

CARILION WELLNESS WESTLAKE HANDBOOK

REVISED 1/2019



WELCOME TO CARILION WELLNESS WESTLAKE!

.....

We're excited to have you as a member. Whether you're new to the world of fitness or a seasoned pro, there's something for everyone at Carilion Wellness. This handbook is a guide to our facilities—you'll find essential information about your membership, our amenities, and guidelines for using the Carilion Wellness facilities.

OUR LOCATIONS AND HOURS

Roanoke

4508 Starkey Road
Roanoke, VA 24018

Phone: 540-989-5758

Hours: Monday – Friday, 5 a.m. – 10:30 p.m. and Saturday – Sunday, 7 a.m. – 7 p.m.

Childcare hours: Monday – Friday, 8 a.m. – 8 p.m. and Saturday – Sunday, 8 a.m. – 5 p.m.

Peak usage hours: Monday – Thursday, 5 p.m. – 8 p.m. and Saturday, 7 a.m. – noon

Botetourt

105 Summerfield Court
Roanoke, VA 24019

Phone: 540-992-2993

Hours: Monday – Friday, 5 a.m. – 10:30 p.m. and Saturday – Sunday, 7 a.m. – 7 p.m.

Childcare hours: Monday – Friday, 8 a.m. – 8 p.m. and Saturday – Sunday, 8 a.m. – 5 p.m.

Peak usage hours: Monday – Thursday, 5 p.m. – 8 p.m. and Saturday, 7 a.m. – noon

Downtown Roanoke

16 W. Church Ave.
Roanoke, VA 24011

Phone: 540-581-1111

Hours: Monday – Friday, 5:30 a.m. – 7 p.m. and Saturday, 8 a.m. – 2 p.m.

CRC (Blacksburg)

1715 Pratt Drive, Suite 1600
Blacksburg, VA 24060

Phone: 540-961-8923

Hours: Monday – Friday, 5:30 a.m. – 9:30 p.m. and Saturday - Sunday, 7 a.m. – 4 p.m.

Westlake

157 Westlake Road
Hardy, VA 24101

Phone: 540-719-3150

Hours: Monday – Friday, 5 a.m. – 9 p.m. and Saturday - Sunday, 7 a.m. – 4 p.m.

Children's Hours (ages 10 and under): Saturday – Sunday, 1 – 4 p.m.*

Children's Hours (ages 11 - 14): Monday - Friday, 4 p.m. - 9 p.m. and Saturday - Sunday, 7 a.m. - 4 p.m.

**Subject to change. May offer additional hours during holidays.*

WESTLAKE MEMBERSHIP OPTIONS

We offer a variety of membership options to ensure there is one that's right for you. You can change your membership type as your needs change at the end of any month.

- **Individual membership:** If you are age 15 or older, you are eligible for an individual membership that includes full access to Carilion Wellness Westlake. You receive 5 visits to any of the other four Carilion Wellness facilities each month with this membership.

- **Household membership:** A household consists of a primary member and up to one additional household-member that permanently lives in the household, and any of their dependent children under the age of 22 who also reside in the household on a permanent basis. You receive 5 visits to any of the other four Carilion Wellness facilities each month with this membership.
**There will not be a designated Youth Services area at this facility. Designated children's hours (ages 14 and under) will be on Saturdays and Sunday from 1 - 4 p.m.*

- **Senior membership:** If you are age 65 and older, you may be eligible for a discounted senior membership.

- **Fit Rx / Recovery Rx medical membership:** If you have a prescription and are participating in either our Fit or Recovery Rx programs, you will receive a 60-day full-access membership to our facilities.

- **Corporate discounts:** We offer some corporate rates. Be sure to ask us if you qualify for these rates, or how your company may qualify.

Paying for Your Membership

- When you first become a member, you pay a one-time initiation fee. This is the only time you will pay this fee unless you end your membership and later re-join Carilion Wellness.

- You may pay for your membership with a credit card or a bank draft. You will be billed on the first of each month. If you want to change your payment method, let us know before the end of the month.

- You also may pay your dues on a yearly basis, and will receive a 10% discount. Let us know if you want to pay for your membership this way.

- We want to ensure you'll be happy here, so we offer a two-week money-back guarantee. If you decide Carilion Wellness is not for you within the first two weeks, we will refund the money you paid, as long as we receive termination request in writing.

- If you want to end your membership, let us know in writing before the end of the month so we do not bill you for the next month. Termination shall be deemed to occur the last day of the month in which we receive termination notice in writing.

