



Member Handbook

Revised January 2018

Healthy Living, Healthy Lifestyles, Healthy Community

Welcome

Welcome to Wild River Fitness, a 17,000 square foot multipurpose exercise facility. WRF was established in 2003 by a supportive local group of fitness enthusiasts and the YMCA of Greater St Paul. In January of 2009, Osceola Medical Center took over operations of WRF.

Our goal is to promote healthy living and activities throughout one's lifestyle. We are proud to offer a wide variety of exercise equipment, certified instructors, high-quality group exercise programming, personal training, nutritional counseling, wellness seminars, child care and youth programming.

Use of this Handbook

This handbook provides our members with a comprehensive guide to our facility, programs, services and rules. It is the responsibility of each member to be aware of our procedures and rules. Keep this handbook as a quick reference guide for questions and concerns.

Website: <http://mywrf.org>

Hours of Operation

For your convenience, we are open 24 Hours per day 365 days per year

Fitness Center Staffed Hours

Monday-Thursday	5 a.m. – 9 p.m.
Friday	5 a.m. – 8 p.m.
Saturday	7 a.m. – 3 p.m.
Sunday	Closed

Child Care Hours

Monday – Thursday	8:15 a.m. – 11:45 a.m. and 3:45 p.m. – 8:15 p.m.
Friday	8:15 a.m. – 11:45 a.m.
Saturday	8:00 a.m. – 10:30 a.m.
Sunday	Closed

Staffed Holiday Hours

Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Day and New Year's Day	Closed
Christmas Eve	5 a.m. – Noon
New Year's Eve	5 a.m. – 5:00 p.m.

Inclement Weather Policy:

WRF will base its decision on closing or cancellation of classes on the recommendation of the Polk County EMA advisement and weather level classifications.

*Please contact Member Services for class updates due to closures.

Member Benefits

Insurance Sponsored Memberships

Wild River Fitness participates with several discounted insurance programs such as: SilverSneakers®, Silver & Fit and Healthways Prime. These memberships are available for those who qualify for Medicare benefits or are enrolled with participating insurance policies.

As an Insurance sponsored member, you are entitled to:

- Free, unlimited use of fitness center (equipment and general classes)
- Free, one-time fitness consultation with a certified personal trainer;
- Free, one-time nutritional consultation with a certified dietician;
- Discounts on selected program prices; and
- Free workout towel service.

Individual Membership

Individual memberships are available to any single individual 18 years of age or older. As an individual member, you are entitled to:

- Free, unlimited use of fitness center (equipment and general classes)
- Free, one-time fitness consultation with a certified personal trainer;
- Free, one-time nutritional consultation with a certified dietician;
- Discounts on select program prices;
- Free workout towel service; and
- Free child care services up to two hours per day.

Family Membership

A family membership covers two adults and their dependents (as classified by the IRS) under the age of 26 who live in the same household and are claimed as dependents on the current years income tax form. Senior parents in the same household and who are declared on the primary adults' income taxes are also included in this membership.

Each member of a family membership is entitled to:

- Free, unlimited use of fitness center (equipment and general classes)
- Free, one-time fitness consultation with a certified personal trainer;
- Free, one-time nutritional consultation with a certified dietician;
- Discounts on select program prices;
- Free workout towel service; and
- Free child care services up to two hours per day per child.

Student Membership

Student memberships are available to any individual, 15 years of age or older, who is a full-time student at an accredited college or university, or at an area high school. You must bring proof of active student status such as a current class schedule or dated student I.D.

Military Membership

Military memberships are available to anyone who is currently serving in any branch of the Armed Forces. Member must bring proof of active military status such as current military I.D.

Membership Fobs

Our fobs are proofs of membership and shall be presented to enter the facility. Membership fobs cannot be shared. Anyone caught using a fob other than their own will be asked to leave the facility and the fob will be confiscated. Suspension or revocation of the membership may occur and the membership fee will not be refunded.

There will be a \$10 non-refundable fee for this fob and there will be a \$10 replacement fee for lost membership fobs.

Membership Refunds

Membership dues are non-refundable and non-transferable.

