



# Member Handbook

Revised January 2021

*Fitness for every body*

## Welcome

Welcome to Wild River Fitness, a 17,000 square foot multipurpose exercise facility. WRF was established in 2003 by a supportive local group of fitness enthusiasts and the YMCA of Greater St Paul. In January of 2009, Osceola Medical Center took over operations of WRF.

Our goal is to promote healthy living and activities throughout one's lifestyle. We are proud to offer a wide variety of exercise equipment, certified instructors, high-quality group exercise programming, and personal training.

## Use of this Handbook

This handbook provides our members with a comprehensive guide to our facility, programs, services and rules. It is the responsibility of each member to be aware of our procedures and rules. Keep this handbook as a quick reference guide for questions and concerns.

**Website:** <http://mywrf.org>

## Hours of Operation

**For your convenience, we have 24 Hours access available 365 days per year**

### Fitness Center Staffed Hours

Monday – Friday	8 a.m. – 4:30 p.m.
Saturday – Sunday	No Staff

### Staffed Holiday Hours

Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Day and New Year's Day	No Staff
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Christmas Eve	8 a.m. – Noon
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New Year's Eve	8 a.m. – Noon
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### Inclement Weather Policy:

WRF will post closing of facility on the WRF Facebook page and/or the Teamup Calendar app. If individual classes are canceled these changes will be posted only on the Teamup Calendar app.

## Member Benefits

### Insurance Sponsored Memberships

Wild River Fitness participates with several discounted insurance programs such as: SilverSneakers®, Silver & Fit, Tivity Prime, Active & Fit and AARP Medicare supplement. These memberships are available for those who qualify for benefits and are enrolled with participating insurance policies.

### Individual Membership

Individual memberships are available to any single individual 18 years of age or older.

### Family Membership

A family membership covers two adults and their dependents (as classified by the IRS) under the age of 26 who live in the same household and are claimed as dependents on the current years income tax form. Senior parents in the same household and who are declared on the primary adults' income taxes are also included in this membership.

## **Student Membership**

Student memberships are available to any individual, 14 years of age or older, who is a full-time student at an accredited college or university, or at an area high school. You must bring proof of active student status such as a current class schedule or dated student I.D.

## **Military Membership**

Military memberships are available to anyone who is currently serving in any branch of the Armed Forces. Member must bring proof of active military status such as current military I.D.

## **Partner in Fitness and Veteran Membership + SENIOR**

A 10% discount is available to those that provide proof of employment for participating employers, emergency personnel or those with Veteran status from any branch of the Armed Forces.

## **Benefits of all Memberships**

- Free, unlimited use of fitness center (equipment and general classes)
- Free, one-time fitness consultation with a certified personal trainer;
- Discounts on select program prices;
- Free workout towel service

## **Membership Key tag and 24 hour Access key**

The blue WRF key tag is your proof of membership and needs to be scanned when you enter the facility. Key tags and 24 hour access keys cannot be shared. Anyone caught using someone else's keys will be asked to leave the facility and the keys confiscated. Suspension or revocation of the membership may occur and the membership fee will not be refunded. The 24 hour access key is only provided to individuals that are 16 years or older. An ID must be provided.

There will be a \$10 non-refundable fee for these keys and there will be a \$10 replacement fee for lost keys.

## **Membership Refunds**

Membership dues are non-refundable and non-transferable.

## **Membership Fees**

Membership fees are paid either month-to-month by debiting your account through an electronic funds transfer (EFT), or can be paid in full using cash, check or credit card. All payments that cannot be collected-electronically or otherwise will be assessed a \$15 fee along with any other fees or charges allowed by law.

## **Membership Hold**

Memberships may be placed on hold with a written request for up to six months. A \$10.00 hold fee will be applied for each month the membership is on hold. The membership contract will then be extended for the amount of time the membership was placed on hold. If you have purchased a 24 Hour Access key, it will be deactivated for the entirety of the hold, and it is the member's responsibility to request it be reactivated. If the membership hold is due to medical reasons, we will request a doctor's clearance before you may resume activity at Wild River Fitness.

## **Membership Term**

Memberships will run for the length of the membership term that was agreed to when the membership contract was signed, as long as violations of the terms of your membership agreement or rules and regulations have not occurred, and all fees and charges have been paid.

A 30-day notice is required to end your membership. Memberships may be terminated through a written request. See your member application for further information.

