

# MEMBERSHIP HANDBOOK

Spring Lake  
Fitness & Aquatic Center



# WELCOME

On behalf of the entire staff, we would like to welcome you to our FAC family. You have taken the first step towards positive health enhancement. We encourage you to make full use of the programs and facilities which will assist you in maintaining a lifetime interest in your personal health and wellbeing.

The FAC is here to help you and your entire family reach your fitness goals. Please take the time to talk with any of our staff about how we can help in your fitness journey.

If you are unfamiliar with how to use the weight room or cardio area equipment properly, please stop by the front desk to schedule a free fitness equipment orientation. Our staff will show you how to properly use the different pieces of equipment. Another great option is to start training with one of our certified personal trainers who can help set up a fitness program for you.

We are looking forward to seeing you become an active member and participant. If you have any questions or would like additional information, please do not hesitate to contact us.

Thank you for joining the Spring Lake Fitness and Aquatic Center!

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# ABOUT US

## MISSION STATEMENT

Connecting students and the community in life-long wellness and recreation.

## VISION STATEMENT

The FAC will inspire among our community a passion for life-long wellness. We will do this by being the premier West Michigan fitness, aquatic and recreation facility which provides dynamic, innovative programs and services that enrich our community residents' lives and spark healthy changes within them.

## HOURS OF OPERATION

Facility Hours vary from school year to summer and current operational hours can be found on the FAC website at [slfac.com](http://slfac.com).

During posted facility hours members have access to the weight room, cardio area and track. The lower gym, competition pool, family pool, and little laker activity center all have specific hours of operation with the facility hours. These hours are posted on the FAC website.

***Please note:*** throughout the school day, in addition to being open for members, the facility will be used for physical education classes and sports team work-out sessions.

The scheduled days and hours of operation are subject to change as circumstances (e.g. maintenance and repairs, weather or other acts of God, staff availability, etc.) may require temporary adjustments.

# CODE OF CONDUCT

The FAC is committed to providing a safe and welcoming environment for all members and guests. To promote safety and comfort for all, members and guests are asked to act appropriately at all times.

Members and guests using the FAC are expected to behave in a mature and responsible manner and to respect the rights and dignity of others. This Code of Conduct does not permit language or actions that can hurt or frighten another person or that falls below the generally accepted standard of conduct.

Specifically, the following activities are prohibited on FAC property:

- Angry or vulgar language such as swearing, name calling, or shouting.
- Intentional physical contact with another person in an angry, threatening, or sexual manner.
- Any comment, conduct, or activity of a sexual nature.
- Harassment or intimidation by words or gestures, body language, or any other menacing behavior.
- Any other conduct that is inappropriate, threatening, or offensive in nature.
- Wearing inappropriate attire. Inappropriate attire includes, but is not limited to the following: clothing that references beer, alcohol, tobacco, or drugs; clothing that contains or depicts inappropriate language, symbols or innuendos; clothing that fails to protect the privacy of the person wearing it; and, clothing that is not intended or designed for physical exercise.

- Theft or behavior that results in the destruction of property.
- Carrying or concealing weapons and/or objects that may be used as weapons.
- The use of cell phones with cameras, and the use of any other camera or video recording device, in any bathroom, locker room, changing area, or other place where there may be reasonable expectation of privacy.
- Knowingly utilizing the facilities in such a way or at such time (e.g. with a communicable illness, disease, or condition, etc.) as may reasonably pose a threat to the health, safety or well-being of other members, guests or staff.
- Significant or chronic disregard for the FAC policies, rules, codes or expectations.

Members and guests are encouraged to be responsible for their personal comfort and safety. If the behavior of a member or guest is in violation of the Code of Conduct, please ask the individual to stop the offensive behavior and/or report it immediately to a FAC staff person.

Members and guests should not hesitate to notify a staff person if assistance is needed. The staff strive to make your visit to the FAC the best part of your day.

The Fitness and Aquatic Director, and the Superintendent of Spring Lake Public Schools, will review all reported incidents. The decision to suspend or terminate Spring Lake Fitness and Aquatic Center membership or guest privileges will be made at their discretion if a violation of the Code of Conduct, and/or a violation of other facility rules, policies, or expectations has occurred.

## **DENIAL OR REVOCATION OF MEMBERSHIP**

The Fitness and Aquatic Director and the Superintendent of Spring Lake Public Schools have the authority to deny or revoke membership and/or guest privileges to any individual if it is determined by them that said individual's presence and/or behavior, etc. may jeopardize the comfort, safety, healthy or well-being of others. This includes, but is not limited to convicted sex offenders, drug traffickers, violators of facility rules, code of conduct, or facility/program policies.

