



# The Centre

## Membership Handbook



Effective September 2019



# Welcome

Welcome to The Christian Family Centre! We are grateful that you decided to join The Centre and we know that you will find this a welcoming place full of activities and programming to serve the whole family.

We exist to serve Lenawee County and surrounding communities by being a world-class choice for one's physical, social, and spiritual wellness with Jesus Christ being the center.

We want each member and guest to have a safe and enjoyable experience while using our facility. To create a welcoming environment for patrons; policies and procedures have been created for the benefit of all members. You will find highlights of our policies and procedures within this handbook, but this is not an exhaustive list and The Centre Management Team reserves the right to adjust policies at our discretion.

If you have questions regarding any of our policies or procedures please contact The Centre Member and Guest Services Team and any member of our staff is happy to assist you.

Again, welcome to our community at The Christian Family Centre. We hope that we can assist you meet your goals and create a positive experience for you and your family.

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# Guiding Principles

The following four biblical principles should guide your conduct and actions toward others when in The Centre, The Corner Park, the Christian Family Park, or on Campus Grounds.

**Honor Everyone:** Show respect to other people and to things that don't belong to you. I Peter 2:17 says, *"Show proper respect to everyone: Love the brotherhood of believers, fear God, honor the king."*

**Others First:** Think of others rather than yourself. Philippians 2:4 says, *"Each of you should look not only to your own interests, but to the interest of others."*

**Peace Always:** Live at peace with yourself and others. Hebrews 12:14a says, *"Make every effort to live in peace with all men and to be holy."*

**Encourage Everyone:** Encourage others with your words. Ephesians 4:29 says, *"Do not let any unwholesome talk come out of your mouths, but only what is helpful for building others up according to their needs, that it may benefit those who listen."*

## General Rules

1. The use of alcohol, tobacco, illicit drugs, including electronic cigarettes, controlled substances and profanity is prohibited while in The Centre or on its grounds.
2. The Centre has the right to address issues regarding the public display of affection.
3. For safety, please do not: play or run in the entry area, main lobby, hallways, and locker rooms; or loiter in the driveway and parking lots.
4. Food and drink are allowed only in designated areas. These areas include The Café, recreation wing table area, banquet/meeting rooms, entry, main lobby, and outdoor recreation areas. Outside food is not permitted past the check in gate, within the Café area including the fireplaces, and in the meeting and banquet rooms. Outside food may be enjoyed only at the Merillat Park, Patio entrance, or within the hallway leading to the school.
5. Out of respect for others please use headphones with portable audio devices.
6. Pets are not permitted in The Centre or The Corner Park. Please put your pet on a leash while on campus grounds and help keep the area clean by picking up after your animal. Service animals are permitted.
7. Skateboards and rollerblades are not allowed in The Centre. However, these items are allowed on the Christian Family Park's half mile paved path and outdoor basketball court.
8. Individuals with known medical conditions or other contraindications to exercise shall not participate in physical activity without physician approval. Please consult your physician if you are unsure of your physical activity readiness. Stop exercising if you feel light-headed,

- nauseous, shortness of breath or any pain.
9. All patrons are expected to check in with their Centre membership or purchase a guest pass prior to utilizing the fitness centers, Kids Care, and other facilities passed the Member & Guest Services Desk.

## **Tours and Orientations**

Complimentary tours are available highlighting the programs and amenities that we offer. New members are encouraged to sign up for a free fitness orientation. The orientation assists members in using the fitness equipment, setting goals, and basic workout recommendations. Visit the Member and Guest Services Desk to sign up.

## **Membership**

Memberships are available for everyone. Membership includes access to The Centre and The Corner Park, plus reduced rates on a variety of programs and services including personal training, sports programs, and more!

Corporate membership discounts are also available.

## **Member Terms & Conditions**

Members shall comply with all terms and conditions as outlined on the membership registration and Authorization for EFT Membership Payment forms.

The Christian Family Centre reserves the right to rescind membership privileges based on improper conduct or behavior which might interfere with the mission of the Christian Family Centre and other members' use of the facility.

