

MEMBER HANDBOOK

Welcome to Elm Street Fitness and STS Personal Training. This handbook will help guide you through the privileges and benefits of membership as well as procedures and policies to help you take full advantage of your status as a member of Elm Street Fitness.

If you have any questions that are not answered in this booklet, please contact a member of our management team. If you have a request for a service that is not addressed, management is here to help.

Elm Street Fitness is your neighborhood health club and we are guided by our vision, not bound by the rules.

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Membership

General

Membership is month to month with automatic renewals by credit card or checking EFT. Thirty (30) days notice is requested for cancel a membership. Memberships may be purchased up to one (1) year in advance to lock in current rates.

Initiation

Initiation fees are a one time charge for as long as the member maintains a current membership status. Should a member cancel a membership or allow a membership to lapse and subsequently request to become a member, the initiation fee will again apply.

Suspending Your Membership

A member may suspend, or freeze, a membership without charge for a predetermined period, not to exceed three (3) months, with 30 days notice. Any remaining personal training or class session expiration dates will also be suspended for the same period. Upon return, month to month charges will resume and personal training or class sessions will be active. If the member has purchased a year in advance, the suspended months will be added to the original end date.

Full Membership

A full member may enjoy the membership training studio and free cardio classes at all times during normal business hours.

Normal business hours:

6 am to 9 pm Monday through Thursday

6 am to 6 pm Friday

8 am to 5 pm Saturday

Closed Sunday

Closed Holidays: New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas

Full members may attend personal training, small group training, and premium classes at the member discounted rate at any time during normal business hours.

Family Membership

Family membership entitles the primary member, significant other, and dependants over 16 to the same privileges as a full member.

Day Membership

A Day member may enjoy the membership training studio and free cardio classes during restricted daytime hours:

10 am to 4 pm Monday through Saturday

Personal training, small group training, and premium classes are available at the discounted member rate during those hours only.

Purchasing Sessions

General

Purchasing sessions for personal training, small group training, or premium classes may be done at the club or by phone. A member may purchase up to 20 sessions or classes which will be credited to the members account. When the member schedules a personal training session or registers for a class, one credit will be deducted from the members account. Sessions will be returned to the account if a cancellation is made at least 24 hours prior to the scheduled session.

Session Expiration

Personal training sessions must be used within 3 months of purchase unless membership has been suspended. Small group and class sessions must be used within one year of purchase. There are no cash refunds for purchased classes or sessions. Sessions and classes may be traded for other services or assigned to another member.

Sessions purchased at membership rates assume that the client is and will remain a member during the life of the sessions. If a membership should lapse, sessions purchased at membership rates must be upgraded to non-member rates or prorated at membership rates.

Check in and Sign up

Check In

All members will check in at the front desk prior to training by presenting their membership card although we hope to personally recognize and greet you personally.

Members must have sessions available in their account to check in for personal training, small group, or premium classes. If the member has no prepaid sessions in their account, they may be purchased at the desk with cash, credit card, credit card on file, or EFT on file.

Sign up

Small group training and premium class schedules may all be viewed on the Elm Street Fitness web site www.elmstfit.com under the classes section. Members may sign up for a class up to 24 hours prior, place themselves on a wait list, or remove themselves from the list (a minimum of 24 hours in advance) at the check in desk or on by phone. When it becomes available, members may also use the web site under the Members section to sign up for or cancel a class. There is a computer available at the check in desk and the attendant may make your class reservation or cancellation for you.

The member must have purchased sessions available to reserve a spot in a class. Wait listed members will not be charged until they actual sign in for a class.

Cancelling a Session or Class

You may cancel a personal training session or a class reservation with 24 hours notice with no penalty. A cancellation with less than 24 hours notice will result in a charge for the session, except for bona fide emergencies. We request that you make a phone or text message contact with the front desk or management and not rely on an email. If you have a last minute cancellation and are unable to contact the Elm Street staff, please contact your trainer directly.

If a member must cancel a 2 on 1 or 3 on 1 training session with 24 hours notice, please try to coordinate with your partner(s) as it will affect their session as well. If your partner cancels with 24 hours notice, there are three options. A 2 on 1 training session may be shortened to a single ½ hour express session or you may use 2 of your sessions and train for an hour, or you may purchase a 1 on 1 session and train for an hour.

A 3 on 1 session may similarly continue if each of the one or two remaining clients purchases a 2 on 1 or 1 on 1 session as appropriate. There is no provision for a 3 on 1 session to be shortened.

