

# Member Rules and Regulations

## Membership

### Membership Fees

- Enrollment fees and pro-rata dues for the first month of membership may be paid by credit card, cash, or check. Monthly dues will be pro-rated according to the initial membership start date for the first month of membership.
- Subsequently, monthly membership dues are automatically billed to your membership account on the first day of each month for that month's dues.
  - If member wishes to pay dues with cash before electronic withdrawal, they must pay the full amount of dues by the last day of the month.
- Accepted methods of monthly Electronic Funds Transfer "EFT" are ACH transfer and Visa, Mastercard, American Express or Discover Card.
- Members and their sub-members may bill incidental charges to account ("house charge") for additional club services or merchandise. These charges will be applied to Member's EFT that will run the 1st of the month. Primary Members are responsible for payment of all charges. Sub-members are authorized to charge incidental expenses to the Member's account if the Member approves. Members may change this ability on member portal or notify Tamarac if sub-members are not able to house charge.
- Declined ACH or credit card drafts due to insufficient available credit limit or funds, or account closure shall be assessed a monthly late fee until balance is paid in full.
- Returned checks and declined EFT drafts are subject to a service fee. The owner of the payment method on file is fully responsible for all charges.
- Tamarac will attempt to collect money due to facility for 90 days before handing off debt to collections agency for recovery. After 2 consecutive declined EFT drafts, membership account will be cancelled.
- Tamarac reserves the right to change the amount of the enrollment fees, monthly dues, service fees and charges at any time.
- Tamarac reserves the right to charge an Annual Facility Improvement Fee per member.
- Tamarac reserves the right to terminate any member who does not pay their bill on a timely basis and/or assess monthly late fees.
- All members will be required to have a photo taken and filed in their electronic record.

## Membership Terms

- Memberships are month to month with no long-term contracts.
- Member Classifications
  - Primary- The primary account holder must be 15 years old or older.
  - Secondary- Permanently resides at the same address as the primary member.
  - Dependent(s)- Legal dependent of the primary member (ages 11 to 26 years) and living at the same address.
- All minors under the age of 17 will need to have a parent or guardian signature on agreement and liability forms.
- A membership is nontransferable and nonrefundable.
- All account upgrade, downgrade and status changes must be processed in the facility no later than the 25<sup>th</sup> of the month. Changes must be made by the Primary Member, except cancellations or freezes.
- Members are responsible for providing notice of any changes of name, e-mail, phone number(s), address, or billing information within 30 days of the change.

## Holds and Cancellations

- All cancellations will take effect the FIRST DAY OF THE MONTH following the date the request is submitted. Cancellation requests can be handled in one of two ways: in person at Tamarac or online via the cancellation request form, no later than the 25<sup>th</sup> day of the month. If cancellation notice is not received by that date, the member will be billed for the following month.
- Once membership has been cancelled, any historic rates or grandfathered arrangements are forfeited. If the member wishes to rejoin, they will be subject to pay current enrollment fees and monthly dues at the time of reactivation.
- The below will also occur following a membership cancellation:
  - Locker rental will be canceled.
  - Any special discount program for members will be adjusted to non-member fee.
  - Account balances will be collected.
  - Member relinquishes any remaining sessions in their package(s).
- The facility's management reserves the right to cancel any membership at any time at its sole discretion.
- No monthly membership charges will be applied to the account after the resignation month. Resignation from the facility does not relieve the member or sub-members of the responsibility to pay all applicable charges prior to cancellation of membership. Upon the effective date of cancellation, member's access to the facility shall cease.

- Members may put account(s) on freeze for an applicable monthly fee for any number of months up to six months. Price of freeze is subject to change.
- All holds will automatically revert to active status and regular billing at the end of the predetermined freeze time period.
- If the account includes permanent locker rental, the member will continue to be charged a locker rental fee while on freeze. Members can cancel locker rentals by visiting the Welcome Center.
- Upon reactivation, members will retain their monthly membership dues' structure at the time the freeze was placed plus any annual dues increases and no re-enrollment fee will be assessed.
- The maximum amount of time an account can be on freeze is six months in one calendar year.

## Checking In

- Members must check in at the welcome center desk by use of their membership via Empower M.E. bar code or with a key tag.
- Membership key tags are unique to each member and are not transferable.
- You may be required to show additional photo identification prior to admittance to the facility.
- Accounts must be in good standing for any member to use the facility.
- All Tamarac members and guests must enter and exit via designated entrance(s).

