



**Mission Fitness**

A Member of Medical Center Health System

# Member Handbook

**8050 Highway 191**

**Odessa, TX 79765**

**(432) 640-6400**

**(432) 640-6403 (fax)**

**[www.missionfitnessnow.com](http://www.missionfitnessnow.com)**

As a part of Medical Center Hospital, Mission Fitness is dedicated to improving the health and quality of life of our members and our community. In all we do, we are committed to exceeding our member's expectations by providing a state-of-the-art facility, outstanding customer service, superior cleanliness, and innovative fitness and wellness programs in a fun and friendly environment.

07/2015

## Dear Mission Fitness Member:

***Congratulations on your commitment to a healthy lifestyle! At Mission Fitness we are committed to helping you achieve your fitness goals, whether they involve enhancing your overall appearance, bettering your health, improving athletic performance, or decreasing your risk of chronic disease.***

***Mission Fitness offers a wide array of services to meet all of your health and fitness needs. From our swimming pools to our fitness area, you will discover new ways of enhancing your health. Our first-class facility has every amenity you will need and our professional staff of certified trainers and instructors can help you achieve your personal wellness goals. We offer outstanding programs and we're constantly adding more. Whatever you need, you will find it here.***

***There's nothing we value more at Mission Fitness than the health and happiness of our members. Our goal is to help you [achieve your goals](#). If there's anything we can do for you, just ask any of our friendly staff members. Feel free to let us know how we can better serve you. We wish you luck in all your fitness endeavors and hope you will continue to enjoy the services and amenities we can provide you.***

***In Good Health,  
Mission Fitness Management***

**This handbook has been assembled as a guide for all our members. It is our hope that every member can get the maximum benefit from membership at Mission Fitness and our policies are established to help make that happen. This handbook was designed to highlight the key policies and regulations of Mission Fitness and is not meant to be a complete list of all member and guest policies. From time to time, policies will be subject to change by Mission Fitness at its sole discretion.**

### **1. COMMENT CARDS**

The success of Mission Fitness is dependent upon the feedback of our members. We encourage members to submit their ideas and comments. A comment box and special forms are available at the Front Desk for this purpose. All comment forms that contain the member's name and contact information (email address or phone) will be answered within 48 hours.

### **2. CONDUCT**

In order to ensure the safety and enjoyment of all our members, Mission Fitness has established a code of conduct for its members and guests. In certain instances, when behavior causes harm, discomfort or disruption to Mission Fitness or its members and guests, Mission Fitness reserves the right to fine its members, revoke or suspend membership, or expel any individual for any improper behavior. Specific infractions include (but are not limited to):

- Fighting or horseplay
- Use of offensive or abusive language
- Behavior that is deemed by management as offensive to other members, or creates a situation that is considered to be unsafe
- Unauthorized solicitation and/or distribution of any kind
- Failure to pay a Mission Fitness bill on a timely basis
- Theft or damage of Mission Fitness or MCH property
- Unauthorized photography or video made of Mission Fitness members, guests or staff.

### **3. MEMBER ETIQUETTE**

Management reserves the right to suspend or terminate any member who knowingly disregards the rules and regulations of Mission Fitness or for inappropriate, offensive or abusive language or behavior.

Please use common courtesy by allowing other members to work-in (share) weight equipment during rest periods between sets. We also ask all members to re-rack weights in the free-weight area so other members can either utilize the weight training device at its lowest starting point and/or can easily identify that no one is using the equipment.

### **4. FOOD**

All food (including coffee) must be kept in the common lobby area near the Front Desk. Only bottled water and sports/energy drinks are permitted in workout area of the facility. Glass containers are not permitted anywhere in Mission Fitness. All food and any drink except plastic bottled water and sports energy drinks, are specifically prohibited from the pool area.

### **5. FOOTWEAR**

Footwear restrictions will be strictly enforced for your safety. Non-marking sneakers are required for use in the group fitness studios. Shoes must be worn in all areas except for the locker rooms and the pool areas. For the safety and well being of our members, no open-toe shoes or sandals are permitted in the fitness area.

### **6. GIFT CARDS**

Mission Fitness has Gift Cards available for a variety of services ranging from personal training and massage to a complete membership. Gift cards may be purchased at the front desk.

