



Rudy A. Ciccotti Family
Recreation Center

WELCOME!

Welcome to Rudy A. Ciccotti Family Recreation Center. We would like to congratulate you on your decision to take this important step toward enhancing your health and well-being. There are many ways Rudy A. Ciccotti Family Recreation Center can positively impact the quality of your life.

We believe that our Center is unique in its commitment to meeting each member's personal needs. Our comprehensive programs, state-of-the-art facilities and trained professionals will assist you in reaching your health and fitness goals in a friendly, encouraging atmosphere.

The Rudy A. Ciccotti Family Recreation Center member handbook is intended to provide you the information you need to have an enjoyable and safe experience. We want you to experience all of the courtesies, comforts, privileges and services you deserve. Our team will maintain and oversee these policies for your benefit and for the benefit of all of our members.

This handbook features key policies and procedures of the Center, but it is not meant to be a complete list. We may change policies as necessary and appropriate based on health and fitness considerations and guidelines and to benefit all members. The Rudy A. Ciccotti Family Recreation Center team is happy to explain any of the policies and procedures contained in this handbook at your convenience.

From all of us at Rudy A. Ciccotti Family Recreation Center, we hope that your membership experience will result in a healthier mind and body for many years to come!

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AGE REQUIREMENTS

At the Rudy A. Ciccotti Family Recreation Center, a minimum age of 18 years is required for an individual membership. The Center allows family memberships to include members ages 6 months old to 17 years and older. Any minors on a membership account must be children of the primary member. Members ages 12 – 17 are limited to unsupervised facility access three hours per day.

PROPER ATTIRE, CONDUCT & FACILITY EXPECTATIONS

For the safety and comfort of you and other members, please wear athletic attire appropriate for the space in all areas of and at all times when using the facility. The standards include shirts, shorts, sweatpants, and athletic shoes on the fitness floor and in the group exercise studios. In addition, swimming attire is required in the pools. Open-toed shoes or sandals are not permitted on the fitness floor. The Center reserves the right to determine the appropriateness of the attire. We ask that our members conduct themselves in accordance with the highest standards. The Center reserves the right to revoke membership privileges based on improper conduct or behavior that might interfere with other members' use and enjoyment of the facility, or behavior otherwise contrary to orderly Center operations and is at the sole discretion of the Center.

If you have experienced symptoms of communicable illness, including but not limited to, a fever, runny nose, cough, sore throat, sneezing, diarrhea or vomiting, please stay home until your symptoms have subsided. Center policy states those entering the facility should use discretion and be seventy-two hours without fever and otherwise symptom-free prior to entering the facility.

MEMBER SERVICES

The Member Services Team is here to assist you in any way possible including membership related issues, program enrollment, scheduling, and member feedback. In addition, "Member Comment Cards" located throughout the Center and online (www.ciccotticenter.org/virtual-comment-card/) to provide additional opportunities for members to communicate with the Center management in a written form. Appointments to meet with the Member Services Manager or Center Director to discuss any concerns are welcome and appreciated.

MEMBER TERMS & CONDITIONS

All members must agree to and comply with all Center Terms and Conditions. The rules contained herein are not inclusive. Amendments to the Center's Terms and Conditions, and Rules and Regulations may be made from time to time, as necessary. The decisions of the Center are final, regarding the interpretation of Center Terms and Conditions, Rules and Regulations. Please note that all membership cancellations require written notice. Requests for cancellation of an entire membership or removal of a secondary member of a membership must be received by the 20th of the month for the cancellation to take effect on the last day of the same month. Only the primary member on an agreement may request the removal or addition of a member, or the cancellation of an entire membership. Members are responsible for all applicable dues and fees throughout the remainder of the agreement.

YOUR MEMBERSHIP ACCOUNT

We know your privacy is important to you. Rest assured that all member information – personal, financial, and health related – is strictly confidential and is held in secured areas. Access to this information is limited to the Center's staff. From time to time, staff may require updated health and account information. This information will be gathered at the Member Services Desk and forwarded to the appropriate department.

ACCOUNT SETTLEMENT METHODS

For our members' convenience, once members provide the appropriate account information and authorization, the Center will automatically debit the pre-defined accounts for the appropriate monthly dues and house charges as designated in the membership contract. Any questions regarding your account may be directed to the Member Services Desk.