GUESTS

Our Carilion Wellness facilities are fun places, and you may want to occasionally invite your friends or relatives to join you. You are welcome to bring up to two guests each day when you visit the facilities, if you reserve guest passes for them. To reserve guest passes:

- If your guest arrives with you, there is no need to call ahead. If they will be visiting the facilities without a member, please call the front desk so we will have their name on file.
- When your guests arrive at the facility with you, we will have a guest registration form for them to fill out. They will need to bring a photo ID.
- Guests may bring their children who are under age 15 to this facility during Children's Hours (see hours on Page 1).
- Local guests (permanent residence within 50 miles of this facility) may visit the facilities once every 30 days.
- Out-of-town guests (permanent residence beyond 50 miles of this facility) may visit the facilities twice a month for free. They also may purchase a day pass as many times as they would like for \$7.50 each visit. Out-of-town guests may also purchase a week-long membership. The cost of the week-long membership for out-of-town guests is \$25 for an individual and \$35 for a family. They may purchase this type of membership up to three weeks per year.
- Members of the International Health, Racquet and Sportsclub Association (IHRSA) may visit the clubs at any time for \$5. IHRSA members should bring their membership cards with them when they visit.
- Members may request weekend passes for their children/grandchildren (under 14 years of age) 4 times per year per (grand)child without charge.

VISITING AND USING THE FACILITIES

Our facilities have a variety of amenities for you to enjoy, including fitness equipment, group exercise, pickleball courts and more. We want our facilities to be an enjoyable, welcoming place, so we have the following guidelines in place. **Amenities and rules may vary per location.*

Fitness Equipment

Our cardiovascular machines are popular. If all of the machines are being used, we ask that you limit your use to 30 minutes per machine.

Group Exercise Classes

- We offer many types of group exercise classes that are included in your membership with no extra charge. Group exercise schedules are available at the front desk.

- Some of our group exercise classes are very popular. We want everyone to have a fair chance to participate, so we have the following guidelines in place:

- We use stamps to admit participants to our Cycle and RPM classes. Stamps are given out at the front desk on a first-come, first-served basis, beginning 35 minutes before the class starts.

- We offer Fitness on Demand (FOD) classes when we do not have live instructors.

- When we do not have a live or FOD class scheduled, members may select a FOD class. These classes may be chosen on a first come, first served basis.

- If another member is waiting to select a FOD class, you should complete your class and relinquish the FOD to the next waiting member.

- Please be respectful of other participants in the group exercise classes. We want everyone to feel comfortable, and instructors will ask people to leave if they behave inappropriately.

Personal Training and Nutrition Services

- We offer personal training services. Our certified personal trainers can work with you individually, or you may want to work out in a small group setting.
 - Our employees can work with you to set up personal training appointments.
 - Prices vary depending on the length of the training session and the number of people participating.
 - Please do not bring outside trainers to our facility.
- We offer dietitian services through Carilion Clinic. Our employees can work with you to set up an appointment.

Golf Simulator

- You may reserve the golf simulator in person or by calling the front desk.
 - The golf simulator may be reserved up to 24 hours in advance on a first-come, first-served basis. When you make your reservation, please give the first and last name (s) of person (s) who will be playing.
 - When two people are trying to make a reservation at the same time, the member who is making the reservation in person will have priority.
 - Limit 4 participants at a time. Groups of 4 may reserve the simulator for up to 2 hours. Groups of 3 or less may reserve the simulator for 1 hour.
 - Children ages 14 and under may participate with a parent or approved guardian.
- When you arrive for your game, plan to check in at the front desk within 10 minutes of your reservation time. Your reservation may be forfeited if you do not check in within 10 minutes of your reservation.
- When your game is finished, you can check with the front desk and if no one else has reserved the simulator, you may play again.

Indoor Pool

- The indoor pool is open year-round during the same hours the facility is open.
- The pool has two lanes that may be used for lap swimmers and for organized programs.
 - Three swimmers are allowed per lane, and may swim for 30 minutes each when the lanes are full.
 - To enter a lap lane that has another swimmer in it, notify the swimmer before you enter the water.
 - When you use the lap lane, swim in a counter-clockwise circle.
 - Use caution when you pass a slower swimmer and leave enough room at each wall for turns.
 - During group exercise classes, one lane must always be available for lap swimmers.* If the group exercise class needs to use additional space for their class, they may use one lap lane.
- ****EXCEPTION:*** There will be no lap swimming available from 9 a.m. - 10 a.m. Monday - Saturday to accommodate the size of the 9 a.m. water aerobics class.
- Children 14 and under must be accompanied by a parent or approved guardian when using the indoor pool, during Children's Hours.

Pickleball

- You may reserve a pickleball court in person or by calling the front desk.
 - The pickleball courts may be reserved up to 24 hours in advance on a first-come, first-served basis. When you make your reservation, please give the first and last name (s) of person (s) who will be playing.
 - When two people are trying to make a reservation at the same time, the member who is making the reservation in person will have priority.
 - Non-members may not reserve pickleball courts.

- Courts are available Monday - Friday, 5 a.m. - 9 p.m. and Saturday - Sunday, 7 a.m. - 4 p.m.
- Non-members may utilize the courts on Tuesdays and Thursdays from 1 - 4 p.m. Limit 3x per month.
- Please check-in at the front desk to receive the key code to the pickleball court area. Paddles and balls may be available for check-out at this time.

SAFETY FIRST!

.....

