

**THE BUHL CLUB**  
**MEMBERSHIP POLICIES**

**MISSION STATEMENT**

To provide quality recreational, social, wellness and educational programs for people of all ages in our community.

**VISION**

We provide individuals and families a positive, accepting environment, enabling them to achieve excellence, in their leisure, education, physical fitness and life. We assist people by helping them to add more years to their life and more life to their years.

**NONDISCRIMINATION POLICY**

The Buhl Club makes memberships available to all persons regardless of race, color, religion, sex, age, gender identity, national origin, disability or financial circumstances without discrimination.

**CHECK-IN**

All members must swipe their membership card at the Member Service desk prior to gaining entry.

**MEMBER CODE OF CONDUCT**

The Buhl Club is responsible for making sure all guest and members are safe during their time at the center. Any breach of code of conduct may result in termination of membership. The Buhl Club reserves the right to terminate your membership at any time.

- The Buhl Club is responsible for making sure all guest and members are safe during their time at the center.
- The Buhl Club does not permit disrespectful behavior toward members, guests, employees, or property. This includes but is not limited to violent, vulgar, aggressive, profane, threatening, or inappropriate behavior.
- Alcohol: Alcohol may not be consumed on the premises of the Buhl Club. You may not use equipment, services, or attend classes under the influence of alcohol.
- Drugs: The use, possession, or selling of illegal drugs will not be tolerated on the premises. You may not use equipment, services, or attend classes under the influence of drugs. You should not use, or should stop using, any equipment, service or class if your prescription medication effects your ability to use it safely. Any member suspected of using or possessing drugs may be asked to leave the premises. Whether or not the person is to leave the premises is at the discretion of the Supervisor on shift, the Director of Operations, or the Executive Director.
- Weapons: You may not bring or use weapons of any kind on the premises for any reason.
- Fighting: The Buhl Club has no tolerance policy for fighting. Fighting may result in membership termination along with proper legal action being taken.

- Theft: The Buhl Club has a no tolerance policy for theft. If you are caught stealing your membership will be terminated along with proper legal action being taken.
- Membership privileges may be suspended or revoked at any time by the Executive Director or Director of Operations.
- Incidents/Accidents/ Injuries: If you are involved in an incident/ accident that results in an injury while on the premises, please seek immediate assistance from a staff member. A staff member can arrange for appropriate medical assistance and complete an incident report.
- Damage to the facility or equipment: You may not damage the facility in any way, including but not limited to any damage to exercise equipment, basketball hoops, racquetball courts, or other center property. If you or a guest on your membership damages the facility, the member must pay for it.
- Lost and Found: Any items that have been lost and found should be turned into the business office or member service desk. All items will be kept for 2 weeks. If they are not claimed they will be donated.
- Cell phones, electronics and recording devices - any item capable of video or audio recording is not allowed to be utilized in any locker room for any purpose. Unauthorized video or audio recordings of any individual on property without their knowledge is strictly prohibited.
- Dress Code: Proper attire must be worn at all times in the center. Shirts and shoes must be worn in all common areas with the exception of the Wet Hall.
- Smoking/Tobacco: You may not smoke or use electronic cigarette products inside of or on the sidewalks of the center. You may not engage in the use of any tobacco products on the premises.
- Parking: All vehicles must be parked in a proper parking space. Parking along the curb is not permitted for any reason including but not limited to dropping off, picking up, or waiting for classes to end.
- Age Requirements: The steam room is available for use by persons ages 18 and older. The wellness center is available for use by persons ages 15 and up, and for persons ages 12-14 when accompanied by a parent or guardian. No children younger than 12 years of age are permitted in the wellness center at any time. Children must be at least 12 years of age to be in the building unaccompanied by a parent or guardian.
  
- The protection of members and guests who are participating in programs or are using the Buhl Club facilities is of paramount concern to the staff of the Buhl Club. Therefore, we reserve the right to deny access or membership to any person who:
  - Is a registered sex offender
  - Has plead guilty to or been convicted of any crime involving sexual abuse
  - Has plead guilty or been convicted of any crime against persons such as child, spousal, or parental abuse
  
  - Has plead guilty to or been convicted of any offense relating to the sale or transportation of illegal narcotic, habit forming, or dangerous drugs.
  
  - Is clearly under the influence of intoxicating beverages or behavior modifying drugs.

- The length of suspension or determination of refund of membership fees will be determined by the Executive Director or Director of Operations.
- A person whose membership or privileges have been revoked will not be permitted to utilize programs or services.

## **MEMBERSHIP DUES**

- **Establishing Membership Dues** – The Membership Committee, based on the recommendation of the Executive Director and the Buhl Club Staff, has the responsibility for setting, as part of the annual budget, rates for membership dues. The Board of Directors shall approve the budget plan including Membership rates. The pricing of memberships shall also conform to the membership pricing procedures established by the Buhl Club.
- **Refunds, Credits or Extensions** - The Buhl Club may grant a refund of membership dues or an extension of membership renewal date, when requested by a member due to:
  - a) serious illness, substantiated by a doctor’s statement and within 60 days of the diagnosis
  - b) other cases approved by the Executive Director or Director of Operations

The Buhl Club does not refund program/class fees. A credit will be transferred to another program.