HOUSE CHARGE

The Center provides house charge privileges for members' ease and convenience. This allows members to use their membership card to bill products and services to their Center account. Settlement of house charge accounts occurs via Electronic Funds Transfer (EFT) once per month for the previous month's charges. Membership accounts with dues settlement methods other than EFT will be required to provide the Member Services Desk with the account information necessary to allow for EFT collection of house charges. For more information and to take advantage of this benefit, please stop at the Member Services Desk where you can establish a house charge account.

GUEST POLICY

Working out with someone you know may be the key to keeping you motivated. At the Center, member guests are welcome anytime unless prohibited by the Center for security and/or health related reasons. You may purchase guest passes for a fee. Inquire at the Member Services Desk for the current rate and/or to make your purchase.

The Center asks that each guest:

- Present a valid Center guest pass or be accompanied by a member
- Be 18 years of age and provide a valid driver's license or identification
- Complete and sign a guest registration waiver. (A parent or legal guardian must complete and sign the waiver for any guest under 18 years of age. Children under 12 years of age must be accompanied by an adult at all times while in the Center.)

MEMBERSHIP OPTIONS

Additional family members on any membership account must reside at the same address. Month-to-month and annual membership payment options are available. Please contact a Member Services Associate for additional information.

SENIOR MEMBERSHIP

Senior memberships for those 62+ years or older are available at a reduced rate. Additional household members may be added per the membership rate card fees.

STUDENT MEMBERSHIP

College students are eligible for short-term usage of the Center. One-week passes are available, as are extended terms for one, two or three months during college breaks and holidays. Certain restrictions apply. See a Member Service representative for details.

MEMBERSHIP CHANGES

To Upgrade

To add a family member to an existing membership, please contact Member Services. Adding members to an existing membership typically will require payment of a prorated enrollment fee and first month dues. All add-ons are allowed for family members between the ages of 6 months old to 17 years and older. Any minors on a membership account must be children of the primary member, living at the same address as the primary membership holder.

To Downgrade

To remove a member from your membership, the primary member must request the downgrade at the Member Services Desk. You may downgrade your membership at any time without a fee. The downgrade request must be submitted by the 20th of the month in order for the member to expire by the last day of the same month.

RIGHT TO CANCEL MEMBERSHIP

You may cancel your membership contract without penalty within three business days after your initial contract signing. All membership cancellations after this period will be required in writing. Requests for cancellation must be received by the 20th of the month in order to go into effect on the last day of the same month.

MEMBERSHIP HOLD

Members can place their memberships on hold (“hold”) in accordance with the following restrictions:

Medical Freeze

- Members must provide written authorization from member’s doctor indicating the inability to use the facility within 30 days of the event. Upon return, the member must provide written authorization from his or her physician to resume facility use.
- Medical freezes are honored for a minimum of 1 month and a maximum of 6 months.

Membership Bridge

- Requests must be submitted in writing 30 days in advance of the bridge start date.
- Bridges are honored for a minimum of 1 months and a maximum of 6 months.

All bridge requests for medical or extenuating circumstances must be made in writing and are subject to approval by the Center Director. The Rudy A. Ciccotti Family Recreation Center will not honor backdated bridge requests.

MEMBERSHIP HOLD (CONTINUED)

Monthly Memberships

Members on an approved relocation bridge or medical freeze will have their dues portion suspended. A membership-processing fee may be charged during the bridged period (see Member Services desk for details). A member may not use the facility during the bridged period.

Yearly or Paid in Full Memberships

Yearly or Paid in Full members on an approved bridge or medical freeze will have their membership expiration date extended per the Bridge/Medical freeze extension schedule for yearly/paid in full memberships.

MEMBER ID CARD & REPLACEMENT

All members are asked to present a membership card to gain entrance to the Center. This procedure is for our members' protection. Membership cards that have been lost or stolen will be replaced through Member Services for no additional fee. The fee for replacement is due upon receiving your card. ID cards are non-transferable.

FACILITY TOURS

We encourage you to familiarize yourself with all our amenities. Complimentary tours are available for your convenience at the Member Services Desk. Please contact Member Services to schedule your tour.