## **Guest Passes**

Current WRF members will be issued four guest passes each season, for up to 12 a year, to give to potential new members. Guests are allowed to use one free pass each season. Guests under 18 must be accompanied by a parent or guardian. Minors are not permitted to bring other minors as guests. Members are responsible for their guest's behavior and conduct while in the facility. See member services for your guest passes.

## **Towel Fee**

Bath towels are available for members to use while at the facility. Members may sign up for the bath towel service for \$5 per month. This service allow each member one towel per day. Members may also pay \$2 per day to use a bath towel without signing up for the entire month. Sweat towels are complimentary.

## **Refreshments**

Food and drink may be consumed only in the main lobby or designated class rooms.

## **Financial Assistance/Scholarship Program**

WRF strives to make fitness available to all and offers a scholarship program with a sliding fee scale to help provide memberships to those in need. All information is confidential. See Member Services for more information.

## **Emergency Situation**

Wild River Fitness is a 24 hour facility but is not staffed 24 hours a day. We have taken every measure to ensure the safety of our members. One of the things that you will notice is how well-lit our facility is. This allows us to make sure that our video monitoring system will have clear video at all times. For your safety, local law enforcement will do additional drive by monitoring, and there is also a “red” phone in the facility that will dial 911 in the case of an emergency. WRF a has panic buttons in place, as well as panic buttons that may be worn while in the facility, that if pressed will alert 911 of a situation.

## **Lost and Found**

We attempt to recover and hold lost items of value, but assume no responsibility for these items. Unclaimed personal belongings will be donated to charity or discarded monthly.

## **Personal Training**

Certified personal trainers are available to work with members to establish personalized fitness goals and to develop and supervise individualized exercise programs. Personal training by people other than WRF staff is not permitted. Register and pay for personal training sessions at Member Services.

Print Name: \_\_\_\_\_

**Facilities**

WRF rules have been established to protect your health and safety. Please respect yourself, other members, guests and staff members. Violations may result in removal from the fitness center and termination of your membership. If a violation is severe, legal consequences may result. Certain guidelines are listed below regarding usage of the facility:

**Fitness Center Rules**

- All members and visitors must check in at Member Services upon arrival. Members will check in by scanning their key tag and visitors must speak with a Member Services staff member upon arrival.
- 24 hour access key fobs are only sold to members ages 16 and older.
- Deadlifting and dropping of weights is not allowed. Weight lifting must be in a controlled manner.
- NEVER open the entry door for anyone after hours. Members must use their own key to enter the building.
- Swearing, excessive grunting, loud noises, abusive language, inappropriate behavior, vandalism and verbal or physical confrontation will not be tolerated.
- Wipe down equipment before after each use with provided disinfectant wipes.
- Limit use of cardiovascular equipment to 30 minutes when others are waiting.
- Return weights, mats and other equipment to their designated spaces.
- Report any malfunctioning or broken equipment to a staff member immediately.
- No food allowed, only beverages in spill-proof containers are permitted.
- No coats or bags in the exercise rooms or main gym floor. Coat racks & lockers are available.
- Gym memberships for youth start at age 10. Youth ages 10-14 may attend approved classes and use cardio machines under direct adult supervision after completion of a fitness consultation with a personal trainer. A signed fitness waiver needs to be on file and signed by both the youth and their parent or guardian.
- Teens age 15-17 need to complete a fitness consult with a personal trainer if they do not have experience on weight machines/equipment.
- Talking on your cell phone is restricted to the lobby and hallways.
- No taking photos or videos in the facility.
- No usage of chalk or any other equipment that is not supplied by WRF without authorization of management.
- Resistance bands are not meant for full body suspension or hanging from equipment.
- Drugs, alcohol, cigarettes and weapons are prohibited on the premises.
- Proper workout attire (shorts, t-shirts, sweatpants, sweatshirts) should be worn. No inappropriate or vulgar words or graphics may be worn. Shirts/tops must be worn at all times.
- WRF requires you to change into clean, indoor, closed toe shoes. No street shoes.
- The use of headphones is required while listening to music on your personal device.
- Both workout towels and shower towels issued by WRF must be returned to designated areas.
- WRF is not responsible for your personal property. Left items will be kept in our lost and found for a limited time.
- Only WRF personal trainers are allowed to train on our property.
- Solicitation is prohibited at WRF. All promotional flyers must be approved by management.
- Any locks left on the lockers will be cut off at the end of the night.