## Membership Key Tags

- A membership key tag will be provided to members aged 12 and older and provided as an option for entry into the facility.
- Members may also use the Empower M.E. bar code.
- In the event of a lost key tag, a service charge will apply to the member's account for replacement.
- Improper or unauthorized use of a key card is prohibited and will result in a fine or termination of member and/or guest privileges

## Guest Policies

- Non-members are welcome at Tamarac for an applicable guest fee or valid guest pass.
- All guests must complete a guest registration at the welcome center desk and provide a valid photo ID.
- All guests are subject to the rules and regulations as outlined in this handbook.
- For guest and member safety, a photo will be taken of each guest and filed in their electronic record.

- All minor guest under the age of 17 will need to have a parent or guardian signature on agreement and liability forms.

## Special Memberships and Discounts

- Members can only take advantage of one discount at a time. Tamarac does not offer double discounts.

## Financial Assistance

- At Tamarac, we want to support individuals wishing to improve their health but are unable to make the financial commitment due to their economic resources. Individuals who meet the qualifications based on Federal Poverty Guidelines are encouraged to complete a Financial Assistance application.
- Financial assistance ranging from 20-70% of membership dues is available. Applications must be completed, and an application fee must be paid at the Welcome Center. The application will be forwarded to the financial assistance committee to process. For an application or more information, visit the Welcome Center.

## Momentum

- This membership requires a referral from a primary care physician or other health professional. If you have a medical condition and would like to participate in this pathway, Tamarac can request a referral from primary care physician or other health professional.
- Payment for the 12-week program is taken at the start of the agreement. Member has full access to the community membership options. The Momentum member also is scheduled for 24 supervised sessions two times per week for the 12-weeks of the program.
- After completion of the program the member may join the facility at a discounted rate or through a program such as corporate or financial assistance if qualified, with no enrollment fee.
- Financial assistance is available for this program. Processing of the application will be completed in one week. Approval or denial of the application will be sent to the applicant at that time. If member chooses to continue after the 12-weeks, financial assistance will continue at the percentage member was approved for. Please see Financial Assistance above for more information.
- Please see Tamarac Welcome Center for more information.

## Veteran Discount/Active Duty and First Responders

- Special monthly membership rates are offered to First Responders, United States Armed Services Veterans and active-duty personnel. Documentation is required for this discount. Special rates may not be retroactive prior to date of notification.
- A one-month complimentary pass is also available for all active-duty personnel.

## Corporate Partnerships

- Members may qualify for a membership discount through their employer. For a complete list of corporate partners, please stop at the Welcome Center.
- Tamarac reserves the right to report usage, employee name and date of birth to the designated human resources contact as requested by the contract or company.
  - This release is for the sole purpose of confirming employment and Tamarac membership status for the company's designated wellness program benefits.

## Year Paid in Full Agreement

- A 10% discount is available for members who pay a year in full (12-month membership). The following agreement is active upon payment:
- Membership expires 12 months from date of payment.
- Early termination must be submitted in writing and require a:
  - Documented medical reason.
  - Relocation of more than 30 miles from Tamarac.
  - Reason otherwise permitted under the policies of Tamarac.
- If an early termination is granted, no refund will be given for fees and services provided in that month, or for any complimentary months the member received.
- During the final month of the 12-month membership, the member will be notified in writing of the contract end date and options for reenrollment.
- Members receiving a corporate membership discount or those participating in financial assistance are not eligible for the additional 10% discount.

## 24/7 Access

- Members using the 24/7 feature of the facility agree to the below:

- Members 18 years of age and older can use this feature, once they have paid the activation fee.
- Staffed hours are posted. At “close” only the fitness floor and family locker room will be available. If you are 18 years or older, you may remain in the facility at “close”.
- Member must remove all personal items from the locker rooms and front desk before the gates are closed.
- Member acknowledges and accepts the risks inherent in the use of the facility services while not staffed.
- Member acknowledges that video surveillance is being used, however is not monitored during unstaffed times. Help will not be available during unstaffed hours.
- An AED and phone are located on the fitness floor.
- By using the facility during non-staffed hours, the member hereby assumes the risk of injury, accident, death, disability, loss, cost or damage to his or her person or property that may arise from the use of the facility.
- The member, his or her heirs, executors, representatives or assignees hereby release the facility from all claims or liabilities for personal injury or loss/damage to property of any kind sustained by member while on the premises of the facility except if this is the direct result or willful misconduct of the facility.
- It is highly recommended that members have an adult workout partner, who has a membership with Tamarac and has 24/7 access, accompany each other during their workout.
- Only one person may enter the door at a time. All members must swipe badge to enter facility.
- Card sharing or piggy backing (allowing another member through the door on your badge swipe) is strictly prohibited and will result in immediate loss of membership, card sharing is viewed by Corewell Health and Tamarac as stealing services.
- Doors or windows may not be propped open.
- Improper and/or unauthorized use of the facility may result in membership suspension or termination.

