



Member Policy Handbook

WELCOME!

We believe in creating a positive and welcoming environment. We implement the golden rule and ask that our members and guests do the same. Treat others as you want to be treated. Have grace, patience, and understanding when interacting with others. Thank you to all our members who help us to encourage everyone to live better!

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CLUB PURPOSE

At 212 Fitness our purpose is to live better. By doing the small things that have the biggest impact, we serve our community and make you our priority. Our education, expertise and innovative services will have you experiencing life at the highest degree. We are 212 in everything we do.

212 Fitness

3217 John Joanis Dr.
Stevens Point, WI 54482
715.343.0212

CLUB CONTACTS

Jennifer Poljacik | General Manager & Spa Manager | jpoljacik@212fitnessclub.com | Ext: 227

Chad Sparling | Assistant General Manager & Fitness Director | cparling@212fitnessclub.com | Ext: 271

Amy Dodge | Business Manager | adodge@212fitnessclub.com | Ext: 259

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Nichol Manthey | Group Fitness/Programming Manager | nmanthey@212fitnessclub.com

Rebecca Berger | Member Services Manager | rberger@212fitnessclub.com

Olivia DeWitt | Child Care Manager | odewitt@212fitnessclub.com

Jodie Pierce | Operations Manager | jpierce@212fitnessclub.com

Marty Goetz | Maintenance Manager | mgoetz@212fitnessclub.com

CLUB CLOSURE DATES

New Year's Eve: Closed at 4:00 pm

New Year's Day: Closed

Easter Sunday: Closed

Memorial Day: Closed

Independence Day (July 4th): Closed

Labor Day: Closed

Thanksgiving Day: Closed

Christmas Eve: Closed at 4:00 pm

Christmas Day: Closed

FACILITY POLICIES 212 Fitness will enforce rules and limitations deemed necessary to ensure the safety of the facility.

AGE REQUIREMENTS

Members and guests under the age 13 are prohibited from using the Fitness Floor, studios, and facility spaces unless they are enrolled in a 212 sponsored activity (i.e. youth programming supervised by 212 staff).

JUNIOR ORIENTATION

Required for all new members 13-15 years old. Includes gym orientation & etiquette, proper equipment use and optional body composition scan. Orientation must be completed within the first two weeks of membership.

LOCKER ROOM

Photos or videos are not allowed in the locker room. Lockers that are open and empty are available for your day use. We encourage you to use and bring your own lock. The contents of the locker must be removed by the end of the day unless you have rented a locker. Children who are five years and older are required to use same gender locker rooms. Opposite gender locker room use is not permitted. Limit glass and food in the locker room.

SAUNA POLICY

Do not pour water onto the heater. This is an electric sauna. Limit time to 20 minutes. Swimwear or comparable attire is required. Consult your physician if you have any health conditions.

DRESS CODE

Please dress appropriately for the activity you're engaging in. We encourage you to avoid dressing in a way that may be offensive to others or results in any inappropriate exposure of body parts.

FACILITY CLOSING

Please plan your activities to ensure that you are leaving the club at the appropriate closing time. If using the pool, hot tub, or locker room, allow yourself time to get ready and collect any belongings. We encourage you to complete any activity 10 minutes prior to closing.

EMERGENCY OR EARLY CLOSING

We may need to adjust our normal business hours to accommodate emergency situations (e.g. weather, power outages, etc.) and will aim to provide at least two-hour's notice. Notifications will be posted on social media and at the front desk. We appreciate your patience and understanding.

GUESTS

Guests can purchase a discounted day pass when accompanied by a member (limit 4 discounted passes per month). Guests can also purchase a day, week, month pass or punch card for club access. Current rates are available at the front desk. Guests must complete a guest registration waiver.

FACILITY RENTALS

Certain spaces within 212 Fitness are available for rent. Current rental rates and any applicable discounts are available at the front desk.

INCIDENT

212 Fitness staff reserves the right to complete an incident report for any interaction or event deemed necessary involving a member or a guest. Incident reports are considered private documentation for 212 Fitness and will only be shared as needed.