## **Account Settlement Methods**

The Centre Electronic Funds Transfer (EFT) payment program requires a twelve month minimum commitment and continues until cancelled in writing with a 30 day notice. Payments are accepted at the Member & Guest Services desk by cash, check, Visa, MasterCard, or Discover.

Any questions regarding membership accounts may be directed to the Member & Guest Services team.

## **Guest Policy**

All guests are required to purchase guest pass at current rates.

## **Membership Changes**

### **To Upgrade**

To add a family member to an existing membership, please contact the Member & Guest Services Desk.

## **To Downgrade**

To cancel a membership or remove a family member all requests must be made in writing with the membership cancellation form with a minimum of 30 days' notice. Any membership canceled prior to twelve months will be subject to a \$150 cancellation fee.

## **Snowbird Option**

Snowbird options are available for senior members who have been a member for more than 12 months and travel away from home for two to six consecutive months a year. A \$10 monthly fee billed monthly maintains your membership while you are away.

## **Medical Freeze**

Medical freezes are available with written authorization from member's physician indicating the inability to use the facility within 30 days of medical illness. A \$10 monthly fee billed monthly maintains your membership during your recovery and is available for up to 6 consecutive months. Please note, membership will automatically restart on the date indicated by your physician. All requests must be approved by the Sales & Service Director.

## **Member & Guest Services**

The Member & Guest Services team is here to assist members and guests with any questions or concerns. Please visit the Member & Guest Services desk for helpful assistance or to leave feedback or suggestions.

## **Additional services**

Visit the Member and Guest Services desk to inquire about any of the services listed below.

- **Personal Training:** Certified Personal Trainers are available to help members meet their fitness goals in either an individual or small group session.
- **Kids Care:** Kids Care is a safe and nurturing environment available to children ages 4 months to 9 years for a maximum of 2 hours per day. Daily and annual plans are available.

- **Impact Sports:** Impact Sports serve young athletes in Lenawee County across a wide range of instructional leagues. It is unlike any other youth sports league you will find. All Impact leagues balance great instruction in fundamentals with competitive fun in a positive, Christ-centered environment.
- **Aquatic programs:** Individuals of all ages will enjoy the opportunity to become a better swimmer. Impact Splash swim lessons, swim club, and private swim lessons are available.
- **Café:** The Centre Café offers a fresh, exciting menu with the best coffee in Lenawee County. Whether it is for breakfast, lunch, dinner, or to just sit around and catch up with some friends, the Centre Café is the destination for you. The Centre Café is open to the public and offers free, high speed Wi-Fi. The Corner Park concessions trailer is also seasonally available with delicious treats.
- **Catering & Rentals:** The Centre is a great spot for your next corporate or civic meeting, party, lock-in, or special event. You may rent the entire facility, the auditorium, outdoor gazebos, or one of our meeting rooms that best fit your needs and size of party. Our in-house catering team is always ready to serve you with a wide range of delicious options from our menu.

## Check In

All members are asked to check in prior to using the facility. Members may check in with their fingerprint or a membership card at the turnstile located by the member and guest services desk.

## Exercise classes

More than 50 exercise classes are offered each week free of charge to members. A variety of classes are available in the indoor pool, group fitness room, and gym. Please arrive on time for the class, and out of respect for other classes, please remain outside the room and remain quiet if another class is scheduled. If this is your first class try to arrive 10 minutes early to speak with the instructor. Schedules are available at the Member and Guest Services desk and online at [www.thecentre.info](http://www.thecentre.info). Class offerings and schedules are subject to change.



## **Cycling classes**

A variety of cycling classes are offered each day in the cycling studio. Your first three classes may be tried free of charge but a small fee is charged for additional classes. Bulk discounts are available. Classes fill up so advanced reservation is recommended. Reservations not cancelled more than 24 hours in advance will be charged for the class. Contact the member and guest services desk or log into your online account or mobile app to reserve your bike.

## **Lost & Found**

Lost & found is located at the Member Services Desk. Lost items will be returned to the owner after proper identification is made. Lost & Found items that are not claimed within 14 days will be donated to a local charitable organization. Members are encouraged to keep valuables locked up, The Centre is not responsible for lost or stolen items.