In the event membership privileges are revoked, the unused portion of the member's fees will be refunded on a pro-rated basis.



# **MEMBERSHIP INFORMATION**

## **TERMS**

All memberships to the Spring Lake Fitness and Aquatic Center automatically renew until 30 days written notice is provided to cancel.

Memberships are nontransferable

## **DUES**

Payment of dues can be paid annually, semi-annually, quarterly, or monthly.

Monthly payers are required to have a Credit Card on file; monthly dues are charged on the 10<sup>th</sup> of each month.

Quarterly, Semi-Annual, or Annual payers can pay via cash, check, or credit card. If a credit card is on file, the card will automatically be charged on the due date.

Declined Credit Cards are subject to a \$5 late payment fee.

Returned checks will incur a \$25 charge.

The FAC will attempt to collect membership dues for 30 days before cancelling the membership. Cancelled memberships are subject to the \$50 initiation fee upon rejoining.

SL FAC reserves the right to change the membership dues at any time.

## **MEMBER KEYTAG / APP**

The FAC is a membership organization. A photo and personal information are collected and maintained in our database.

Membership key tags are issued and must be scanned each visit. If you forget your card, you must check in at the front desk before using the facility.

If you lose your key tag, you may use the app or purchase a replacement key tag for a nominal fee

## **CHANGE IN MEMBERSHIP STATUS**

Your membership type can be changed by completing a Status Change Form available at the front desk. There is a nominal fee that will be assessed for any membership change. Any change of membership is a minimum of 3 months in duration.

## **MEMBERSHIP HOLD**

If you are unable to use the facility for at least 1 months, your membership can be placed on hold for a fee of \$10 per month.

Membership Hold Forms are available at the front desk and must be turned in 1 week prior to when you want the hold to start.

When your hold ends, your membership will automatically reactivate.

Memberships cannot be on hold more than 4 months in a calendar year.

## **MEMBERSHIP CANCELLATION**

If you wish to terminate your membership, the FAC requires a 30-day written notice to cancel your membership.

For termination notices on quarterly, semi-annual, or annual payment plans, unused membership fees are refundable on a pro-rated basis.

For termination notices on monthly payment plans, the cancellation will be effective at the end of the current month if submitted prior to the 8<sup>th</sup> of the month. If submitted after the 8<sup>th</sup> of the month, the cancellation will be effective at the end of the following month. There is no proration of paid fees on monthly payment plans.

If the membership is reopened, an initiation fee of \$50 will be applied.

## **INSURANCE DISCLAIMER**

It is the member's or participant's responsibility to provide his or her own accident and health insurance. Neither Spring Lake Public Schools nor the FAC provides such coverage for members or other participants.

## **GUEST POLICIES**

Guests must be sponsored & accompanied by an active member.

Guest must pay the single visit fee to use the facility.

Guests under the age of 13 must be accompanied and supervised by an adult 18 years of age or older.

Guests must check-in at the front desk and have waiver on file. All guests under the age of 18 must present a waiver signed by their parent/guardian, along with contact number.

Guests must abide by all facility policies, rules, and code of conduct.

# EXPECTATIONS

Members and guests can expect:

- A safe, clean and comfortable facility with well-maintained equipment.
- Staff to be properly trained, knowledgeable, courteous and helpful.
- Broken equipment to be repaired in a timely manner, when parts are on hand. Specialty parts will be ordered and/or technicians will be contacted within 48 hours of a reported problem.

The FAC staff can expect members and guests to:

- Bring their membership card and adhere to facility rules, policies, and code of conduct.
- Act in a mature and responsible manner.
- Use appropriate language and treatment toward fellow members, staff and guests.
- Be respectful of other members and guests, equipment and the building.
- Report any safety concerns to the staff.
- Use the equipment properly, such as weights, cardio equipment, etc., and ask for assistance if needed.
- Return equipment to its proper location.

Please share your comments. Our policy is to respond to members' concerns or suggestions within 48 hours whenever possible. Please feel free to contact us at 616-847-5858 or [slcfac@gmail.com](mailto:slcfac@gmail.com).

# **POLICIES AND PROCEDURES**

## **GENERAL FACILITY**

- All members must present their membership card or provide membership number upon entering the building.
- Youth under the age of 13:
  - Required to have direct supervision by an adult (18+) when using the Weight Room, Cardio Room, Track, or Swimming Pools.
  - Required to have direct supervision by an adult (18+) when participating in programs and scheduled activities (i.e. drop in pickleball)
  - Required to have an adult (18+) in the facility who is periodically checking in on them when using the lounge space, little lakers, or participating in open gym.
  - Direct supervision is defined as an adult (18+) in the same activity.
- The FAC is not responsible for lost or stolen items.
- The FAC is a tobacco/smoke free facility.
- Using or possessing illegal substances, alcohol, or tobacco. The FAC is a tobacco/smoke free environment. This includes no vaping.
- Food and beverages items are allowed only in designated areas of the facility.
- Weather closing will be announced via the FAC website, Facebook page, and FAC phone app.