Membership Fees

Membership fees are paid either month-to-month by debiting your account through an electronic funds transfer (EFT), or can be paid in full using cash, check or credit card. All payments that cannot be collected-electronically or otherwise-will be assessed a \$15 fee along with any other fees or charges allowed by law.

Membership Hold

Memberships may be placed on hold with a written request for up to six months. A \$10.00 hold fee will be applied for each month the membership is on hold. The membership contract will then be extended for the amount of time the membership was placed on hold. If you have purchased a 24 Hour Access key, it will be deactivated for the entirety of the hold, and it is the member's responsibility to request it be reactivated. If the membership hold is due to medical reasons, we will request a doctor's clearance before you may resume activity at Wild River Fitness.

Membership Term

Memberships will run for the length of the membership term that was agreed to when the membership contract was signed, as long as violations of the terms of your membership agreement or rules and regulations have not occurred, and all fees and charges have been paid.

A 30-day notice is required to end your membership. Memberships may be terminated through a written request. See your member application for further information.

Guest Passes

Current WRF members will be issued four guest passes each season, for up to 12 a year, to give to potential new members. Guests are allowed to use one free pass each season. Guests under 18 must be accompanied by a parent or guardian. Minors are not permitted to bring other minors as guests. Members are responsible for their guest's behavior and conduct while in the facility. See member services for your guest passes.

Towel Fee

Bath towels are available for members to use while at the facility. Members may sign up for the bath towel service for \$5 per month. This service allow each member one towel per day. Members may also pay \$2 per day to use a bath towel without signing up for the entire month.

Refreshments:

Food and drink may be consumed only in the main lobby or designated class rooms.

Financial Assistance/Scholarship Program

WRF strives to make fitness available to all and offers a scholarship program with a sliding fee scale to help provide memberships to those in need. All information is confidential. See Member Services for more information.

Emergency Situation

Wild River Fitness is a 24 hour facility but is not staffed 24 hours a day. We have taken every measure to ensure the safety of our members. One of the things that you will notice is how well lit our facility is. This allows us to make sure that our video monitoring system will have clear video at all times. For your safety, local law enforcement will do additional drive by monitoring, and there is also a “red” phone in the facility that will dial 911 in the case of an emergency. WRF also has panic buttons in place, as well as panic buttons that may be worn while in the facility, that if pressed will alert 911 of a situation.

Lost and Found

We attempt to recover and hold lost items of value, but assume no responsibility for these items. Unclaimed personal belongings will be donated to charity or discarded monthly.

Personal Training

Certified personal trainers are available to work with members to establish personalized fitness goals and to develop and supervise individualized exercise programs. Personal training by people other than WRF staff is not permitted. Register and pay for personal training sessions at Member Services.

Massage Therapy

A certified massage therapist is available to members through OMC’s Rehab Services Department. Massage helps to relieve muscular tension, improve circulation and joint flexibility and reduce fatigue and stress. The types of massage offered include therapeutic, Swedish, deep tissue, myofascial and sports massage. WRF members will receive a 10% discount on massage services. For more information contact Member Services.

Wild Kids Child Care

WRF provides free child care for children for up to 2 hours while you work out. Children must be between the ages of 6 weeks and 13 years. Child care is available when members are participating in WRF classes or programs for a maximum of two hours a day per child. There is at least one staff person on site trained in first aid, CPR and rescue breathing. Any parent caught exceeding this two-hour limit will be asked to remove the child from child care. Parents must remain accessible to Wild Kids Staff during this time. All children under the age of 10 are to be placed in Wild Kids child care if the child is not under direct supervision of an adult. Repeat violations may result in removal from the fitness center and termination of membership.