## **Age requirements**

Minors under the age of 18 are welcome to utilize the facility in accordance with the age policy: however, parents/guardians are responsible for their child(ren) even if they are not physically present with their child(ren) at The Centre.

A parent, an adult, or a sibling who is 18 years old or older must directly supervise children under the age of ten years old unless the children are participating in an organized Centre activity. Youth ages 10 – 14 may be at The Centre without direct parent, adult or sibling (18+) supervision for a maximum of three hours. All unaccompanied minors under the age of 18 who don't have their own transportation, must be able to immediately reach their parent/guardian in case of medical or behavior concerns.

Children must be 13 years of age to attend a group fitness class. Children between the ages of 10 and 12 are allowed to use fitness center equipment under the supervision of an adult. Please review the details of this policy in the Area Specific Expectations portion of the handbook.

## **Loitering**

The Christian Family Centre exists to serve Lenawee County and surrounding communities by being a world-class choice for one's physical, social, and spiritual wellness with Jesus Christ being the centre. We desire that The Centre is a safe and welcoming environment for all individuals and that patrons can safely engage in Centre programs and activities.

Effective Tuesday, December 26, 2017 the following policy is in effect.



After 6:00 pm weekdays, all day Saturday, and all day when school is not in session, unaccompanied minors (individuals age 16 and younger and not accompanied by a parent or guardian) must actively participate in Centre activities or they will need to immediately exit the facility and the grounds. Individuals are welcome to utilize member-only areas for their intended purpose with their membership or with the purchase of a guest pass in accordance with area-specific policies. Individuals may not loiter in common areas of The Centre at any time. Common areas include outdoor entrances, The Centre Café, hallways, restrooms, and other areas not requiring check-in for access.

Individuals may purchase a meal at The Centre Café, and one person per meal may remain in the café while eating the meal. However, upon completion of the meal the individual(s) must either exit the facility or actively engage in other Centre activities as outlined in this policy.

Examples of active participation:

- Playing basketball, racquetball, etc. in the appropriate areas
- Utilizing fitness areas in accordance with posted policy
- Swimming or visiting The Corner Park
- Participating in Centre activities or programs
- Members or paying guests quietly working on homework.

## **Centre Closing**

The Centre closes promptly at the scheduled closing times. We ask that all patrons exit the building within 15 minutes of closing. Individuals repeatedly staying late are subject to disciplinary action and/or fine.

## **Proper Attire**

The Centre values the traditional family and is a Christ centered ministry. We are committed to providing a family friendly environment for people of various ages and backgrounds. We have three principles that guide our dress code. We ask that you choose modest clothing which is God-honoring and appropriate for a family-oriented environment. We ask that you chose clothing and/or footwear that assists in creating a safe environment and that the dress is activity appropriate.

Appropriate footwear is required outside of the pool areas and locker room. Shower sandals are recommended in the locker room and pool areas.

Please avoid wearing strong perfumes or scents.

## **Swimwear guidelines**

- All Visitors:
  - No jeans or cut offs, athletic shorts/shirts, etc.
  - Swim diapers are required for children who are not toilet trained.
  - Tattoos with inappropriate language or depictions of nudity must be covered.
  - A shirt and shoes must be worn outside of the indoor pool and The Corner Park areas.
  - The Centre reserves the right to refuse access or excuse a member/guest not complying with these guidelines.
- Men/Boys:
  - All suits must have a liner per State of Michigan laws. No undergarments should be visible.
  - Suits should have a draw string that keeps them up under rigorous activity.
  - Recommended attire: swimming trunks, shorts with liners, board shorts
  - Not allowed: Speedo suits (unless for swimming competition or lane swim)
- Women/Girls:
  - All suits must have a liner per State of Michigan laws. No undergarments should be visible.
  - Recommended attire: one-piece, tankini, modest/sporty two piece
  - Not allowed: string bikinis of any sort, strapless two piece, or overly revealing swim suits

## Area specific expectations

### Aquatic Centre

The pool is available for open swim, lane swim, classes, aerobics and private parties. Refer to the pool schedule at The Centre's website at [www.thecentre.info](http://www.thecentre.info) or ask at The Member and Guest Services Desk.

