enter class without disturbing other members. Please wait until a break period to retrieve and set up any necessary equipment during specific classes such as Body Pump.

In the event of an emergency, please go to your nearest exit or see your instructor if you need assistance. For further assistance, please email Janet Greger, RVC Program Director: Janet.Greger@RiverValleyClub.com

Pool Policies & Procedures

General Rules

- No lifeguard on duty, swim at your own risk
- Running is not permitted
- No diving
- No pushing or shoving is permitted in the pool areas or around the pools.
- Spitting or splashing water is prohibited
- State law requires a soap shower before entering and re-entry to pools and hot tubs
- All swimmers must wear bathing suits
- Cutoffs, gym or tennis shorts are not permitted in pools, hot tubs, or cold plunge
- Glass containers are not permitted
- Swimmers are not permitted to enter or exit the pool areas through emergency doors or the outdoor pool area
- Please return aquatic equipment and toys to original location after use

Age Requirements

- Children sixteen years and under must be under the supervision of an adult
- Any child under thirteen years must be in an enrolled RVC program (ex: swim lessons)
- You must be sixteen years and older to use the outdoor pool

Conduct and Accidents

- Conduct which endangers the safety and comfort of others is prohibited
- Person(s) will be asked to leave the pool areas if conduct is not acceptable
- Immediately report any accidents by dialing "0" and speaking with Club service desk staff

Emergencies and Fire Alarm Protocol

- Please do not collect your belongings
- Remain calm and exit the building swiftly and smoothly
- Exit through the double doors adjacent to the Therapy Pool or the double doors at the end of the Lap Pool
- Remain outside of the building until the local Fire Department or RVC Management allows re-entry
- Sandals and robes for an emergency are available in the mechanical room located in the pool area

Lightning Policy

- We reserve the right to ask outside pool participants to exit the pool and outside pool area during lightning and thunderstorms
- Closure of the pool in the event that lightning or thunder is present in or around the area may occur
- The pool will remain closed until 30 minutes past the last visible lightning strike or episode of thunder

Open Swim Hours

Monday thru Friday: 6:30 pm-10:00 pm

Saturday and Sunday: 9:00 am-11:00 am & 3:00 pm-7:00 pm

- These hours are open for families enrolled at FitKids Childcare or for families enrolled in RVC Group Swim and Private Swim Lessons for use of the therapy pool only
- Parents are required to check in at Club Services
- Children who are not toilet trained or children who are recently toilet trained **MUST** wear a swimming diaper **AND** rubber swim pants that fit snugly at the waist and legs with their bathing suit
- Children should be encouraged to use the restroom before entering the water
- Strollers are not allowed on the pool decks or in the pool area
- Children under the age of five are not permitted in the hot tub at any time
- Children age five through thirteen who are using the sauna or hot tubs must be accompanied by an adult

RVC Management will enforce any rule as deemed necessary to ensure the safety of the facility, the pool areas and our members and guests. All of the rules and policies are relevant to the Therapy Pool, Lap Pool and Outside pool as well as the Hot Tub. For further assistance, please email Jenn Karr, RVC Aquatics Coordinator: Jennifer.Karr@RiverValleyClub.com

Tennis Policies & Procedures

- Payment for tennis activities is expected day of facility use
- Member benefits cannot be shared with non-members
- Membership benefits apply specifically to tennis and the use of the locker room
- Tennis-only members do not have full access to Club facilities
- All players should check in at Club Services
- For court reservations, players should always verify the court number before starting play
- Play is expected to stay within time of reservation
- Non-members may reserve up to three days in advance
- Junior players under thirteen years of age should be supervised by an adult at all times

On Court Etiquette

- Appropriate tennis court shoes are required during play
- Racquet abuse and the use of profanity are not tolerated and may result in players being asked to forfeit the remainder of their court time without refund
- Players are expected to be aware of play surrounding them and to keep their volume at an appropriate level
- After court time use, clean up of tennis balls and court area is required

Cancellations

- 24-hour advanced notice is expected for all court time and lesson cancellations
- Players cancelling with less than 24 hours may be held responsible for full payment
- With advanced notice of a clinic absence, we will try to find a suitable make-up within the session and must be approved by the Tennis Director
- Missed clinics will not be credited towards the next session; any exceptions to this, including medical, must also be approved by the Tennis Director