- All programs and activities will end at least 15-30 minutes prior to the scheduled closing time, to allow members to vacate the facility in a timely manner.
- Personal music players may only be used with headphones or earplugs.
- The use of any camera cell phone or of any other camera or video recording device is PROHIBITED in any bathroom, locker room, changing area, or other place where there may be a reasonable expectation of privacy.
- Entrance and exit is permitted through the main entrance only; except in the case of an emergency.

## **LOCKER ROOM**

- The use of any camera/cell phone or video recording device is PROHIBITED in all bathrooms, locker rooms, and changing areas.
- Lockers may be used on a daily basis; users should bring their own lock. Due to the limited number of lockers available, lockers will not be rented.
- Padlocks provided by members or guests must be removed daily. Locks left on lockers overnight will be removed and discarded.
- The FAC is not responsible for personal items left in the locker room. It is recommended that valuables not be brought to the facility.
- The FAC has 4 family locker rooms for your convenience.
- Children ages 4 and under are allowed in the opposite gender locker room as long as they are supervised by a

responsible adult. Adults with children of the opposite gender that are over the age of 4 must use the family locker rooms.

## **CARDIO AREA**

- Youth under the age of 13 are required to have an adult 18+ directly supervising them in the Cardio Area.
- All members and guests under the age of 18 are required to demonstrate proficiency on how to use the cardio equipment. If unable to demonstrate proficiency, a staff member may be contacted to demonstrate proper use.
- Appropriate exercise attire must be worn.
- Appropriate shoes must be worn (no open toed shoes or cleats allowed)
- Equipment must be used properly. If it is found that you are not using equipment properly, you will be instructed on proper usage and/or denied further use.
- Equipment should be wiped down by members after each use with the provided wipes/towels.

## **WEIGHT ROOM**

- Youth under the age of 13 are required to have an adult 18+ directly supervising them in the Weight Room.
- All members and guests under the age of 18 are required to demonstrate proficiency on how to use the weight equipment. If unable to demonstrate proficiency, a staff member may be contacted to demonstrate proper use.
- Appropriate exercise attire must be worn.



- Appropriate shoes must be worn (no open toed shoes or cleats allowed)
- Equipment must be used properly. If it is found that you are not using equipment properly, you will be instructed on proper usage and/or denied further use.
- Weights should be returned to appropriate storage locations after use.
- No standing on weight room benches
- Do not drop weight plates, dumbbells or bars on benches, platform, or floor; this can cause damage to the weights and or benches.
- Equipment should be wiped down by members after each use with the provided wipes/towels.

## **TRACK RULES**

- Track direction: Counter-clockwise Monday, Wednesday, Friday and Sunday; clockwise Tuesday, Thursday and Saturday.
- Walkers should use the inside lane and runners should use the outside lane.
- No street shoes allowed. Only non-marking soles are permitted on the track.
- Youth under the age of 13 are required to have an adult 18+ directly supervising them on the Track.

## **MULTI-PURPOSE GYM**

- Check with the front desk or online for availability of multi-purpose gym.
- No food, drink, glass containers, or gum is allowed in

the multi-purpose gym.

- No street shoes are allowed on the court.
- Wrestling mats, boxing bags, hand weights and stability balls are used for classes and programs only.
- No horseplay is allowed.
- Youth 13 and under are required to have direct supervision by an adult (18+) when participating in programs and scheduled activities (i.e. drop in pickleball)
- Youth 13 and under are required to have an adult (18+) in the facility who is periodically checking in on them when participating in open gym.

## **AQUATIC CENTER GENERAL – ALL AREAS**

- No swimming if a lifeguard is not on duty.
- Patrons of the aquatic center must obey the directions of the on-duty lifeguard.
- State law requires all individuals must shower before entering the pool.
- Appropriate swimming attire is required.
- No one with open sores or wearing bandages will be allowed in the pool.
- No running, pushing, dunking or horseplay is allowed in pools, on pool decks, in locker rooms or in spectator areas.
- No food, drinks, glass containers, or gum is allowed in the pools, on pool decks, in locker rooms or in spectator areas.