ADDITIONAL SERVICES

The Center offers personal training and private swim instruction for an additional fee. Only Center trainers are eligible to conduct personal training in the Center. Contact Member Services for additional information or to schedule an appointment.

CANCELLATION POLICY

For personal training and private swim lessons, 24 hours' notice is required when canceling appointments. Should less than 24 hours' notice be provided, the client will be charged the full cost of the session.

GROUP EXERCISE

The Center provides a wide range of land and aquatic group exercise programs. Schedules are available at the Member Service desk and on our website. Class participants should arrive on time to avoid disrupting other class members and to get maximum benefit from the warm-up. Group exercise classes listed on class schedule are all-inclusive; however, there are specialty classes that require a fee for attendance. The Center reserves the right to change class times and instructors and to add or remove classes.

The Center reserves the right to limit the number of participants in each class for the safety (health and wellness) of our members and staff. Members are expected to wipe down equipment both before and after use in a group exercise studio.

The Center reserves the right to close the area for health and wellness reasons at its sole discretion.

AQUATICS

A variety of aquatic programs and pool areas are available for member use:

- 25-yard/4-lane lap pool
- Water exercise classes
- Leisure pool with 0-depth entry, 20-foot flume slide, and lazy river
- Splash Pad — a shallow play area featuring fountains, a slide and play structure, perfect for our youngest swimmers
- Warm, jetted spa, designed to accommodate up to 20 adults
- American Red Cross swimming lessons available at a discount to members
- Members must follow all posted rules and regulations

Health department standards encourage member's to shower with soap and water before use of any pool. Members must follow all posted rules and regulations. Proper swim attire is required in all pools. The use of swim sandals in the aquatics and locker room is recommended. Please refrain from wearing fragrances while using the pools.

Lap pool lanes should be shared during peak hours. The proper lap swimming etiquette is to "circle swim" using a counter-clockwise rotation of the lane in use. If all lanes are being used to full capacity, it is requested that members be courteous and restrict their workouts to a reasonable time frame. The Center reserves the right to limit the number of participants in the swim lanes and pools for the safety (health and wellness) of our members and staff.

Pools will be closed annually for mandatory maintenance and cleaning.

The Center reserves the right to close the area for health and wellness reasons at its sole discretion.

CHILDCARE SERVICES

Kids in Motion is a supervised child activity area where children enjoy a fun experience while their parents or grandparents are using the facility. Children receive quality care in a safe, kid-friendly atmosphere with activities ranging from arts and crafts to physical fitness.

- For members' children and grandchildren ages 6 months to 12 years old
- Limit one visit per day, per child, up to two hours per visit
- Parents or guardians must remain on the Rudy A. Ciccotti Family Recreation Center premises while a child is in the Kids in Motion area

The Center reserves the right to close the area for health and wellness reasons at its sole discretion.

LOCKER ROOMS

Lockers are daily use only. Contents must be emptied after each visit to the Center. Members must bring their own lock. The Center is not responsible for lost or stolen articles. Locker rooms provide other fine amenities such as soap, shampoo, conditioner, and hair dryers.

Please assist the Center by keeping the locker rooms clean for your fellow members. Use the disinfectant wipes provided in the locker room areas to remove perspiration from benches/chairs/stools before and after each use; disinfectant wipes are available throughout the locker room area. Due to technical advances and as a courtesy to your fellow members, cell phone use is prohibited in the locker rooms. Please use the lobby areas outside of the locker room to make and receive cell phone calls.

Monthly locker rentals are available to members who wish to leave things overnight. A lock and full-sized locker will be provided. Please inquire at the Member Services Desk for the current rate and agreement details.

Locks will be cut off of unrented lockers not emptied after close of the center and any items inside the locker will be placed in Lost and Found.

The Center reserves the right to close the area for health and wellness reasons at its sole discretion.

VENDING AREA

The Center offers a vending area and coffee service in the lobby area. You may enjoy your snack in our relaxing, comfortable seating area or take it with you. No food is allowed in the fitness, aquatics, gym or locker room areas.

CELL PHONE / PHOTOGRAPHY / VIDEOGRAPHY

As a courtesy to fellow members and for your own safety, talking on cell phones is discouraged in the facility. Please use lobby areas to make and receive cell phone calls.