## General

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- Tamarac has an established code of conduct for its members and guests and reserves the right to fine its members, revoke member privileges or expel an individual for improper conduct.
  - Infractions include, but are not limited to; fighting, horseplay, spitting, offensive language, behavior deemed as offensive to other members or creates a situation that is considered to be unsafe, unauthorized solicitation and/or distribution, failure to pay a bill on a timely basis, theft, or damage of property.
- No weapons of any kind are permitted in the facility.
- Smoking, including the use of e-cigarettes, smokeless tobacco, alcohol, and other controlled substances are not permitted.
- Sexual solicitation and/or sexual conduct of any kind is not permitted.
- Solicitation of goods and/or services is not permitted at the facility or grounds.
- Foul language is not permitted.
- Animals other than service animals are not allowed in the facility.
- Instructional services (fitness, aquatics, or other) may be provided by Corewell Health employees only. Any instructional service provided by non-employed persons is strictly prohibited.
- Appropriate clothing is necessary. Shirts and closed-toe shoes are always required while using any exercise equipment and/or free weights. Bare or stocking feet are not allowed in the facility (excluding aquatics and mind/body areas).
- Towels are provided for daily use but may not leave the facility.
- Corewell Health, Tamarac and its affiliates, agents, and employees are not liable for lost, damaged or stolen personal property.
- Items left at Tamarac will be placed in lost and found and may be claimed at the Welcome Center. Any item not claimed within 15 days will be disposed of or donated to charity. Personal items such as (but not limited to) underwear, toothbrushes and razors will be disposed of immediately.
- Video surveillance is used within the facility.
- Cell phones are not allowed in locker rooms or pool areas. Phones may be used for music only on the fitness floor.

### Hours, Fees, Classes, Holidays, & Special Events

- Established hours of operation, fee schedules, classes, lesson offerings or content are subject to change at any time by Tamarac.

- In order to keep the facility in the best possible condition, areas of Tamarac may be closed for cleaning, repairs, renovations and emergency maintenance. There will be no refund in dues for any short-term periods of closure.

## Fitness Floor

- You must be 11 years of age to be on the fitness floor. Exceptions can be made for personal training or supervised classes.
- Members are responsible for wiping down their equipment after each use.
- Gym bags and purses are not allowed on the fitness floor. Please use appropriate lockers.
- All members must re-rack their own weights.
- Members are asked to place towels in the towel bin after use. Towels may not leave the facility.
- Only covered lid water bottles are permitted on the fitness floor. Food is not permitted.
- All members are asked to use common courtesy when on the fitness floor (i.e. allowing another member to work in, not wearing heavy amounts of perfume/cologne, not spending extended periods of rest on machines/equipment, checking mobile devices, etc.).
- Tamarac management sets all TV and music channels. The channels will be changed as deemed necessary by management.
- Members are not allowed to remove equipment from the fitness floor.

## Group Exercise

- Advanced reservations are not required for classes. Indoor cycling classes are limited. Reservations for indoor cycling classes are recommended.
- You must be 11 years of age to participate in group exercise.
- Gym bags and purses are not allowed in the studios.
- Tamarac is not liable for any missing items brought or left in the studios.
- Appropriate footwear is required.
- Wait for class to be completed before entering for the next class.
- Be on time. Warming-up is important to avoid injury. If you are late, warm up before entering the studio.
- Participants may only hold a place in class for themselves.
- Group exercise participants are the only people allowed in the studio during classes.
- You must follow the routine that the instructor shows.
- All equipment must be wiped down and returned to the proper storage area and/or position after use.
- Classes and instructors are subject to change.



## Track

- See posted signage for number of laps per mile.
- See posted signage for direction of traffic on a given day.
- Slower traffic stays to inside lane.
- Do not walk or run more than two abreast.
- Please be courteous to others.
- Appropriate footwear is required.

