



Fitness ConnectSM
at the Ciccotti Center



WELCOME!

Welcome to CDPHP® Fitness ConnectSM at the Ciccotti 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 CDPHP® Fitness ConnectSM at the Ciccotti Center can positively impact the quality of your life.

We believe that our center is unique in its commitment to meeting each member's, participant's and guest'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 CDPHP® Fitness ConnectSM at the Ciccotti Center 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, participants and guests.

This handbook features key policies and procedures of CDPHP® Fitness ConnectSM at the Ciccotti 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, participants and guests. The CDPHP® Fitness ConnectSM at the Ciccotti Center team is happy to explain any of the policies and procedures contained in this handbook at your convenience.

From all of us at CDPHP® Fitness ConnectSM at the Ciccotti Center, we hope that your membership experience will result in a healthier mind and body for many years to come!

CONTENTS

Age Requirements.....	4
Proper Attire, Conduct and Facility Expectations.....	4
Member Services	4
Center Terms and Conditions	5
Center Mobile App	5
Your Membership Account	5
Member Self-Service Portal.....	5
Account Settlement Methods	5
House Charge	6
Guest Policy	6
Membership Options	6
Senior Membership	6
College Membership	6
Youth Membership.....	6
Membership Changes	7
To Upgrade	7
To Downgrade.....	7
Membership Hold	7
Member Check-in and ID Card Policy	8
Facility Tours	8
Additional Services	8
Personal Training and Private Swim Instruction	8
Remote Health and Fitness Coaching	8
Fitness Assessment.....	9
Group Exercise.....	9
Aquatics.....	9
Virtual Programming	10
Locker Rooms	10
Vending Area	10
Cell Phone/Photography/Videography	11
Tobacco, Alcohol, Controlled Substances and Weapons	11
Member, Participant and Guest Etiquette.....	11
Useful Phone Numbers	13
Hours of Operations	13

AGE REQUIREMENTS

At CDPHP® Fitness ConnectSM at the Ciccotti Center, a minimum age of 16 years old is required for an individual membership. The center allows family memberships to include age six months old to 15 years old. Any minors on a membership account must be children of the primary member.

PROPER ATTIRE, CONDUCT AND FACILITY EXPECTATIONS

For the safety and comfort of you and other members, participants and guests, 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, participants and guests 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 individuals' 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 24 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, participant, and guest feedback. In addition, Comment Cards are located throughout the center and online (cdphpfitnessconnect.org/virtual-comment-card/) to provide additional opportunities for members, participants and guests 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.

CENTER TERMS AND CONDITIONS

All members, participants and guests 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.

CENTER MOBILE APP

Everyone has access to the Center Mobile App. To download, simply search 'URFitAP – Ciccotti' in the App Store on your iPhone or Google Play™ on your Android. This app will give you easy access to the people and programs that keep you healthy. Check in with a virtual membership card, view our schedule, stay up to date with announcements and notifications, access our virtual programming offerings, and so much more. See a Member Services Associate for more information or assistance.

YOUR MEMBERSHIP ACCOUNT

All personal, financial, and health-related information is strictly confidential and may require updating from time to time. The center utilizes different methods to settle your account depending on the type of membership. Electronic Funds Transfer (EFT) or prepayment is used for all membership types via MasterCard, Visa, Discover, American Express or the bank draft method of payment.

ACCOUNT SETTLEMENT METHODS

Once you provide your account information and authorization, we'll automatically debit the pre-defined accounts for the appropriate monthly dues and house charges as designated in any program or the membership agreement. The center reserves the right to refuse entry to any member, participant or guest whose account has not been settled. Any questions regarding membership accounts may be directed to the center's accounting department.

MEMBER SELF-SERVICE PORTAL

The Member Self-Service Portal is an online tool members can use to update their personal contact information and billing Form of payment, review check-in and account history and make online payments. Please see a Member Services Associate for more information or assistance.

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 Service 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 Service 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. Guests are welcome to visit CDPHP® Fitness ConnectSM at the Ciccotti Center using a guest pass provided by the center.

The center asks that each guest:

- Present a valid center guest pass and 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.)

Please call or visit the center for updates on how to obtain a guest pass.

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.

COLLEGE MEMBERSHIP

Eligible students must show proof of full-time status. Membership for college students will be at a 15% discount. Spouses and children may be added at additional membership rates.

YOUTH MEMBERSHIP

The facility offers a restricted youth membership for 12–15-year-olds without a parent. A parent or legal guardian must be present to sign-up the youth membership. A youth consent form must be signed at the time of the membership by the parent or legal guardian. The youth member has access to the gymnasium and pool. Additional access to the fitness floor is granted upon completion of our 8-week, Kids on the Move program.

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 an enrollment fee and first month dues. All add-ons are allowed for family members between the ages of six months and up. 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 Service 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 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 60 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.
- Members on an approved medical freeze will have their dues suspended if paying monthly, or their membership expiration date extended for yearly or paid-in-full memberships.

MEMBERSHIP BRIDGE

- Requests must be submitted in writing by the 20th of the month prior to the bridge start date.
- Bridges are honored in full month increments for a minimum of 1 month and a maximum of 6 months and must begin on the 1st day of a month. Backdated bridge requests will not be accepted, and retro bridge credits will not be issued.
- Month-to-month members on an approved bridge will be charged a monthly processing fee throughout the hold period. Yearly or paid-in-full members will incur a one-time processing fee at the time the hold is requested. Holds are charged in full-month increments, regardless of the return date. Should members return early from bridge, processing fees for the current month are non-refundable. If you plan to return early, please notify us by the 20th of the prior month to avoid charges for the next billing cycle.