- Swim diapers with swimsuit are required for children who are not toilet trained.
- Please enter the pool through the back doors of the locker rooms.
- Shower before entering the pool.
- Swim only when there is a lifeguard on duty.
- Children under 6 years of age, and children unable to swim, are to remain in the shallow end within arms-reach of an adult. Life jackets are recommended.
- Adults unable to swim must remain in shallow end or wear a life jacket.
- All flotation devices must be Coast Guard Approved. Please check

- with the lifeguard concerning pool toys.
- Scheduled lane swim is reserved for lap swimming. Please be courteous of other swimmers and share lanes when needed. Children and others that are not lane swimming should use the pool during scheduled open swim.

## Locker Rooms

Men's and women's locker rooms are available for use. Towels, daily lockers, hair dryers, and soap are provided for your convenience. Please respect the privacy of other members and refrain from activities which make others uncomfortable. Please dress children over the age of four in their gender-specific locker room. A private changing room is available for families with children too young to dress themselves. The private changing room is also available for those or are physically or otherwise unable to use the gender specific locker room. You are responsible to bring a lock to secure your belongings and to remove your lock and contents each day. Visit the Member and Guest Services Desk for locker rentals. Please do not leave valuables unsecured. The Centre is not responsible for any lost or stolen property.

## Corner Park

The Corner Park is available seasonably for active play geared towards children 2-12 years of age and their families.

- All rules for the Christian Family Centre apply in the Corner Park, unless otherwise specified below.
- Swim diapers with swimsuit are required for children who are not toilet trained.
- No coolers or outside food
- No tobacco products, alcohol, or paraphernalia.
- Food is allowed in designated areas only. No food or drink on or within any of the play structures.
- Do not leave valuables unattended. Limited lockers are available.
- No Centre towels allowed outdoors.
- For your protection, please wear sunscreen and sunglasses.
- Shoes must be worn within The Christian Family Centre building.

## Fitness Centers

- Orientation sessions are strongly recommended and available by appointment; stop by the Member & Guest Services Desk or call 263-6232 ext. 3302 to schedule.
- Equipment must be used according to the manufacturers' instructions.
- Loud conversations, activities which disrupt other patrons, and dropping of free weights will not be tolerated. For example, when performing barbell deadlifts, a controlled drop must be used. The bar should cross below the knee before dropping.
- Please wear athletic shoes and refrain from wearing sandals or flip flops.
- Please use wipes to remove perspiration from equipment before and after each use.
- Please limit use of aerobic machines to 30 minutes when others are waiting.
- Please use all equipment in accordance with the manufacturer's

instructions.

- Spotters are recommended when using free weights. Please return all equipment and re-rack all weights.
- Please report safety concerns and equipment malfunctions to staff.

Children and youth ages 10 – 18 are welcome to use the Ladies Only or CoEd fitness centers with the following guidelines:

- Members, ages 10 and 11, may only use select cardio equipment with a parent/guardian within arm's reach. Cardio equipment will be clearly marked. Child must receive a red hand stamp each visit prior to exercising. The child and parent/guardian must complete an orientation together and sign a Fitness Center Agreement. Orientations must be scheduled in advance at the Member and Guest Services Desk.
- Members, age 12, may use cardio or strength equipment with a parent within arm's reach. Child must receive a blue hand stamp each visit prior to exercising. The child and parent/guardian must complete an orientation together and sign a Fitness Center Agreement. Orientations must be scheduled in advance at the Member and Guest Services Desk.
- Members or guests, age 13+ are welcome to use the fitness centers. Orientations are strongly encouraged.

## **Racquetball courts**

We strive to offer a premier racquetball experience to Lenawee County residents while also providing a safe place for families, children and other patrons wanting to use the space for other activities.