Any cancellation with less than 24 hours notice will result in a charged session and the remaining partner(s) will receive the full hour session.

Classes

Small Group Classes

Elm Street Fitness offers certain training classes in smaller groups of 4 to 6 students to allow more personal contact between student and instructor. There is a charge for these classes although the price is the same for any small group class and you may register for any of the classes with your class package providing you meet the entry qualifications.

These classes are generally ongoing classes that may be scheduled in 10 week sessions and may require previous attendance to keep the skill sets moving forward. Other classes will be labeled from entry level to advanced level. You may contact the instructor directly prior to registering for a class for the curriculum and whether it is suitable for you.

These classes will generally be held in the small group training room, although they may be moved to the larger group training studio at the instructor's request.

Group Classes

Larger classes will be held in the Group Training Studio. There are aerobic classes scheduled at various times throughout the week. These classes are free to all members provided that your membership gives you access at the time they take place.

Other group classes with specialized activities are available for a small additional charge. You may purchase a package of Group Training sessions and make a class reservation or pay just prior to the class at the front desk provided there is a space in the class.

Drop-ins are welcome space permitting. See price card

Personal Training

General

Personal Training at Elm Street Fitness is exactly as it was at STS, the finest in quality, caring service. We have a spacious, but private, studio and completely private rooms for those who want to train as though they are in their own home. If you have a preference, please discuss it with your trainer and we will do our best to accommodate you.

In your initial interview as a personal training client at Elm Street Fitness our staff will assess your needs and wishes and assign a trainer. If you feel as though you would like to try a different trainer, contact a member of management. You must feel comfortable with and confident in your trainer and each relationship is different.

Scheduling

You will schedule your personal training sessions directly with your or by phone with management. We ask that you schedule as far in advance as you can comfortably do to insure that your trainer keeps a time slot open for you. You may make a standing appointment every week at a certain time to insure that your trainer has a spot for you.

If you have difficulty keeping to a set schedule we suggest that you make your appointments when you are certain that you will have the time available. Your trainer is paid for sessions completed and cannot keep a slot in their schedule open for a client who may or may not be able to keep the appointment. Please understand that cancelling 24 hours in advance allows your trainer to reschedule another client in that slot or make other plans for their personal daily schedule. When you are charged for a short notice cancellation, your trainer is paid for that session.

Our trainers are not all available at all hours. Most trainers work only mornings, afternoons, or evenings and perhaps only on certain days. Our management staff will insure that your trainer is available during the times you request before assigning a trainer. Members who purchase Day Memberships may schedule training only between the hours of 10am and 4:00pm. (sessions must be complete by 5pm).

General Membership

Equipment Use

The equipment in the membership studio is available for the use of all members and to keep you comfortable and safe we have a few requests:

- ? Learn how to correctly operate each piece of equipment.
- o You should receive a short session from a trainer prior to your first workout.
- ? Be considerate of others.
- o Limit your workout to 20 minutes if others are waiting for a turn on a piece of cardio equipment..

- o Allow others to use a weight machine while you are resting between sets.
- o Return your equipment to the rack and unload any equipment in the free weight area.
- o Do allow weight stacks to slam down and do not drop free weights.
- ? Children between 12 and 16 must have constant and direct supervision.
- o Children under 12 are not permitted without an instructor.
- o This is a safety issue and those who do not follow this rule will be regretfully asked to leave.
- ? Only STS personal trainers may train at Elm Street Fitness.
- o Members may not bring in their own trainer.
- o Trainers are Elm Street Fitness employees; please do not ask them to work outside that employment.
- o STS/Elm Street Fitness staff members will not pressure you with offers for services.
- o Please contact management or the front desk attendant if anyone approaches you offering services.

Locker Room

Lockers are available for your use during your workout in the locker room. Please remember to remove your lock. Locks will be removed every night and contents removed.

Hand towels are available at the check in desk, please deposit your soiled towel in a hamper. Bath towels are available at the check in desk for a nominal charge or monthly fee. Personal training client will be issued towels at no charge.

General

We request that all members dress appropriately for exercise. Athletic shoes are necessary for a safe workout and shirts are mandatory.

Please wipe down the equipment when you have finished.

The membership studio is your neighborhood gym, please help us keep it as warm and welcoming as your neighborhood. The management and staff at Elm Street Fitness values your input and will do our very best to respond to any request or critique.

Thank you for joining Elm Street Fitness.