- Street shoes must be clean when worn on the pool decks.
- Swim diapers must be worn by swimmers not in control of bodily functions, and must be covered by a bathing suit.
- Parts of the pools, hot tub, diving board, diving well or water slide may be opened or closed at the lifeguard's discretion.
- Aquatic Center users must abide by all pool, spa and other facility rules, policies and codes.
- Youth under the age of 13 are required to have an adult 18+ directly supervising them when using any of the pools.

## **POOL CLOSING POLICY**

- **Weather:** The Aquatic Center may close unexpectedly due to inclement weather. Pools, hot tub, and steam sauna close when thunder or lightning are present and will remain closed until 30 minutes after the last sight/sound of localized lightning.
- **Fecal Accidents:** Pool may close unexpectedly due to fecal incidents. Depending on the incident, the pool may be closed anywhere from 30 minutes to 24 hours.
- **Mechanical Failure:** Pool(s) may close unexpectedly due to mechanical failure. Pool(s) will open as soon as the mechanical failure is corrected and the pools are chemically balanced.

## **COMPETITION POOL**

- Lifejackets & Puddle Jumpers are not permitted in the Competition Pool
- No hanging on lane lines. Please swim under, rather than over the lane lines.
- Starting blocks are for use during supervised swim team practices/meets and lessons; not for public use.
- No diving is allowed in the shallow areas of the competition pool.
- Anyone 12 and under or anyone showing signs of trouble in the water will be required to complete a deep end water/lap lane test before using the diving well or lap lanes. Once this test is completed, a record of completion will be kept for future visits.

## **DIVING WELL**

- Those under the age of 13 and weak swimmers must pass a swim test to use the diving well.
- During times designated as Lap Swim, the diving well is available for general exercise purposes (except when classes are scheduled)
- Diving boards are not open during Lap Swim designated times; only during Open Swim times
- Group Fitness equipment is available during Lap Swim times, but not during Open Swim times.

## **DIVING BOARD**

- Diving board is only available during designated Open Swim times when there are two lifeguards on duty in the Competition Pool.
- Those under the age of 13 and weak swimmers must pass a swim test prior to using the diving board.
- No swimming directly in the diving area is allowed while the diving board is in use.
- Only one diving board will be open at a time.
- Only one person is allowed on the diving board at a time.
- Only one bounce for each dive.
- Dive straight off the board; swim to the side immediately after surfacing from a dive; do not swim back under the diving board.
- No running on the diving board.
- Dive board fulcrum must stay at the number 1 position.
- Only feet first jumps and front dives are allowed.
- Flips, twists, cartwheels, handstand dives, back dives, and inward dives are not allowed.
- Lifejackets and other floatation devices are not allowed off the diving board.
- Goggles and facemasks are not allowed off the diving board.

## **HOT TUB**

- Water Temperatures is 103 degrees.
- The use of the hot tub alone is discouraged.
- For safety reasons, children under the age of 14 are not permitted in the hot tub.
- The elderly, pregnant women, and anyone with a health condition requiring medical care should consult a physician before using the hot tub.
- Use of the hot tub while under the influence of alcohol, narcotic drugs, or medicine may lead to serious consequences and is discouraged.
- Please turn off the waterfall and hot tub jets if you are the last person to exit.
- The hot tub closes 15 minutes prior to the facility.

## **STEAM SAUNA**

- For safety reasons, children under the age of 14 are not permitted in the steam room.
- The elderly, pregnant women, and anyone with a health condition requiring medical care should consult a physician before using the steam sauna.
- Long exposure may result in nausea, dizziness, and/or fainting.
- The use of the steam sauna alone is discouraged.
- Use of the steam sauna while under the influence of alcohol, narcotic drugs, or medicine may lead to serious consequences and is discouraged.
- Bathing suits are required to be worn. Compression

shorts only cannot be worn.

- The steam sauna closes 15 minutes prior to the facility.

## **FAMILY POOL - GENERAL**

- No diving is allowed in the family pool.
- Non-swimmers and children under 48" tall must be accompanied and supervised by a competent adult in the pool area.
- A child who is under 48" tall and unable to pass a swim test is allowed in the shallow play area of the family pool if he/she is within arm's reach of a competent supervising adult or wearing a USCG-approved jacket.
- Lifejackets must be United States Coast Guard (USCG) approved. Puddle jumpers are USCG approved, but inflatable arm bands (swimmies) are not.
- Members and guests may bring noodles or softballs provided they are clean and in good condition. Such objects may not be used as flotation devices by a non-swimmer. Inner tubes and other inflatables are not allowed.
- Lifeguards may prohibit the use of toys during busier pool times or if they are not being used properly.