For further assistance, please email Andrew Gunberg, RVC Tennis Director:
Andrew.Gunberg@RiverValleyClub.com

FITshop Policies & Procedures

Placing an Item on Hold

- We will hold items up to 48 hours
- If the item is not picked up within 48 hours, it will be returned to the sales floor

Returns

- Returns must be made within 60 days of purchase
- Full refunds will be issued for items returned within 30 days of purchase
- Store credit will be issued for items returned between 31 and 60 days of purchase
- Returned clothing items must have original tag attached
- Receipt must be included, either in paper or electronically, with return
- Refunds will be issued to credit cards or by check; there are no cash returns
- Store credit will be issued for items purchased using club cash or gift cards

Dry Cleaning

- Pick up and Drop off dry cleaning services are only available during FITshop hours
- Customers must have a current email address and credit card on file

For further assistance, please email Natasha Grotz, RVC FITshop Manager:
Tennis@RiverValleyClub.com

Spa & Salon Policies & Procedures

Reservation Policy

- Services are available by appointment on a daily basis
- We recommend calling as far in advance as possible to ensure availability
- A credit card is required when booking
- We have a 24-hour cancellation policy for all services
- Cancellations of less than 24 hours will be charged 50% of the service booked and no-shows will be charged in full

Salon Pricing Policy

- Salon pricing is based on individual client needs, length, condition of hair, multiple colors used, etc.
- Final pricing will be quoted during service consultation
- All haircut services include a consultation, shampoo, and finish styling

Check In Policy

- Clients are required to check in at the Spa & Salon desk
- To ensure the full length of service, we recommend arrival fifteen minutes prior to an appointment
- Late arrivals will not receive an extension of scheduled service times and will be responsible for full service fees

Massage & Esthetics Age Policy

- Massage and Esthetics services are reserved for persons sixteen and over
- Children may not be present in spa treatment rooms
- Childcare is available with 24 hours' notice and drop-in prices apply

Hair Service for Children Policy

To ensure your child's comfort and maintain a calm salon environment for our guests, we welcome you to bring your child to the salon in advance of their hair service to get a brief glimpse of the setting and ease any fears.

If your child becomes upset or needs attention during a service, we kindly ask that you escort your child out of the salon until your child is in a calm enough state to continue.

Spa & Salon Appointment Cancellation Policy

- A 24-hour cancellation policy is observed for a single service
- A 48-hour cancellation policy is observed for a spa package or multiple services booked on the same day
- An appointment cancelled after this cutoff will result in a 50% charge of the service booked
- Failure to attend a pre-booked appointment without advance notice will result in the full amount being charged to the card on file

Spa/Salon Retail Return Policy

All unused, unopened retail items in original packing purchased at the Spa & Salon are refundable within 90 days with proof of purchase.

For further assistance, please email Serena Tucker, RVC Spa & Salon Lead:
Serena.Tucker@RiverValleyClub.com

Kids Club Policies & Procedures

Kids Club Hours Policy

Monday- Friday 8:00 am-6:00 pm

Saturday 8:00 am-12:00 pm

Age Requirement Policy

Available to children ages six weeks to ten years of age

Reservation Policy

Reservations are not required. Walk-ins are welcome at the Kids Club. The daily maximum use of the Kids Club is two and a half hours.

Eligibility & Payment Policy

Members, employees, and guests are all eligible for the Kids Club Drop-In program. Payment is required at the time of service and can be made at the club service desk. This excludes those signed up for our drop-in monthly membership.

Health and Safety Policy

In the interest of health, safety, and the well-being of your child and the other children attending the Kids Club, please note:

- If your child is contagious or feels ill, tired, or unusually warm (with a temperature of 100.0 degrees or higher), you may not use the Kids Club service for that day. This includes fever, vomiting, diarrhea and green discharge regardless of the cause. Please wait at least 24 hours after your child has had a fever or illness to use Kids Club services.
- If your child has contracted a contagious disease and has been in Kids Club while infectious, please notify the staff immediately so they can inform other parents.
- If your child requires medication, please wait 24 hours after your child's first dose of medication before using the Kids Club services.
- Kids Club providers have the right to refuse a child that appears ill or contagious.
- You must provide your child with sunblock or sign our waiver (attached) allowing staff to apply sunblock in order for your child to attend outdoor play.