We want to ensure you're safe and comfortable while you're here, so please follow these guidelines:

- Please be respectful of other members. Refrain from using foul language, fighting and horseplay, and please do not take photos or video unless it is approved by the facility's manager.
- We have showers for you to use after your workout. Towels are also provided.
- While you are working out, we have lockers where you may store your personal items during our open hours. To avoid any risks of leaving your items unattended, you may want to bring a lock with you to secure your personal items. For your convenience, we have locks for purchase at the front desk.
- We have lifeguards on duty at our pools to help ensure the safety of our members and guests. However, if you bring children to the pools, be sure to keep an eye on them at all times. Children may drown in seconds and in silence.
- When the pools are busy, the lifeguards may restrict the use of floats, rings, kick boards, noodles or other swimming aids so that they may provide better surveillance of the pool for your safety.
- To keep our pools clean and free of germs, please shower before you enter the pool and wash your children before they enter the pool. This will also help you adjust to the change in temperature when you enter the water. Please do not use the pool if you have an open wound, including one covered by a Band-Aid.
 - If a member/guest is not potty-trained, they must wear a swim diaper to enter the pools. For your convenience, you may purchase Huggies' Little Swimmers and/or disposable Swimsters at the front desk. If you need to change your child's diaper, you may use one of the bathrooms.
 - Encourage your children to keep pool water out of their mouth and not to swallow the water.
- To keep the pool area safe, the following activities are not allowed: running, diving, horseplay, playing on the handrails, hanging on lane lines or swimming through lap lanes. Please keep the lap lanes clear of objects. Please do not bring hard toys (i.e., water guns), chewing gum, or glass containers to the pools.
- If there is thunder or lightning, county regulations require the indoor pool and deck area to be cleared for 30 minutes after the thunder or lightning occurs. The time limit restarts each time thunder is heard or lightning is seen.
- If there is an accident in the pool, we may need to close it temporarily so it can be disinfected with chemicals.
- We want to keep our facilities clean! Please do not bring food and drinks (other than water bottles) into the fitness areas or pools.
- For safety reasons, children younger than 15 are not permitted in the free-weight or functional training areas.
- We ask that you do not drop weights or use chalk in the fitness areas.

- We want to keep our facilities safe, and they are weapon-free zones. Only law enforcement officers who are legally authorized to carry weapons and entering to perform law enforcement activities may bring weapons into the facilities.

- The use of any type of camera in the facility is prohibited, unless approved by Carilion Wellness management.

CHILDREN'S ACTIVITIES (WESTLAKE)

The Carilion Wellness Westlake facility does not permit children under the age of 11 in the facility at any time, excluding 1 - 4 p.m. on Saturday and Sunday. Children ages 11 - 14 are eligible for Junior Wellness, which provides a limited access membership card (M-F 4p-9p, Sa-Su 7a-4p), after completing a mandatory Jump-start program. Policies listed below still apply. Once a child on a household membership reaches the age of 15, he/she will receive a membership card and will have full access to the facility. If a child is under the age of 15, the following rules apply:

Children Ages 10 Years or Younger

- If you have an individual or family/household membership, your 10 and under children may use some facility activities, as long as they are accompanied at all times by a parent or an approved guardian. **An approved guardian is a member of the household, aunt, uncle, grandparent, brother or sister who is at least 18 years old and is a Carilion Wellness member.**

- They may use the outdoor pickleball courts during Children's Hours.
- They may participate in the use of the golf simulator, only if a parent or approved guardian has reserved it and is playing with them, during Children's Hours.
- They may use the open area of the lap and exercise pool during children's hours. At no time should a child under the age of 15 be in a lap lane, the therapy pool, or the whirlpool.

Children Ages 11 - 14

- If you have a family/household membership, your 11- to 14-year-old children may use some of the adult fitness amenities when they visit the facility with a parent or an approved guardian. **An approved guardian is a member of the household, aunt, uncle, grandparent, brother or sister who is at least 18 years old and is a Carilion Wellness member.**

- An 11- to 14-year-old child may participate in most group exercise classes (including Fitness on Demand classes) during Children's Hours except when a class is already filled with adults. The only group exercise classes not open to them are the Body Pump and GRIT Strength/Fusion classes—participants must be at least 15 years old, because free-weights are used in the class.
- They may not use the Functional Training or free-weight areas for safety reasons, unless with a personal trainer or in a class.
- They may use the pickleball courts, cardiovascular and Keiser equipment during children's hours.
- They may participate in the use of the golf simulator, only if a parent or approved guardian has reserved it and is playing with them, during Children's Hours.
- They may participate in personal training sessions during children's hours.
- They may use the open area of the lap and exercise pool during children's hours as well as lap lanes for lap swimming only. At no time should a child under the age of 15 be in the therapy pool, or the whirlpool.
- Please be safe—**stay within his/her view at all times.**

- We're here to help you! If your child has questions or needs help using any of the equipment, encourage him/her to ask a Carilion Wellness employee for help.

Children Ages 15 and Older

Children ages 15 and older are considered adult members of the facilities and can use the same amenities as adults, including the free-weight equipment and Body Pump/GRIT classes. They also may use the Roanoke, Botetourt, Downtown Roanoke and CRC (Blacksburg) facilities.