**I have read and understand the rules associated with my membership to Wild River Fitness. I understand that my membership may be terminated with appropriate fees if I fail to follow the above rules.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Parent/Guardian (if under 18): \_\_\_\_\_

**2022**  
**WAIVER AND RELEASE OF LIABILITY**

I understand that Osceola Medical Center's Wild River Fitness Center ("WRF") assumes no responsibility for injuries or illness which I may sustain as a result of my physical condition or resulting from my participation in any athletic activity, sports program, use of equipment or other activities associated with my WRF membership (WRF "Activities"). I understand that WRF urges me and all members to obtain a physical examination from a doctor before engaging in WRF Activities.

I EXPRESSLY ACKNOWLEDGE ON BEHALF OF MYSELF AND MY HEIRS THAT I ASSUME THE RISK FOR ANY AND ALL INJURIES AND ILLNESS WHICH MAY RESULT FROM MY PARTICIPATION IN WRF ACTIVITIES.

I HEREBY WAIVE, RELEASE AND DISCHARGE WRF, ITS OFFICERS, OWNERS, AGENTS, VOLUNTEERS, SERVANTS, INDEPENDANT CONTRACTORS, CONTRACTED INSTRUCTORS AND EMPLOYEES FROM ANY AND ALL CLAIMS FOR INJURY, ILLNESS, DEATH, LOSS OR DAMAGE, CAUSED NEGLIGENTLY BUT NOT HARMS CAUSED RECKLESSLY OR INTENTIONALLY, WHICH I MAY SUFFER AS A RESULT OF MY PARTICIPATION IN WRF ACTIVITIES, USE OF WRF'S FACILITIES, AS DESCRIBED IN THE WRF HANDBOOK, OR PRESENCE ON WRF PREMISES, WHICH IS COMPRISED OF THE LAND AND STRUCTURES ON WHICH WRF'S FACILITIES ARE LOCATED.

I understand that WRF is not responsible for personal property lost or stolen while I or other members and/or program participants use WRF's facilities or are present on WRF premises.

I understand that a determination that any portion of this waiver and release of liability is invalid, illegal or unenforceable shall not affect the remaining portions of this waiver and release of liability.

I have considered that if this waiver and release of liability was not as broad as it is, the cost for my use of the facility would be considerably higher, and as I do not wish to pay a considerably higher cost, I, therefore, agree to these terms and choose not to further bargain for different waiver and release of liability terms in exchange for a higher cost for my use of the facility.

I understand that I have the right to cancel this contract until midnight of the 3<sup>rd</sup> operating day after the date on which I signed the contract. If the facilities or services that are described in the contract are not available at the time I sign the contract, I have until midnight of the 3<sup>rd</sup> operating day after the day on which I received notice of my availability, to cancel the contract. If within this time period I decide I want to cancel this contract, I may do so by notifying Wild River Fitness, 2630 65<sup>th</sup> Ave, P.O. Box 218, Osceola, WI 54020 by any writing mailed or delivered to WILD RIVER FITNESS CENTER at the address shown on the contract, within the previously described time period. If I do so cancel, any payments I make, less a user fee of no more than \$3 per day of actual use, will be refunded within 21 days after notice of cancellation is delivered, and any evidence of any indebtedness executed by me will be canceled by WILD RIVER FITNESS CENTER and arrangements will be made to relieve me of any further obligation to pay the same.



I understand that if I am unable to make use of or receive the Facility services contracted for because of my death or disability, I am liable for only that amount paid prior to the death or disability for use of the Facility. Any prepaid amounts for services not yet used will be refunded.

I understand that by signing this waiver and release of liability, I also give my consent for WRF to use my photograph or video image in promotional materials

I understand that this waiver expressly waives any claim against WRF for contracting any illness, including COVID-19, which I may be exposed to as a result of my participation in any athletic activity, sports program, and use of equipment or other activities associated with my WRF membership (WRF "Activities"). I know the inherent risks of COVID-19 spread and understand that COVID-19 can be fatal. I understand that COVID-19 is present in my community and that like other public facilities, I may contract COVID-19 by entering WRF. I have chosen to accept this risk of contracting COVID-19 and knowing and voluntarily waive any claims against WRF.

Member Name (print): \_\_\_\_\_

Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Guardian Signature for Person under 18: \_\_\_\_\_

If Guardian is signing this contract please print full name and guardian status:

\_\_\_\_\_