Individuals age 16+ may reserve the racquetball court for racquetball, wallyball, or similar activities following established reservation policies. Courts may not be reserved for other soft play activities but may be used if available. Individuals participating in other activities may be asked to leave if other individuals wish to play racquetball or wallyball.

Rules

- Shirts and clean, non-marking athletic shoes are required
- No food or drink
- Thank you for using family-friendly language
- Equipment and balls must be used for their intended purpose
- No soccer balls, footballs, or other solid balls
- Please limit court use to 4 people or 8 if playing wallyball

## **Gymnasium**

The gymnasium is open to all during open gym hours. Refer to the gym schedule on our website [www.thecentre.info](http://www.thecentre.info) or ask at the Member and Guest Services Desk for gym availability. Basketballs and volleyballs are available for your use. League quality balls may be checked out at Member Services Desk for members and guests that leave collateral.

- Shirts and athletic shoes with non-marking soles are required. Sandals and bare feet are not permitted.
- Balls are to be used for their intended purposes.
- No footballs, baseballs, softballs, or hockey sticks allowed.
- No food or drink, except water or sports drinks in a sealed container.
- No chairs on the gym floor unless directed to do so by a staff member
- Thank you for using family-friendly language.
- If only half the gym is available, play should be limited to half court.
- If the full gym is available, only 1 full court game is permitted.

## **Group Fitness Room**

The group fitness room is available for open gym when other activities are not scheduled. The space is available only for children under the age of 12 who are directly supervised by an adult. Individuals must be respectful of the facility and not hang on basketball rims or kick balls. Please refrain from using exercise equipment stored in the room.

## **Cell Phone/Photography/Videography**

As a courtesy to fellow members, cell phone use is prohibited in the locker rooms and while using fitness equipment; please use lobby areas.

Commercial photography and videography is prohibited inside Christian Family Centre facilities unless authorization has been granted by the Executive Director or the Director of Marketing.

By using Lenawee Christian Ministries (LCM includes: Christian Family Centre, The Corner Park, Lenawee Christian School) facilities, you grant our staff or photographers hired by LCM permission to take photos and videos of you, our members or guests, any minors, or property in connection with use of LCM facilities and events. LCM may copyright, use and publish the photos in print or electronically. LCM may use the photos with or without names for any lawful purpose including publicity, illustration, advertising, or web content. Individuals who choose not to consent to this agreement should notify the Member & Guest Services team and instruct any photographer that they do not wish to be photographed.

# Cancellation & Closure Policy

The Centre may cancel individual or all classes, events, programs, and/or the facility due to the following circumstances;

- Weather related matters,
- Power outages,
- Malfunctioning equipment or facility operations, or
- Availability of staff, instructors, and/or lifeguards.

The Centre will make reasonable efforts to communicate specific cancellations or closures via its website, social media, on-site postings, and via email. Every effort will be made for these communications to be as far in advance as possible of the cancellation or closure.

Cancellations and closures related to the Corner Park may be affected by this policy. The Corner Park maintains a specific weather policy that may or may not apply to the Centre. Please refer to the current Centre Membership Handbook for the current Corner Park weather policy.

The Centre Membership Handbook is available online at [www.thecentre.info](http://www.thecentre.info) and at the Member & Guest Services Desk.



# Corner Park Weather Cancellations

When forecasted high temperature is above 68 degrees:

The Corner Park will open as scheduled.

When forecasted high temperature is 68 degrees or below:

The Pool and Splash Pad will close.

The remainder of the park will remain open.

Other situations:

Rain

The outdoor pool will close when conditions cause poor visibility for staff. The jumping pillow will close when wet.

Thunder or lightning

Corner Park will close and not reopen until there are 30 minutes with no lightning or thunder. All patrons must seek shelter inside. If there is thunder or lightning within one hour of the scheduled park closing, Corner Park will close for the day.

Tornado Warning

Corner Park will close until the Tornado Warning is lifted and all guests must seek shelter inside.

Other severe weather situations will be addressed with the procedures in the Incident Management Plan.

All guests and spectators entering The Centre and The Corner Park are charged an admission fee. Refunds are not provided due to weather or other situations beyond our control.