## **FAMILY POOL - SLIDE**

- Riders must be at least 48" tall.
- Maximum load is 300 pounds.
- Arms, legs, and hands must remain inside the slide.
- Riders must go feet first, either lying on their back or in a seated position.

- Wait for attendant's signal before starting; bottom of slide must be clear before the next ride can start.
- Do not attempt to stop while on the slide.
- After exiting the slide, obey all instructions by the lifeguard and exit quickly.
- Lifejackets are not permitted on the slide.
- Swimwear with exposed zippers, buckles, rivets, or metal ornamentation is not permitted.
- For safety reasons, pregnant women and individuals with heart conditions or back trouble should not ride the slide.
- Obey all instructions by the lifeguard and exit quickly.

## **FAMILY POOL – LILY PADS**

- One-way directional use starting from the North (lazy river) side and going South
- No running starts
- If a swimmer falls off, they should swim out of the way of the next user; they should not attempt to get back on the lily pads
- Parents are allowed to walk alongside the lily pads to assist small children in crossing



## **LITTLE LAKERS ACTIVITY CENTER**

- Little Lakers Activity Center is closed on all major holidays.
- Child must be on the membership or pay the appropriate guest fee in order to use the child care.
- A child's stay at the child care is limited to 1-1/2 hours.
- Due to food allergies, snacks are not allowed in the child care.
- Parents are responsible for remaining on the premises while your child is in child care. If a parent wishes to run/walk the local trails, they must talk to the staff and provide an emergency contact number.
- Parents must sign child in each visit.
- Parents must change diaper or make sure that your child has used the bathroom before dropping off if necessary.
- Please leave your child's toys at home.
- Sick children are not permitted in child care. If your child becomes ill while visiting, parents will be notified and asked to check the child out immediately for the safety of the other participants.

# **GROUP FITNESS CLASSES**

Group Fitness Classes are offered throughout the year and scheduled on a seasonal basis and require an additional fee to participate. Class schedule and fees can be obtained online and at the front desk

## **GENERAL POLICIES**

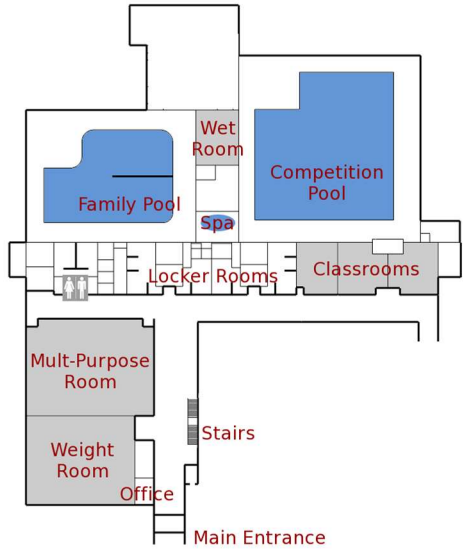
- Water and towels are recommended.
- Let your instructor know if you have any medical conditions or are pregnant.
- For safety reasons, there is no admittance 10 minutes after class begins.
- Please sanitize and put away equipment at the end of class.
- Please do not enter while class is in session.
- Please be quiet and respectful outside of the class that is currently in session.

## **CLASS RESERVATIONS**

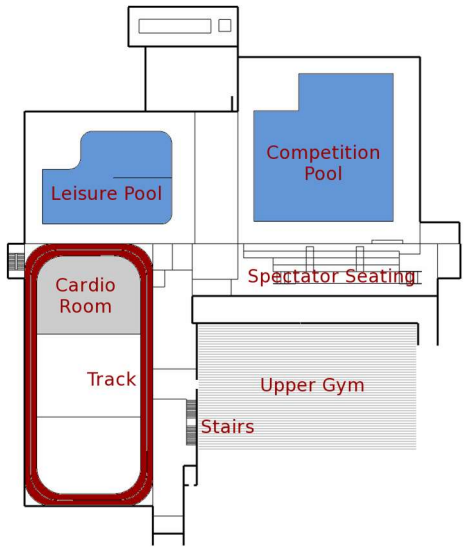
- Classes sizes are limited. You must register for a class prior to attending; if a class is full, members may put their name on the wait list.
- The waitlist is managed by the software and you will receive an e-mail if you are moved off the waitlist.
- Reservations can be made up to one week in advance using the FAC app or by contacting the FAC front desk.
- If you cannot attend a class, we ask that you cancel at least 2 hours in advance.

# FACILITY MAP

Main Level:



Upper Level:





Like us on Facebook: SPRINGLAKEFAC



Follow us on Instagram: (coming soon)



Download our app: SL Fitness

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