Food and Beverage Policy

Snack times are offered at 10:00 am, 12:30 pm, and 3:30 pm.

Signing In & Out Policy

A parent or guardian must sign their child in and out of Kids Club by completing the appropriate form located in the classroom. It is important that all information is filled out correctly to insure safety and proper payment.

Emergency Procedures

In the event of an emergency, RVC staff will escort all children outside of the building and across the parking lot where you will meet your child. In the event of an injury or accident involving your child, appropriate first aid measures will be taken immediately, and you will be notified or paged to the Kids Club Drop-In area.

Discipline Policy

Discipline is based on an understanding of your child's individual needs and stage of development. Our goal is to develop self-discipline, responsibility for self, and respect for others. Our discipline is based on the use of positive reinforcement, diversion, and, if necessary, supervised removal from the group for a short period of time.

Expectations of Parents and Drop-In Staff

We expect parents to aid in the comfort of the child and the staff by:

- Bringing children in proper clothing according to the weather
- Clearly labeling all bottles, cups, toys and belongings
- Being sensitive to other children by not bringing your child to Kids Club when sick or unusually fussy
- Remaining in the RVC building while your child is in Kids Club – please notify the Kids Club provider if you are going to be in a different area than originally designated

You can expect staff to aid in the comfort of your child by:

- Working with you to ensure your child feels safe, secure, and welcome in our facility.
- Providing a positive social experience for your child.
- Providing a safe, quality supervised environment for your child.
- Having a current CPR and First Aid certification and participating in ongoing trainings.

For further assistance, please email Nitika Karanwal, RVC Kids Club Lead Provider:
Nitika.Karanwal@RiverValleyClub.com

Locker Room Policies & Procedures

Cell phone use is strictly prohibited in all locker rooms. This includes social media use, texting, and emailing.

Children who are five years and older are required to use same gender locker rooms. Opposite gender locker room use is not permitted.

CrossFit Policies & Procedures

Class Registration

- Members are required to register for all CrossFit classes via Wodify (CrossFitRVC.com)
- If you repeatedly no-show or cancel within one hour of a class start time, you will lose priority to register via Wodify and will need to re-register upon approval from a CrossFit coach
- All athletes are required to check in at Club Services and the CrossFit service desk prior to class

New Members to CrossFit

- If you are new to CrossFit, you are required to take three Element courses that will prepare you with the proper skills and knowledge for CrossFit
- Prospective new members to CrossFit are required to be seen by a CrossFit coach or a Membership representative prior to taking a class

Drop In Athletes

- Minimum of 24 hours' notice to our CrossFit coaches is required
- Drop In requires check in at Club Services as well as the CrossFit service desk
- \$25 drop in fee must be paid prior to class at Club Services

Open Gym Time

- RVC & CrossFit members are permitted to use the SPC area for open gym time
- Please see a class schedule for details on space availability
- During a CrossFit class, open gym area is limited to the space and equipment left of the green turf
- During a CrossFit class, class attendees have first priority for equipment and area use

Payment Past Due

- Past due amounts longer than two weeks will result in a suspension of the account
- Members must contact a CrossFit coach to reactivate a suspended account

CrossFit Membership Cancellation Policy

Members are required to cancel via email by the 25th of the month.

CrossFit Retail Return Policy

Retail purchases are refundable within 90 days with proof of purchase. This excludes all supplement, food, and drink purchases.

Gym Rules

- **Attitude:** Leave your ego at the door. Aim for progression, not perfection. A positive attitude equals positive results!
- **Safety:** If you don't know—ask. Be safe! Always be mindful of your working space and others around you, especially during Olympic lifts.
- **Cleanliness:** Clean up after yourself! Once you're all done, put all your gear away—weights, barbells, chalk marks, sweat, blood, water bottles etc.
- **Equipment:** Be nice to the equipment! Don't drop kettlebells or empty barbells, fling rower handles, sit on the wall balls, etc.
- **Respect:** Be respectful! Let coaches coach. Support your fellow members. We workout as a community. Show up on time and be ready to go!
- **Have Fun:** We take our training seriously. But remember, it's just another workout. We want everyone to have some fun in the process.

In the event of an emergency, please go to the nearest exit, which is located at the back door of the SPC. Please see your CrossFit coach if you need assistance. For further assistance, please email Ralph Regione, RVC CrossFit Coordinator: CrossFit@RiverValleyClub.com