- Multiple bridge requests may be submitted, however total bridge duration cannot exceed 6 months in a calendar year.
- During the bridge period, members still have access to our Virtual Programming, including Move Virtual Fitness Classes and Volt Guided Fitness.

All membership hold requests must be submitted in writing and are subject to approval. To be eligible for a membership hold, the account must be current with no past-due balance and a valid payment method on file. A membership hold is not a cancellation. Your membership will automatically resume at the end of the bridge or freeze period.

For more information, please visit the Member Service desk.

MEMBER CHECK-IN AND ID CARD POLICY

All members are required to check-in using the membership card tile inside the center mobile app upon entrance. Memberships and 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 Service desk. Please contact Member Services to schedule your tour.

ADDITIONAL SERVICES

Personal Training and Private Swim Instruction

CDPHP® Fitness ConnectSM at the Ciccotti Center offers personal training and private swim instruction for an additional fee. Only center trainers are eligible to conduct personal training in the center.

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.

Please contact Member Services for additional information.

Remote Health and Fitness Coaching

CDPHP® Fitness ConnectSM at the Ciccotti Center offers a variety of personal training options, including Remote Health and Fitness Coaching tailored for those on the go. Powered by the Volt Guided Fitness app, this add-on to your facility membership ensures personalized fitness guidance wherever you go. Our Remote Health and Fitness Coaches hold nationally certified credentials from an NCCA-accredited program and possess a 4-year degree in a health-related field. Their expertise covers various areas such as post-rehabilitation, functional training, strength training, weight management, and support for lifestyle habits. With Volt, a guided fitness platform, you can connect with your Remote Health and Fitness Coach from anywhere.

FITNESS ASSESSMENT

The BodyScript™ Body Composition Analyzer features near-infrared technology that provides accurate Gold Standard body measurements for muscle, fat, and water. No need to remove shoes or socks. No meal or beverage restrictions. Please see a Fitness Specialist at the Fitness Desk to schedule your first fitness assessment and introduction to the BodyScript system. Afterward, you can test at any time of day.

GROUP EXERCISE

CDPHP® Fitness ConnectSM at the Ciccotti 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, participants, guests and staff. Members, participants and guests 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, participant and guest use:

- 25-yard/four-lane lap pool
- Water exercise classes
- Leisure pool with zero-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
- Swimming lessons available at a discount to members
- Member, participant, and guest must follow all posted rules and regulations

Health department standards encourage individual's to shower with soap and water before use of any pool. Members, participants and guests 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 are set-up by a reservation system. Reservations can be made up to 48 hours in advance. Reservations are for 30 minutes within the lane assigned. One reservation time is allowed at a time. Please see the Member Service desk for additional times available for longer swim durations. 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, participants, guests, and staff. Pools will be closed annually for mandatory maintenance and cleaning. CDPHP® Fitness ConnectSM at the Ciccotti Center reserves the right to close the area for health and wellness reasons at its sole discretion.

VIRTUAL PROGRAMMING

Move Virtual Fitness Classes

Access this library of workout videos anywhere and anytime you want at no cost. Download the center mobile app and select the Move tile to get started. See a Member Services Associate for more information or assistance.

Volt Guided Fitness

A guided fitness platform our members can access at no cost. Volt provides a single location to virtually connect with a fitness specialist or personal trainer. You and your fitness specialist can see your workout results in real time. Download the center mobile app to access Volt. Then see a Fitness Specialist at the Fitness Desk to get started with your personal 12-week wellness plan within the Volt Guided Fitness app.

LOCKER ROOMS

Lockers are daily use only. Contents must be emptied after each visit to the center. Members, participants and guests 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 CDPHP® Fitness ConnectSM at the Ciccotti Center by keeping the locker rooms clean for your fellow members, participants and guests. 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 Service 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

CDPHP® Fitness ConnectSM at the Ciccotti Center offers a vending area 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 others 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 CDPHP® Fitness ConnectSM at the Ciccotti Center unless the Center Director has granted authorization. Multiple offenses of this policy can result in loss of membership privileges.

TOBACCO, ALCOHOL, CONTROLLED SUBSTANCES AND WEAPONS

CDPHP® Fitness ConnectSM at the Ciccotti 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, participant or guest who violates this policy.

MEMBER, PARTICIPANT AND GUEST ETIQUETTE

Please abide by the basic rule of “courtesy to and safety of your fellow members, participants and guests.” 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 24 hour without fever prior to entering the facility.

MEMBER, PARTICIPANT AND GUEST ETIQUETTE (CONTINUED)

Safety and Wellness

At CDPHP® Fitness ConnectSM at the Ciccotti 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 percent 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 others 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, PARTICIPANT AND GUEST ETIQUETTE (CONTINUED)

Locker Room

- Please assist us in keeping the locker rooms clean.
- 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 trash in the appropriately marked receptacles.
- It is required that a towel be wrapped around or placed beneath oneself when using the benches and chairs.
- 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

Monday to Friday	5:00 a.m. to 8:00 p.m.
Saturday	8:00 a.m. to 4:00 p.m.
Sunday	8:00 a.m. to 2:00 p.m.



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