SEX OFFENDER POLICY

212 Fitness is concerned with the safety and wellbeing of our members and guests. It is contrary to our purpose for a member or guest to be a sex offender. Therefore, membership, access to our facilities and/or participation in any of our programming may be prohibited to anyone convicted of a criminal sex offense or anyone who is listed on the Sex and Violent Offender Registry.

MEMBERSHIP & CLUB ACCESS TERMINATION

212 Fitness reserves the right to terminate any membership and/or refuse club access for a member or guest with or without cause.

FITNESS FLOOR POLICIES

STUDIO USE

Members can use the Mind Body Studio, Cardio Studio, Cycle Studio, LIT Boxing Studio and Performance Center during open times (i.e. when a class is not scheduled). Please refer to the schedules posted outside of the studios for availability. Audio and visual systems are for use by instructors only. Members are responsible for cleaning up any equipment used in the studio.

FITNESS FLOOR

- No bare feet allowed on the Fitness Floor. Closed toed athletic shoes, five-finger sneakers, socks and other appropriate foot coverage are allowed.
- All members and guests are required to be properly clothed.
- Please be courteous to fellow members.
- No inappropriate language or horse play.
- Please wipe down equipment and exercise mats after each use with gym wipes provided.
- Please do not slam or drop weights.
- Please return weights and other exercise equipment to proper locations after use. Weight sleds are the only equipment to be stored on the turf.
- During busy hours, please do not sit on strength equipment between sets, allow other members to use the equipment.
- Please limit phone conversations as a courtesy to members and guests. We encourage you to conduct phone conversations near the front desk.
- Enter or exit through emergency doors or other external doors.
- Equipment and space can be reserved by 212 staff for use during classes and training sessions.
- Personal speakers are not permitted.

For further assistance, contact: Chad Sparling | Assistant General Manager | csparling@212fitnessclub.com | Ext: 271

GROUP FITNESS POLICIES

GROUP FITNESS CLASS CANCELLATIONS & CHANGES

We aim to give as much notice as possible for class changes and cancellation. Notices will be sent via e-mail and posted via social media. Unfortunately, due to inclement weather, sudden instructor illness, or additional uncontrollable factors, it can be difficult to deliver the information in a timely fashion. Please call the Member Services Desk to check on class status.

GROUP FITNESS LATE ARRIVALS

If you arrive 15-minutes past the class start time, you may enter class if you are able to do so without disturbing other members. Please wait until a break period to retrieve and set up any necessary equipment to limit class disruption.

GROUP FITNESS CLASSES

- Space is limited, please reserve your spot in our mobile app or call the Front Desk.
- You must be on property to reserve a specific spot in the studio and you cannot "save space" for others.
- Appropriate footwear and athletic attire required.
- If you have a MYZONE belt, arrive early to class to connect your belt.
- If you plan to leave class early, please notify your instructor before class begins.
- Please wipe down all equipment and return to original location after use.

For further assistance, contact: Nichol Manthey | Group Fitness/Programming Manager | nmanthey@212fitnessclub.com

POOL & HOT TUB POLICIES

212 Fitness will enforce rules and limitations deemed necessary to ensure the safety of the pool and hot tub areas and our members and guests. Our saltwater pool is kept to 83 degrees or above.

AGE REQUIREMENTS

Children under the age of 13 are prohibited from using the pool and hot tub unless they are enrolled in a 212 sponsored activity (i.e. youth programming supervised by 212 staff). Children 5 and under are prohibited from being in the hot tub under any circumstances. Children who are not-toilet trained are required to wear swim diapers. Diaper changing must be done in designated areas.

EMERGENCY CLOSING

We reserve the right to close the pool in the instance of any emergency (e.g. weather, maintenance, security concerns). Closure notices are sent via e-mail, posted via social media, and posted at the front desk. It can be difficult to deliver the information in a timely fashion so please call the front desk to check on any pool closures. We appreciate your patience and thank you for your understanding.

