



# *the* Health Club

AT SOUTHPOINTE

*Building a Healthier You!*

## MEMBER HANDBOOK

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[www.healthclubatsouthpointe.com](http://www.healthclubatsouthpointe.com)

### Table of Contents

General Information _____	2
Health Club Areas & Guidelines _____	4
Health Club Amenities _____	7
Emergency Procedures _____	8
Contact Us _____	8
Member Sign Off _____	9

### Our Mission

At the Health Club at Southpointe we are committed to providing a healthy, family oriented environment for people of all fitness levels. We focus on the individual through highly trained staff while providing programs and amenities that exceed the needs of our members. Our passion for fitness is fueled by our positive attitude.

**GENERAL INFORMATION**

**Health Club Hours**

Monday-Thursday 5:30 am-9:00 pm  
Friday 5:30 am-8:00 pm  
Saturday-Sunday 7:00 am-4:00 pm

**Childcare Hours**

Monday-Thursday 8:00 am-1:00 pm and 4:00 pm-8:00 pm  
Friday 8:00 am – 1:00 pm  
Saturday-Sunday 8:00 am-12:00 pm

*\*Holiday hours may vary, Childcare hours are subject to change*

The Health Club at Southpointe is a tobacco and drug free campus. No smoking, e-cigarettes or chewing tobacco is allowed in the facility or on the grounds.

Cell phone use (phone calls) is prohibited in the locker rooms, workout area and group fitness studios. If you need to use your phone, please use the entry way or juice bar area. Use of a camera is prohibited in all locker room, sauna and restroom areas. Photos of others is prohibited unless prior permission is obtained.

The Health Club at Southpointe uses Mind Body Software and App. The Mind Body website and app allows you to check into classes, personal training sessions, view current schedules, and purchase personal items/ specialized services that may be offered. Download for free TODAY!!

**Membership Categories**

Single Membership  
Couples Membership  
Base Family Membership (Couple plus 1 child ages 12-22)  
Expanded Family Membership (Couple plus 2+ children ages 12-22)  
Corporate Membership  
College (Summer & Breaks)  
Seniors

**Membership Cards**

All members receive a membership card (fob) to scan in at the front desk upon each visit for security purposes, in case of an emergency. If you forget your fob, a front desk associate can assist you.

Members attending a group fitness class must sign-in on the group fitness class sheet at the appropriate studio. Some group fitness classes carry an additional fee; all fees must be pre-paid at the time of sign-up.

\*A fee may be charged for replacement cards.

**Guest Visitation**

The Health Club at Southpointe welcomes your guests and gives them the most comprehensive experience possible. To insure your guest receives a quality experience, please register all guests at the front desk.

Members are allotted three guest passes each year. If such pass is not presented at the time of guests' visit, a guest day fee will be charged to the members' account.

Extended passes can be purchased at the front desk.

## **HEALTH CLUB AREAS & GUIDELINES**

### **Kids' Zone**

The Kids' Zone is available for members and guests with children ages 8 weeks to 12 years old. There are a variety of activities for children such as: socializing through age appropriate and fun playtime, special events, movies, crafts, and homework help.

Members and guests who have children in the Kids' Zone must remain on the Health Club premises for security reasons. Staff will only release children to the parent signing them in unless otherwise notified. A photo I.D. may be required to validate identification. There is a two-hour limit per child per day.

The Health Club at Southpointe reserves, at its sole discretion, to deny your child admittance to childcare if he or she exhibits any symptoms of illness or behavior problems.

All childcare staff will have appropriate and current clearances required to work with children.

The family restroom for young children is located near the entrance to the locker rooms.

### **Personal Training Area**

Personal training is offered to members and guest as an extra fee service. We have certified trainers on staff — both men and women — who are experienced in various forms of fitness levels. MicroFit is a fitness testing program trainers use to evaluate present fitness levels in order to customize your personal goals. For more information about our personal trainers and your fitness needs, please inquire at the personal training desk located in the Strength and Cardio Area, our Fitness Director or the any staff member. Any appointments not cancelled 24 hours in advance will be charged to your account.

### **Strength and Cardio Area**

The Strength area provides the newest technology in state-of-the-art training circuits using the most advanced and diverse fitness equipment.

The Cardio area features the most sophisticated and advanced equipment in the area. There are a wide variety of cardio options along with media entertainment.