### **7. GROUP FITNESS**

Mission Fitness provides a wide range of group fitness programs, both on land and in our aquatics area. Participants should arrive on time to avoid disrupting other class members and to get maximum benefit from the warm-up. Group fitness schedules will be posted at various locations including the studio entryways, the Front Desk, and on the website ([www.missionfitnessnow.com](http://www.missionfitnessnow.com)). Mission Fitness reserves the right to change class times/instructors and to add or delete classes. Most classes are free to members. However, some specialty classes (e.g. one-on-one and dance) generally require a fee for attendance. Food and drinks are prohibited with the exception of bottled water and sports/energy drinks with spill-proof lids.

For group exercise classes in the studios, appropriate, conservatively styled attire is required, as well as non-marking, closed toe shoes. Shirts with vulgar or inappropriate wording and pictures are not allowed. Sleeveless shirts are allowed as long as they provide proper coverage. Workout and jog bras must be covered with a t-shirt or appropriate tank top. The staff maintains the right to ask members to leave the exercise area until proper clothing is worn

For group exercise classes in the pools, appropriate, conservatively-styled swimwear is required. Age and chlorine conditions may necessitate frequent suit replacement.

### **8. AQUATICS AREA (NATATORIUM)**

Please observe all posted rules and regulations. Appropriate, conservatively-styled swimwear is required. The lap swimming and therapy pools are designed to be used as part of an exercise program such as water walking, lap swimming or structured programs (e.g. swimming lessons or group exercise classes). The therapy pool may also be used for therapeutic relaxation during times when classes or therapy sessions are not scheduled.

For sanitary reasons, please do not shave in the pool area or steam room.

## **9. GUESTS**

Members may bring a local guest, defined as a person residing in Ector or Midland Counties, up to three (3) times. After the third visit, an adult guest will not be admitted without becoming a member of Mission Fitness. All adult guests must pay a guest fee and provide photo ID for admittance to Mission Fitness. Adult members are limited to four (4) and Teen members are limited to two (2) paying guests per day. A member must accompany all guests upon entering Mission Fitness. Guests are subject to the behavior guidelines of Mission Fitness. Mission Fitness reserves the right to refuse admission to any guest. Former members may not enter as guests unless they have permanently relocated outside of the 2-county area noted above.

## **10. FITNESS ASSESSMENT (FA) / CONSULTATION**

As part of membership, a baseline fitness test and fitness consultations are offered to every Primary and Associate member. Mission Fitness strongly advises every member to take advantage of this offer, as it affords the opportunity to maximize the health and fitness benefits of joining Mission Fitness. The FA is a tool designed to provide data about the member's health status and risk profile. Although not a requirement, we urge members to take advantage of the fitness assessment.

## **11. LOCKER ROOMS**

For the convenience of our members, Mission Fitness provides a choice of monthly locker rental or use of a daily locker (available on a first-come, first-served basis) at no charge. Locker rentals can be set up at the service desk. In fairness to all members, locks left overnight on daily use lockers will be cut off and contents removed and placed in the lost and found department. Replacement of locks that are cut off will be the responsibility of the member.

## **12. TOWEL SERVICE**

Mission Fitness offers workout towel service to its members and guests free of charge. Towels are available at the Front Desk. Towel returns are located in the men's and women's locker rooms. Members are welcome to bring additional personal towels for their workout.

## **13. LOST AND FOUND**

As a courtesy to our members, Mission Fitness will hold any personal items found, or turned in to the staff, for a period of up to 1 month. After this time, any items that remain unclaimed will be donated to charity. Mission Fitness is not responsible for lost or stolen items, or items that are turned in and subsequently donated, after the 30-day hold period.

## **14. ADDITIONAL SERVICES: MASSAGE, PERSONAL TRAINING, DIET CONSULTATION**

For the convenience of our members, Mission Fitness offers massage, personal training and diet consultations with trained professionals on a fee-for-service basis. Sessions can be scheduled through the front desk. A 24-hour notice is required to cancel a scheduled session or the full rate may be charged to the member's account. Gift cards for services are available at the service desk.

## **15. MEMBERSHIP BILLING**

In order to make billing as convenient as possible for everyone, Mission Fitness billing is done through electronic funds transfer. Payments may be made by major credit card (MasterCard, Visa, or Discover) or electronically deducted from a savings or checking account. Mission Fitness will assess a \$25.00 fee for credit card or bank account returns. Changes in financial information must take place prior to the 1<sup>st</sup> day of the month in which the change takes effect. If an account becomes 30 days past due, the

membership will be placed on hold and access to Mission Fitness will be denied until the account is paid. All monthly dues drafts are scheduled to occur within the first five (5) business days of each month.

If Mission Fitness is unable to withdraw owed dues the following fees and charges may be placed on the member up to but not exceeding a \$25 late fee + a \$25 reversal fee + any fees incurred by the Club for use of a collection agency to retrieve owed funds.