Wild Kids Child Care Rules:

- Parents must sign the child in and out with all the required information each time. Names must be legible.
- The person signing the child in must be the same person signing the child out.
- A member bringing in children that do not belong to them must pay \$5 per child each time child care is used.
- WRF is not permitted to change diapers. A staff member will locate the parent when necessary.
- Staff members are allowed to feed babies a pre-mixed bottle. Parents are expected to have bottle ready for feeding.
- Staff members are not allowed to take children to the bathroom. Children must be independent in the bathroom. If children need help, their parents will be located to assist the child.
- Sick children are not permitted. A sick child is defined as having ailments such as: a fever within the last 24 hours, diarrhea, vomiting, rash or open sores, cough, cold symptoms and lice.
- All bottles and cups must be labeled with the child's first name.
- Food is not permitted within the room.
- All toys are disinfected on a monthly basis. Toys that end up in children's mouths are disinfected during and after each shift.
- Wild Kids staff members will not administer medication to your child.
- Children with behavioral problems may be put in "time out" to last no longer than one minute per year of child's age.
- Wild Kids staff members will locate parents if the child cries for more than 10 minutes of time, however, every effort will be made to soothe the child before locating the parent.
- Shoes or socks are required for all mobile children.
- Toys from home are not permitted.
- Parents exercising outside of the facility on the campus have to be immediately reachable by staff members (provide cell phone number). Parents are required to check in every 30 minutes to member services.
- Parents are not allowed in the Wild Kids Room
- Diaper changing stations are located in the locker rooms
- Children under the age of 10 are allowed in designated rooms only! These rooms are the lobby (with parent/guardian) and the Wild Kids Room.

Wild Kats Youth Programming

Wild Kats youth programming at Wild River Fitness is designed to promote healthy lifestyles through the use of fun, rewarding and safe physical activities and learning experiences. Wild Kats is available for youth between the ages of 7 and 13. Please see Member Service staff for specific details of programs available

WAIVER AND RELEASE OF LIABILITY

I understand that Osceola Medical Center's Wild River Fitness Center ("WRF") assumes no responsibility for injuries or illness which I may sustain as a result of my physical condition or resulting from my participation in any athletic activity, sports program, use of equipment or other activities associated with my WRF membership (WRF "Activities"). I understand that WRF urges me and all members to obtain a physical examination from a doctor before engaging in WRF Activities.

I EXPRESSLY ACKNOWLEDGE ON BEHALF OF MYSELF AND MY HEIRS THAT I ASSUME THE RISK FOR ANY AND ALL INJURIES AND ILLNESS WHICH MAY RESULT FROM MY PARTICIPATION IN WRF ACTIVITIES.

I HEREBY WAIVE, RELEASE AND DISCHARGE WRF, ITS OFFICERS, OWNERS, AGENTS, VOLUNTEERS, SERVANTS, INDEPENDANT CONTRACTORS, CONTRACTED INSTRUCTORS AND EMPLOYEES FROM ANY AND ALL CLAIMS FOR INJURY, ILLNESS, DEATH, LOSS OR DAMAGE, CAUSED NEGLIGENTLY BUT NOT HARMS CAUSED RECKLESSLY OR INTENTIONALLY, WHICH I MAY SUFFER AS A RESULT OF MY PARTICIPATION IN WRF ACTIVITIES, USE OF WRF'S FACILITIES, AS DESCRIBED IN THE WRF HANDBOOK, OR PRESENCE ON WRF PREMISES, WHICH IS COMPRISED OF THE LAND AND STRUCTURES ON WHICH WRF'S FACILITIES ARE LOCATED.

I understand that WRF is not responsible for personal property lost or stolen while I or other members and/or program participants use WRF's facilities or are present on WRF premises.

I understand that a determination that any portion of this waiver and release of liability is invalid, illegal or unenforceable shall not affect the remaining portions of this waiver and release of liability.

I have considered that if this waiver and release of liability was not as broad as it is, the cost for my use of the facility would be considerably higher, and as I do not wish to pay a considerably higher cost, I, therefore, agree to these terms and choose not to further bargain for different waiver and release of liability terms in exchange for a higher cost for my use of the facility.