For the safety and comfort of all members, the following guidelines need to be adhered to:

- ❖ Proper workout attire and foot wear are necessary
  - Jeans, sandals, work boots etc. are not appropriate while using the Health Club facilities
- ❖ No inappropriate language
  - Such as profanity, racial references, opposite gender harassment and/or sensitive topics.
- ❖ Performance Enhancing Drugs, of any kind, are prohibited
- ❖ Members and their guests must be over the age of 16
- ❖ Please wipe down equipment after each use
- ❖ For the convenience of all, please return free weights, plates, mats, props of any kind to their proper place
- ❖ Allow others to “work in sets” on a circuit
- ❖ Resting on machines should be short in duration
- ❖ Keep cardio equipment sessions to 30 minutes during busy hours or if others are waiting

The Health Club reserves the right to terminate membership based on improper behavior.

\* Do not start working with any piece of equipment until your body is in proper position as demonstrated by the instructions on the machine or an exercise staff member.

## **Group Fitness Areas**

All Basic Group Fitness Classes are included in the membership fee. Classes range from non-impact to high-intensity. Intensity and impact variations are demonstrated in each class. We may offer many different types of classes, including Step, High/Low Impact, Interval Training, Senior Fitness/Silver Sneakers, Boot Camp, Zumba Yoga, Pilates, Kickboxing, Indoor Cycling and/or Circuit Classes. Class times vary from early morning to evening. Class schedules are updated and available at the Front Desk or through the Mind Body website/App.

[mindbodyonline/login](http://mindbodyonline/login)

For the safety and comfort of all members, we respectfully request the following guidelines be adhered to:

- ❖ Members and guest can bring a towel and water bottle. Please do not bring food or other drinks into the Fitness Center.
- ❖ Treat the equipment properly at all times and return it to its proper storage area
- ❖ Wipe down equipment after each use
- ❖ Proper athletic shoes and clothing is required in the Group Fitness Areas (No sandals, street shoes, or jeans)
- ❖ Inform a Fitness Instructor of any equipment malfunctions.
- ❖ Report any accidents/injuries to a Fitness Instructor or staff member.

"No Show" rate of \$15.00 will be charged for any specialized paid lesson, session or program if not cancelled 24 hours prior to the start.

## **HEALTH CLUB AMENITIES**

### **Locker Rooms, Towels, Sauna and Toiletries**

Lockers, showers, toiletries, towels and sauna are included for all members and guests. As toiletries and towels are available for your comfort and convenience, we respectfully request that you leave toiletries for others to use and return towels to the appropriate bins. We ask appropriate language be used and have consideration for others while using the locker rooms.

Use of a camera is prohibited in all locker room, sauna and restroom areas.

The Health Club is not responsible for lost or stolen items of its members and/or guests. A lost and found area is located at the front desk. Please ask an employee if you are missing anything. All items must be identified in person. No confirmation of lost articles will be given over the phone.

### **Massage Therapy**

Massage is offered to members and guests as an extra fee service. Massage therapists are available throughout the day by appointment only. We recommend you make an appointment by calling or stopping by the Front Desk. Any appointments not cancelled 24 hours in advance will be charged to your account.

### **2 Sisters Fresh Creations**

2 Sisters Fresh Creations is located in our health club lobby. Members and guests may purchase a variety of items such as wraps, salads, juice, smoothies, beverages and much more.

**Wellness Programs**

The Health Club at Southpointe may offer health education classes, wellness seminars, as well as, preventive health screenings throughout the year. These programs are designed to assist you and support the decisions you have made toward maintaining a healthy lifestyle. Our classes will cover a variety of topics — from heart health and cancer prevention, to stress management and fitness workshops.

**Wi-Fi**

The Health Club at Southpointe offers free Wi-Fi for those members and guest using our facility. Ask the front desk associates for an access code.

**EMERGENCY PROCEDURES**

In the event a member, employee or guest observes an emergency situation or incident, he/she should immediately inform a staff member, who will call for assistance.

The Health Club has an AED, or Automatic External Defibrillator, on-site. The AED unit can be used by trained fitness staff and/or emergency responders for a sudden cardiac arrest.

In the event of a fire, the Health Club is equipped with sprinklers and you will be required to immediately evacuate the building using the nearest exit.

**CONTACT US**

Please feel free to email concerns, questions, suggestions, and/or compliments! [Manager@healthclubatsouthpointe.com](mailto:Manager@healthclubatsouthpointe.com)

**MEMBER SIGN OFF**

I, \_\_\_\_\_ have read and understood the following guidelines in regards to membership at The Health Club at Southpointe. I agree to the member handbook guidelines.

Signed,

\_\_\_\_\_

Date

\_\_\_\_\_