## **16. MEMBERSHIP FREEZES (temporary membership holds)**

**Medical Freeze:** Any member who has been diagnosed as temporarily unable to exercise by a physician can place his/her membership on "Medical Freeze" without penalty, for a maximum of three (3) months. An extension will be granted at the end of the three months if another note is provided by the physician. This type of freeze will be effective from the date that the notice is received by Mission Fitness in writing and will NOT be made retroactive. It is the member's responsibility to see that the notice is provided to Mission Fitness. The physician's note must be written on the physician's prescription pad or letterhead and include a current date and the physician's signature. In cases where a primary member is placed on "Medical Freeze", an Associate/2<sup>nd</sup> Family Member who wishes to maintain active status will be moved to the Primary Member rate during the Medical Freeze period and applicable dues will be charged.

**Leave of Absence:** A member Leave of Absence (LOA) is available to members who are planning to be away from Mission Fitness for a minimum period of 30 days. Members cannot use Mission Fitness during the LOA. LOA's may be used up to two times in any calendar year, with the maximum total duration not to exceed 3 (three) months. LOA's begin on the first day of the month following the request and extensions beyond 30 days will be in 30 day increments. During the LOA, members will be charged a hold fee. If more than one family member takes a LOA, the monthly hold fee will be equal to the sum of the individual hold fee. In cases where a Primary Member is placed on LOA, an Associate/2<sup>nd</sup> Family Member who wishes to maintain active status will be moved to the Primary Member rate during the LOA period.

## **17. MEMBERSHIP TERMINATION**

A member may resign from Mission Fitness by providing adequate written notice. Resignation becomes effective on the 1<sup>st</sup> day of the calendar month following the expiration of a 30-day notice period. For example, if a written notice of resignation is received by Mission Fitness on the 12<sup>th</sup> of May, the resignation will be effective on June 30<sup>th</sup>. All dues and charges must be paid prior to the effective date of termination. Termination of the Primary membership will terminate all members on that account, unless the Associate assumes the Primary membership status. An Associate/2<sup>nd</sup> Family member and additional family member memberships are only available in conjunction with a Primary Membership. Members who terminate may not use Mission Fitness as a guest. Requests for termination will not be accepted via telephone. Mailed letters of termination must be sent via certified mail, return receipt requested.

## **18. PROFESSIONAL INSTRUCTION**

A wide variety of both individual and group instruction is offered to all members by the fitness staff of Mission Fitness. No outside trainers or instructors are permitted to offer services in Mission Fitness for compensation. Members engaged in such activity (participating in and/or providing training for a fee) are subject to having their membership revoked.

#### **19. CHILDCARE (Rising Stars)**

The (Rising Stars) area is for children ages 6 weeks to 12 years of age. Mission Fitness requires that all parents checking children in or out have proper identification. For children under age 12 months, 48 hours notice is required for making a reservation. Mission Fitness reserves the right to deny admittance to children when Rising Stars is determined to be full or when a suspected illness poses a health risk to others. Operating hours and fees for Rising Stars are available at the Front Desk and in the Rising Stars area and are subject to change.

#### **20. TV / ENTERTAINMENT SYSTEM**

For those members wishing to watch TV and listen to music, Mission Fitness has provided our members with a state-of-the-art entertainment system – Cardio Theatre. With this system, members can use their own personal headphones to listen to the audio portion of any Mission Fitness TV .

#### **21. CELL PHONE USAGE**

**Due to the picture-taking capability of cellular phones, cell phone use in the locker rooms or family changing area is specifically prohibited.** Cell phones may be kept on in the facility for emergency purposes, but prolonged use of cell phones in the exercise or pool areas is not permitted. Absolutely no photographs or video may be made of Mission Fitness members, guests or staff without written consent.

#### **22. MEMBERSHIP FEES**

Mission Fitness pledges to work hard to bring value to its members. However, from time to time, it will be necessary to adjust dues and fee(s). Changes in dues will be posted in Mission Fitness at the entrance to the locker rooms at least 60 days prior to the change. Changes in other fees may occur at any time, without prior notice.

In Closing,

When in Mission Fitness, please practice the golden rule and properly clean and wipe down your exercise equipment after each use.

**Please feel free to contact Mission Fitness at (432) 640-6400 with any questions or concerns regarding these or other Mission Fitness policies.**

## **Hours of Operation**

**Monday to Thursday 5am - 10pm**

**Friday: 5 am - 9 pm**

**Saturday: 7 am - 6 pm**

**Sunday: 1 pm - 6 pm**