OPEN SWIM HOURS

During open swim, please be respectful of others using the pool when you arrive. If you arrive early to class and the pool is in use, please wait until 15 minutes prior to your class to enter the pool. Please do not disrupt other individuals when sharing the space during open swim. Please limit your workout to 30 minutes during open swim if others are waiting. Check the pool schedule for current open swim hours. During open swim there is no lifeguard on duty, swim at your own risk.

DON'T

- Remove or manipulate the skimmer door or any other structures in the pool or hot tub.
- Use the pool or hot tub if you have a communicable illness or open wound.
- Eat food in the pool or hot tub areas.
- Bring glass or shatterable material into the pool or hot tub areas.
- Wear street or athletic clothing.
- Enter or exit through emergency doors or other external doors.
- Use a personal speaker.
- Run, dive, or engage in horseplay (i.e. pushing, shoving, spitting or splashing water).

DO

- Shower with soap and water before entering or re-entering the pool and hot tub.
- Wear appropriate swimwear.
- Return aquatic equipment and toys to their original location.
- Limit cell phone use around others to respect other's privacy and provide a comfortable space for all.

For further assistance, contact: Jodie Pierce | Operations Manager | jpierce@212fitnessclub.com
Or Nichol Manthey | Group Fitness/Programming Manager | nmanthey@212fitnessclub.com

SPA POLICIES

Spa services are open to members and guests. Guests will have full club access on the day of their appointment.

RESERVATION POLICY

Services are available by appointment. We recommend calling as far in advance as possible to ensure availability. 212 Spa requires a minimum of one-hour notice to schedule an appointment and same day bookings are not guaranteed. A credit card is required when booking. No charges will be processed prior to the service received, unless client is in violation of 212 Spa cancellation policy (below).

CHECK IN POLICY

Clients are required to check in at the spa 10 minutes prior to your appointment. To ensure the full length of service, we recommend arrival fifteen minutes prior to an appointment. Late arrivals will not receive an extension of scheduled service times and will be responsible for full-service fees.

MINORS & CHILD CARE

Childcare is available to spa clients on site in the designated Child Care space for ages 6 weeks to 7yrs old. Notify the staff if you will need childcare during booking. Childcare requires payment in advance, more information can be found in the Child Care policies below. Clients under the age of 18 will require written approval from a parent or guardian to confirm the health history form and consent to service before the appointment can begin. Clients under the age of 18 years of age are required to have a parent guardian on site to receive 212 Spa services. Spa services may not be available to those under the age of 13 and will be booked at the discretion of 212 Spa staff.

CANCELLATION OR LATE ARRIVAL

Any late arrivals will end at the originally scheduled time, as to not delay the appointment of the next scheduled guest. Full payment will still be required. If you know you will arrive late, please notify the front desk as a courtesy. If you must cancel, or reschedule, your spa appointment please notify us at least 18 hours prior to your appointment to avoid cancellation fees. If rescheduling due to severe weather or illness, please notify 212 Spa no later than 6 hours prior to the original appointment, then reschedule within 10 business days to avoid cancellation fees. If the appointment is not rescheduled at the initial call, then the client will be responsible for cancellation fees. Cancellation terms are as follows:

- Cancellations made with less than 18 hours' notice will result in the forfeiture of your appointment(s) and a 50% charge of the service(s) original value.
- No show clients will be responsible for payment of 50% of the booked service(s) original value.
- Repeat no show clients will be responsible for payment of 100% of the booked service(s) original value.
- If a client has excessive no shows, 212 Spa reserves the right to no longer allow client to reschedule or book future services.
- Failure to attend a pre-booked appointment without advance notice will result in the full amount being charged to the card on file

SPA RETAIL RETURN & EXCHANGE POLICY

All unused, unopened retail items, in the original packaging, may be returned for a refund or exchanged within 30 days with proof of purchase. Any used product causing adverse reactions may be returned, in full, within 30 days of purchase with receipt. Please provide pictures of any adverse reactions so proper steps can be taken for future services and spa protocol. If no proof of purchase is provided, or reactive product is returned after 30 days, a 60% refund in the form of a credit to 212 Spa will be provided to the client.

