Wellness Center Guidelines

Membership & Guest Policies

- **Check-in:** Scan your membership card at the front desk on each visit.
- **Billing:** Monthly memberships are auto billed on the 1st of each month.
- **How to Cancel:** A written notice must be received in one of three ways:
    1. Filling out our Membership Cancellation form
    2. Certified letter to Wellspring
    3. Requesting and submitting an electronic cancellation form
- **Cancellation Deadline:** Written notification must be received by the 15th of the previous month (Example: to avoid being charged on May 1st, you must submit your cancellation by April 15th).
- **Age Requirements:** Minimum age for members and guests is 12. A parent or guardian must directly supervise youth aged 12–14.
- **Guest Passes:** Memberships include 2 complimentary guest passes per calendar year per account. Guests must check in at the Wellness desk to complete paperwork. Additional guest passes are available for $12/day or $16/exercise class.
- **Conduct:** Please respect the rights, comfort, and safety of others. Unbecoming behavior or failure to follow guidelines may result in a denial of service or membership termination.
- **Lost and Found Policy:** Wellspring is not responsible for lost or stolen personal property. Please secure your belongings in a locker. Unclaimed items will be placed on the "lost and found" rack in the fitness center.

General Health & Safety

- **Illness Protocol:** If you have flu or COVID-19 symptoms or have tested positive, please refrain from visiting Wellspring.
- **Facility Access:** Enter the fitness center via the outside/side stairway or the elevator. Please avoid walking through the Physical Therapy waiting area.
- **Hygiene & Cleanliness:**
    - Wash your hands or use hand sanitizer before and after your workout.
    - Wipe down equipment handles and touchpoints with a moist wipe before and after use.

Fitness Cemter Etiquette & Apparel

- **Footwear:** Change your shoes before entering the workout areas. Street shoes are not allowed in the fitness center or classrooms.
- **Apparel:** Shirts and closed-toe athletic shoes are required in the fitness center. Midriff-baring shirts and short shorts are prohibited.
- **Scents:** Refrain from wearing heavy perfumes, colognes, or scented lotions to protect members with pulmonary conditions and allergies.
- **Equipment Etiquette:**
    - Complimentary orientations are available by appointment.
    - Limit your time to 30 minutes on cardio and strength equipment during busy periods or if others are waiting.
    - Return free weights and plates to their proper racks when finished. Do not drop weights.
    - Report equipment malfunctions or injuries immediately to staff.
    - Do not use dumbbells, kettlebells, weight plates, or other hand-held weights while using cardio equipment. Do not place weights on consoles, handrails, or frames.

- Members may wear weight vests while using cardio equipment, provided they are worn securely and do not interfere with the safe operation of the equipment.

Cell Phone Etiquette

- **Locker Rooms:** Strictly no cameras or cell phones allowed.
- **Fitness Center:** No phone conversations in the fitness center or while utilizing machines. If you must make a call, please step into the coat/cubby area, the stairwell, or outside.
- **Audio:** Always use headphones when streaming music, videos, or radio.

Group Exercise Classes

- **Schedules & Cancellations:** Schedules and instructors are subject to change. Classes that do not meet minimum enrollment will be canceled before the first class of the session.
- **Etiquette:** Please respect fellow participants by refraining from excessive talking or disruptive behavior.
- **Member Discounts:** To receive the 50%-member discount, you must maintain an active membership from enrollment through the end of the class semester. Early cancellation results in being billed the full non-member rate.
- **Absences & Make-ups:** Missed classes may be made up in another class within the same session ***if space permits*****.** You must consult the class instructor **before** attending a make-up class.
- **Refunds:** Refunds for missed classes are only granted with a formal provider's note (on clinical letterhead with specific dates) or proof of relocation (USPS change of address). Personal appointments do not qualify for refunds.

Weather-Related Cancellations: Wellspring follows the Sauk Prairie School District

- School Canceled = Wellspring classes are canceled for the day.
- School Delays = Wellspring classes starting before 10:00 AM are canceled.
- *Note: Notifications will be sent via email/text. Your Mindbody account will be credited for class cancellations; these classes cannot be made up or refunded.*

Pool & Locker Room Guidelines (Group Class & Open Pool)

- **Hygiene & Changing:** Anyone using the pool or water classes must rinse off in the shower before entering. Please limit shower times to 5 minutes or less. Changing in bathroom stalls is discouraged; please use the locker room area.
- **Swimwear:** Appropriate swimwear is required. Speedos and bikini-style suits are prohibited.
- **Open Pool Restrictions:** No lap swimming or snorkeling is allowed, due to the small pool size.
  - Registration is required for the open pool. Walk-ins are only permitted if the session is not full.
  - To allow all members an opportunity to swim, participants registered for an Aqua class should not register for an open pool session on that same day.
  - Please cancel your registration if you are going to miss your open pool session. Cancel online or by contacting Wellspring at 608-643-7606.