## Aquatics

- The pool at Tamarac is provided primarily for use by our rehabilitation patients, members and member families, and is not intended for use as a community pool.
- Family and adult swim times are subject to schedule changes during school breaks, holidays, snow days, etc.
- Pool area will close 15 minutes before the facility closes.
- When lightning is seen, or thunder is heard, staff will close the pool, 30 minutes after the last observed lightening or thunder, activities can safely resume.
- Prevent bathroom accidents during family swim or swim lessons by bringing children to the restroom frequently and using a swim diaper if the child is not fully potty-trained.
- Proper swim attire is required. Bathing suits are required in the pool and hot tub. Thongs are not permitted. Street clothes, cut-offs and/or regular diapers are not permitted. Athletic shorts and t-shirts may be worn in the pool if rinsed well prior to entering the pool or whirlpool. Children not fully potty-trained must wear a swim diaper.
- Flotation devices and personal equipment are not permitted unless authorized in advance by the lifeguard. Tamarac has several options including flotation devices that are approved for use. The lifeguard may determine if any of these devices are not used appropriately. Kickboards may be used during family swim but no sitting or standing on flotation devices. Do not bring pool toys from home.
- No diving. No rough housing or horse play.
- Cell phones are NOT allowed in the pool area.
- Please abide by ALL POSTED RULES.
- Members must shower before entering. Members who have used sauna must shower again before entering the pool or whirlpool.
- Members with cuts or external infections are not allowed to use the pool.
- No electrical appliances are allowed in or close to wet areas.

## Swim Lessons

- Parent or responsible adult must:
  - Schedule child with swim instructor.
  - Complete paperwork for child at the Welcome Center before first scheduled session.
  - Check in child before each session at the Welcome Center.
- Children may not enter the pool until instructed by swim instructor.
- For children still potty training, please have child wear swim diaper during session.
- Please arrive on time for your child's swim lessons.

## Saunas & Whirlpool

- No children under the age of 12 years old may use these amenities.
- Please abide by ALL POSTED RULES.
- Saunas and whirlpool will close 15 minutes before the facility closes.
- Members must shower before entering these areas. Members who have used sauna must shower again before entering the pool or whirlpool.
- Shaving is not permitted in these areas.
- Appropriate swim attire is required in all wet areas.
- Members with cuts or external infections are not allowed to use the sauna, whirlpool or pool.
- No electrical appliances are allowed in or close to wet areas.
- Do not use the sauna or whirlpool if you have a medical condition without discussing it with your doctor.
- Your doctor may advise you about specific temperature settings, how long it is safe to stay in, and any warning signs that you may be in trouble.

## Tree House

- Free child watch for children or grandchildren is included in the membership price and is provided for children ages 6 weeks to 12 years. A fee will be charged for non-member children.
- Parents must remain on the premise while children are utilizing the Tree House.
- Tree House visits may not exceed 2 hours per visit (unless otherwise specified).
- Children planning on visiting the Tree House more than once a day, must have at least 2 hours between sign out and the next sign in.
- Reservations are required. Call 231.924.1785.
- For security reasons, parents/grandparents checking children in and out of the Tree House are required to have proper identification.

- Tamarac reserves the right to deny admittance to children when the Tree House is at capacity or if the child is ill.
- Reference the Tree House Handbook for more detailed rules and information.

## Locker Rooms & Lockers

- Towels are available in the locker rooms free of charge to be used in the facility. Towels may not be removed from the facility.
- Food is not permitted in locker room areas.
- Lockers are for daily use only. Articles are not to be left in lockers overnight. Tamarac removes all contents daily. Articles removed from lockers are placed in lost & found and then donated to charity after 15 days if unclaimed.
- Permanent rental lockers are available with laundry service for a monthly fee.
- Tamarac is not responsible for lost or stolen articles. Please do not bring valuables into the facility.
- Children under 11 years must be supervised by an adult in the locker room area.
- Children ages three and older are not allowed in the opposite sex locker room. Please use the family locker room.
- Use of electronic devices for photography or videography is not permitted in the locker rooms.

## Programs & Services Policies

- Payment is due upon registration for all programs.
- A minimum number of participants may be required for each class.
- All program registration fees are nonrefundable.
- All late entries into the existing program may be pro-rated for the remainder of the session in progress only if approved by management.
- When a participant is enrolled in a class, space is reserved for them. There are no credits or refunds for missed classes, nor are there pro-rates for future sessions if a make-up is not scheduled. If you notify the instructor in advance that a class will be missed, we will try to accommodate you in another appropriate class, if there is a similar class running and it is not full. Missed classes must be made up within the session they are missed. Make up classes do not carry over from session to session.
- Children under the age of 11 must be escorted to and from classes by parent/guardian. Parents are welcome to observe classes upon completing guest registration. Younger siblings that are not enrolled in the class are not permitted in the activity area or on any equipment. Non-member children may be checked into Tree House provided they have paid the appropriate fee.
- Non-members must check in at the welcome center for all programs and services. Any fees not already collected will be due before being allowed to

- participate. Paying a non-member program fee does not grant permission to use any other part of the facilities.
- Tamarac reserves the right to cancel or consolidate any class or activity.