For further assistance, contact: Jennifer Poljacik | General Manager | jpoljacik@212fitnessclub.com | Ext: 227

CHILD CARE POLICIES

AGE & PAYMENT POLICY

The child care is available to children ages six weeks to seven years of age. Payment must be received prior to dropping child(ren) in the Child Care. We offer monthly recurring memberships for members, as well as day, week, and month passes for members or guests. Purchases are processed at the member services desk.

RESERVATION POLICY

All reservations must be made by contacting Olivia Dewitt at odewitt@212fitnessclub.com or calling 212 fitness Monday-Friday 6am-11am at 715-343-0212.

Reservations can be made in advance as far out as you wish. Payment will be taken at time of reservation to reserve your spot. Same day reservations can also be made if we have availability, but we can't guarantee it.

*No refunds will be issued for any reservations once payment has been received.

SIGNING IN & OUT POLICY

A parent or guardian must sign their child in and out of Child Care. Monthly Child Care members must check in at the front desk with child(ren) key tag(s). Parents and guardians are welcome to sign child in at the Child Care prior to checking in at the front desk. Children will only be released to the parent/guardian who checked them in unless written authorization stating otherwise is received in advance.

ON-SITE POLICY

Parents of children must remain in the facility when using the Child Care and advise where they plan to be in the club.

HEALTH AND SAFETY POLICY

In the interest of health, safety, and the well-being of your child and the other children attending the Child Care:

- If your child is contagious or feels ill, tired, or unusually warm (with a temperature of 100 degrees or higher), you may not use the Child Care. Illness includes fever, vomiting, diarrhea, heavy nasal discharge, eye discharge or infection, congested cough, respiratory distress, or lice. Please wait at least 24 hours after your child has had a fever or illness to utilize Child Care services. If symptoms become apparent while child is in the Child Care, the parent/guardian will be contacted to remove them.
- If your child has contracted a contagious disease and had been in Child Care while infectious, please notify the staff immediately so they can inform other parents.
- If your child requires medication, please wait 24 hours after your child's first dose of medication before using the Child Care services.
- Child Care providers have the right to refuse a child that appears ill or contagious. Providers may also take a child's temperature in the instance illness occurs after drop-off.
- You must provide your child with sunblock or sign our waiver allowing staff to apply sunblock for your child to attend outdoor play.

FOOD AND BEVERAGE POLICY

No food or gum is allowed in the Child Care. Water or formula is allowed in a sealed container.

EXPECTATIONS OF PARENTS

We expect parents to aid in the comfort of the child(ren) and the staff by:

- Bringing children in proper clothing according to the weather.
- Clearly labeling all bottles, cups, toys and belongings.
- Being sensitive to other children by not bringing your child to Child Care when sick or unusually fussy.
- Bringing children with a clean, dry diaper. Bring labeled diaper bags with any needed accessories.
- Parents may be asked to assist children who are toilet training or prone to accidents.

EXPECTATIONS OF STAFF

You can expect staff to aid in the comfort of your child(ren) by:

- Working with you to ensure your child feels safe, secure, and welcome in our facility.
- Providing a positive social experience for your child.
- Providing a safe, quality supervised environment for your child.
- Having current CPR and First Aid certifications and participating in ongoing trainings.
- Following state standards to ensure appropriate adult to child supervision ratio is maintained so we can provide the best care for your child.

ACCIDENT REPORTS

Our staff makes every effort to ensure the safety of children in our care. Minor scrapes and bumps are going to happen. In some cases, an accident report may be completed. These forms will be kept in the Child Care office. The form will be completed by the staff member who observed the "accident" with as much detail as possible. The form will then be signed by the staff member, direct supervisor, and child's parent. The parent will then receive a copy of the accident report if needed. In the event an injury requires medical attention, the parent will be notified immediately. If an injury is emergent, care will be provided immediately, 911 will be dispatched and then the parent will be notified.