I understand that I have the right to cancel this contract until midnight of the 3rd operating day after the date on which I signed the contract. If the facilities or services that are described in the contract are not available at the time I sign the contract, I have until midnight of the 3rd operating day after the day on which I received notice of my availability, to cancel the contract. If within this time period I decide I want to cancel this contract, I may do so by notifying Wild River Fitness, 2630 65th Ave, P.O. Box 309, Osceola, WI 54020 by any writing mailed or delivered to WILD RIVER FITNESS CENTER at the address shown on the contract, within the previously described time period. If I do so cancel, any payments I make, less a user fee of no more than \$3 per day of actual use, will be refunded within 21 days after notice of cancellation is delivered, and any evidence of any indebtedness executed by me will be canceled by WILD RIVER FITNESS CENTER and arrangements will be made to relieve me of any further obligation to pay the same.

I understand that if I am unable to make use of or receive the Facility services contracted for because of my death or disability, I am liable for only that amounts paid prior to the death or disability for use of the Facility. Any prepaid amounts for services not yet used will be refunded.

I understand that by signing this waiver and release of liability, I also give my consent for WRF to use my photograph or video image in promotional materials

Signature (member): _____ **Date:** _____

Guardian Signature for Person under 18: _____

If Guardian is signing this contract please print full name and guardian status: _____

Facilities

WRF rules have been established to protect your health and safety. Please respect yourself, other members, guests and staff members. Violations may result in removal from the fitness center and termination of your membership. If a violation is severe, legal consequences may result.

Members and guests under the age of 10 are required to be under the direct supervision of an adult at all times. Youth ages 10-14 must have an adult in the building at all times. Certain areas of WRF are restricted by specific guidelines regarding age as indicated by the following:

Fitness Center Rules

- All members and visitors must check in at Member Services on arrival. Trial members and members under 15 must be checked in verbally.
- Key tags are required for ages 15 and older. 24 hour access keys are only sold to ages 18 and older.
- NEVER open the entry door for anyone after hours. Members must use their own key to enter the building.
- Courtesy is the rule. Swearing, excessive grunting and loud noises, abusive language, inappropriate behavior, vandalism, and verbal or physical confrontation will not be tolerated.
- Wipe down equipment after use. Disinfectant wipes are provided for your convenience.
- Be considerate. Limit use of cardiovascular equipment to 30 minutes when others are waiting.
- Please return weights, magazines, mats and other equipment to their designated spaces.
- Report any malfunctioning or broken equipment to a staff member immediately.
- No food. Only beverages in spill-proof containers are permitted.
- No coats or bags in the exercise rooms or main gym floor. Coat racks & lockers are available.
- Youth under the age of 10 are not allowed to use the fitness equipment or exercise areas at any time outside of designated youth programs. Youth under the age of 10 must be supervised at all times.
- Youth ages 10-14 may attend approved classes, use cardio machines under direct/guardian supervision and after completion of a fitness consultation with a designated certified staff member.
- Teens ages 15-17 may use cardio and weight machines after completion of a fitness consultation with a designated certified staff member. A signed fitness waiver needs to be on file and signed by both the teen and the parent.
- Talking on your cell phone use is restricted to the lobby and hallways. No taking photos in the facility.
- No usage of chalk or any other equipment that is not supplied by WRF without authorization of operations manager.
- Resistance bands are not meant for full body suspension or hanging from equipment.
- Using or being under the influence of drugs or alcohol is prohibited.
- Smoking is prohibited.
- Proper attire is required. This includes closed-toe shoes, t-shirts and exercise shorts or pants. Not permitted are street shoes, open-toed shoes, clothing with offensive wording and clothing that is revealing. Shirts must be worn at all times. Shoes must be clean and dry. No street shoes allowed.
- Use of personal electronic devices is permitted with head phones only.
- Both workout towels and shower towels issued by WRF must be returned to designated areas.
- Safety of personal property is the responsibility of members and guests.
- WRF is solely for personal fitness. Personal training at WRF can be conducted only by employed Personal Trainers. Other personal training is not allowed.
- Solicitation is prohibited at WRF. All promotional flyers must be approved in accordance with OMC's communications policy.
- No locks will be allowed to be kept on the lockers overnight. Any locks left on the lockers will be cut off at the end of the night.

I have read and understand the rules associated with my membership to Wild River Fitness. I understand that my membership may be terminated with appropriate fees if I fail to follow the above rules.

Signature: _____ Date: _____

Signature of Parent/Guardian (if under 18): _____