Photography and videography is strictly prohibited inside the Rudy A. Ciccotti Family Recreation Center unless the Center Director has granted authorization. Multiple offenses of this policy can result in loss of membership privileges.

TOBACCO, ALCOHOL, CONTROLLED SUBSTANCES & WEAPONS

The Rudy A. Ciccotti Family Recreation Center is a designated smoke-free environment. Smoking cigarettes, pipes, cigars or use of any other tobacco product including E-Cigarettes is not allowed. Alcohol and drugs are NOT permitted on the premises. Weapons including guns, knives, explosives or any other items with potential to inflict harm are not allowed on the premises. Appropriate action will be taken against any member or guest who violates this policy.

MEMBER ETIQUETTE

Please abide by the basic rule of “courtesy to and safety of your fellow members.” Please also refer to the signs posted on the Fitness Floor and located around the center for details.

General

- Avoid the use of strong-smelling colognes, perfumes or lotions.
- Please use clean athletic shoes to keep the Center and equipment clean for others.
- Food is prohibited outside the lobby area; beverages must be stored in plastic bottles with secure tops.
- Food is prohibited in the locker rooms.
- For the safety of others and your personal belongings, (including but not limited to cash, credit cards, and jewelry), should not be left unattended at any time.
- If you have experienced symptoms of communicable illness, including but not limited to, a fever, runny nose, cough, sore throat, or sneezing, please stay home until your symptoms have subsided. Center policy, states those entering the facility should use discretion and be seventy-two hours without fever prior to entering the facility.

MEMBER ETIQUETTE (Continued)

Safety and Wellness

At the Rudy A. Ciccotti Family Recreation Center, we view safety and wellness as a “team sport”. By using the Center, you acknowledge that it is impossible to completely eliminate the risk of injury, illness, disease, and viruses and you assume the risks that you might get ill or sick when using communal space. To help stop the spread of germs, please review and act in accordance with CDC guidelines:

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Throw used tissues in the trash.
- If you don't have a tissue, cough or sneeze into your elbow, not your hands.
- Remember to immediately wash your hands after blowing your nose, coughing or sneezing.
- Washing your hands is one of the most effective ways to prevent yourself and your loved ones from getting sick, especially at key times when you are likely to get and spread germs.
- Wash your hands with soap and water for at least 20 seconds.
- If soap and water are not readily available, use an alcohol-based hand sanitizer that contains at least 60% alcohol to clean hands.

Fitness Floor

- Limit time on any cardio equipment piece to 30 minutes during peak times.
- Limit use of circuit training equipment to one set per machine when others are waiting and allow other members to “work in” with you.
- Use the disinfecting wipes provided in the exercise areas to remove perspiration from equipment before and after each use; disinfectant wipes are available throughout the fitness area.
- When vacating the equipment, please remove all personal belongings.
- Please re-rack your free weights after use and avoid dropping weights and dumbbells on the floor.
- Children are prohibited from the Fitness Floor and stairs leading to the Fitness Floor for safety reasons; please use the elevator if escorting children to another level.
- Please do not leave treadmills running unattended; if you must leave the treadmill, please use the pause button to temporarily halt the treadmill belt.

MEMBER ETIQUETTE (CONTINUED)

Locker Room

- Please assist us in keeping the locker rooms clean for your fellow members.
- Eating and storage of perishable items is not permitted in the locker rooms at any time, and lockers must be emptied of contents after each visit to the Center.
- Please discard all dirty towels and trash in the appropriately marked receptacles.
- It is required that a towel be wrapped around or placed beneath oneself when using the sauna, steam rooms, benches and chairs.
- Use the disinfectant wipes provided in the locker room areas to remove perspiration from benches/chairs/stools and lockers before and after each use; disinfectant wipes are available throughout the locker room area.
- Street shoes are not permitted in the shower and spa areas.
- Fingernail cutting, toenail cutting, and exfoliating are prohibited in the locker room.
- Hair cutting and coloring are prohibited in the locker rooms.
- Cell phone or tablet use is strictly prohibited in the locker rooms.

USEFUL PHONE NUMBERS

Main 518-867-8920

HOURS OF OPERATION

Please call or visit our website for our hours of operation.

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ciccotticenter.org