INCIDENT REPORTING

Parent/guardian will be notified in person if:

- Child is hurt or becomes ill.
- Excessive crying occurs (20+ minutes).
- When inappropriate behavior occurs (i.e. cursing, kicking, biting, hitting, throwing things, etc.)

INAPPROPRIATE BEHAVIOR

The Child Care is meant to be a safe place that is enjoyed by all. If a child displays inappropriate behavior that is disruptive or disrespectful, an incident report will be completed. We reserve the right to refuse your child if we feel it will place other children at risk. Inappropriate behavior can be defined as cursing, bullying, kicking, biting, hitting, throwing things, etc.

When inappropriate behavior occurs, 212's notification to the parent/guardian for inappropriate behavior will be presented as follows:

- Verbal or written warning.
- Suspension of Child Care privileges.
- Membership or Day Pass Child Care privileges permanently revoked.

Please note: the corrective action process will not always commence with a verbal counseling or include every step. The options above are not to be seen as a process in which one step always follows another. Some acts, particularly those that are intentional or serious, may warrant more severe action on the first or subsequent offense. A report detailing the offense and narrative will be kept on file.

DISCIPLINE POLICY

Discipline is based on an understanding of your child's individual needs and stage of development. Our goal is to develop self-discipline, responsibility for self, and respect for others. Our discipline is based on the use of positive reinforcement, diversion, and, if necessary, supervised removal from the group for a short period of time.

ACTIVITIES

The Child Care takes great pride in planning and implementing activities that help children learn and master their developmental milestones. These creative experiences will help your child learn to problem solve, understand, and use language, interact with others, develop fine and gross motor skills and most importantly have fun!

[For further assistance, contact Olivia DeWitt | Child Care Manager | odewitt@212fitnessclub.com](mailto:odewitt@212fitnessclub.com)

MEMBERSHIP POLICIES

CANCELATION POLICY

Memberships can be canceled per the terms of your membership agreement. Cancellation requests can be processed online at www.212fitnessclub.com/cancel or by submitting a written cancellation request with your signature and date. Cancellation requests must be submitted 30 days prior to your next billing date. The front desk can help you with these requests.

FREEZE POLICY

Memberships can be frozen per the terms of your membership agreement. You may freeze your membership at any time for a monthly fee for a maximum of three months in a 12 month period. A fee of 1/3 of your monthly dues will be assessed in lieu of monthly membership dues. This fee may be waived for medical reasons and military leave with proper documentation. Membership freeze requests can be processed online at www.212fitnessclub.com/freeze Memberships can only be frozen on your billing date. The front desk can help you with these requests.

TERMINATION & TRANSFER POLICY

Membership agreements can be terminated within three days of signing provided you comply with the terms set in your membership agreement. Request must be sent in writing via certified mail delivered before midnight of the third business day. Membership agreement can be transferred to another party if an administration fee is paid, transfer form is completed and all terms are met per your membership agreement.

For further assistance, contact: Amy Dodge | Business Manager | adodge@212fitnessclub.com | Ext: 259

SERVICE ANIMAL POLICIES

Guidance can be found at the following U.S. Department of Justice, Civil Rights Division, Disability Rights Publications [ADA Requirements - Service Animals](#) and [Frequently Asked Questions about Service Animals and the ADA](#)

Emotional support animals, comfort animals, and therapy dogs are not service animals under Title II and Title III of the ADA. Other species of animals, whether wild or domestic, trained or untrained, are not considered service animals. The work or tasks performed by a service animal must be directly related to the individual's disability. It does not matter if a person has a note from a doctor that states that the person has a disability and needs to have the animal for emotional support. A doctor's letter does not turn an animal into a service animal.

For further assistance, contact: Chad Sparling | Assistant General Manager | csparling@212fitnessclub.com | Ext: 271