- **Early Cancellation Policy** – one additional month will be withheld after the termination date. There will be no early cancellation fee after 12 consecutive months of membership payments.
- **Member Responsibility** – While the Buhl Club does have mechanisms in place to collect membership dues as efficiently as possible while still being as accommodating as possible, it is ultimately the member’s responsibility to ensure that membership dues are paid.
- **Renewing Membership Dues** – Any agreements and or dues will be automatically renewed unless otherwise specified in the agreement or requested by the member
- **Membership Category Changes** – It is the member’s responsibility to let member services know if they do not want to renew their membership based on a price increase. A member’s rate can be changed at any time based on their age. For example, if a member who qualifies for a youth membership at the beginning of their agreement qualifies for a student membership by the end of the same agreement, the membership will be renewed at the Student Rate automatically.
- **Financial Assistance** - It is the policy of the Buhl Club to serve all people regardless of financial situation. Financial assistance will be provided to individuals based on need as determined by the Department of Public Welfare guidelines and available the Buhl Club resources. Applications must be accompanied by 3 months of documented verification of income.

## **CONDITIONS OF MEMBERSHIP**

- **Membership cards** - Membership cards are to be scanned upon entry to the Buhl Club. If a card is lost, a fee of \$3 will be charged for a replacement card.
- **Youth Age Requirements-**
  - Children 5 and under participating in a program at the Buhl Club, must have a parent in the building during the scheduled class time.
  - Children 6-12 must be escorted to and from programs but the parent does **not** have to remain in the building during the class but is responsible to be at the class when it is scheduled to end to pick up their child.
  - Children 12 and older can be in the building alone, use the gym and participate in programs without an adult.
  - Children 12-14 can use the Wellness Room with an adult.
  - Children 15 and over can use the Wellness Room unaccompanied.
- **Membership Duration** - The Buhl Club is a membership organization. We provide yearly memberships and guest passes. Please see **Guest Privilege/Pass** for more information.
- **Suspension or Revocation of Membership**
  - Membership privileges may be suspended or revoked at any time by the Executive Director or Director of Operations.
  - The length of suspension or determination of refund of membership fees will be determined by the Executive Director or Director of Operations.
  - A person whose membership or privileges have been revoked will not be permitted to utilize programs or services.
  - Membership privileges may be revoked as a response to a breach in the Code of Conduct.
- **Right to Deny Access or Membership**

The protection of members and guests who are participating in programs or are using Buhl Club facilities is of paramount concern to the staff of the Buhl Club. Therefore, we reserve the right to deny access or membership to any person who is:

- a registered sex offender
- has plead guilty to or been convicted of any crime involving sexual abuse
- has plead guilty to or been convicted of any crime against persons such as child, spousal, or parental abuse
- has plead guilty to or been convicted of any offense relating to the sale or transportation of illegal narcotic, habit forming, or dangerous drugs
- is presently clearly under the influence of intoxicating beverages or behavior modifying drugs
- harassment of any kind towards members and/or staff

## **GUEST PRIVILEGE/PASS**

Guest privileges are provided at the Buhl Club by purchasing a guest pass at the Member Services office. Guest passes are not replaceable if lost or stolen, and are not refundable. Any Member admitting an individual to the Buhl Club with the purpose of bypassing the Control Desk may have their membership suspended or permanently terminated without a refund.

- **Guests of Members** : A guest may enter the Buhl Club for free with a member (Age 18+) up to 3 times before being charged for a day pass or membership. Free visits will be accounted for on the guest's membership profile. Youth members cannot bring a minor as a guest without an adult present.
- **Drop-In Classes**: A guest may enter the facility for free if they are trying a drop-in group class for the first time.

## **MEMBERSHIP AGREEMENTS**

- **Military Memberships** - Active Military- receives a complimentary membership. Veterans – receive 20% off of a yearly membership.
- **Staff & Volunteers** - Staff and Volunteers will receive a complimentary membership during the course of their employment.
- **Corporate Discounts** - Memberships are offered to area businesses and municipalities that would like to provide discounted membership rates. Please contact the Business Office if you would like to set up a corporate membership for your business or municipality, or to inquire if your business or municipality currently offers a corporate membership.

## **WELLNESS CENTER**

- Music - individuals listening to music via personal devices must use headphones or earbuds. External speakers cannot be used to amplify personal music.
- Dress Code: Proper attire must be worn at all times, including but not limited to shirts, athletic shorts or pants and athletic shoes. Sports bras must be covered.
- You must be at least 15 years old to use the Wellness Center.
- Youth members ages 12-14 (No Exceptions) must be accompanied by a parent/guardian at all times to use the Wellness Center.
- No one under 11 years of age is permitted in the Wellness Center and Free Weight Room.
- No private personal trainers are to use the Wellness Center without written permission from the Executive Director or Director of Operations.

## **POOL/AQUATICS**

- General Policies/ Rules:
  - Shower before entering the pool
  - Obey the Lifeguard on duty as they have complete charge of the pool area
  - Only swimmers with the proper attire will be permitted to enter the pool
  - Walk at all times
  - Photography is not permitted with respect to the privacy of our patrons
  - Deep end swimmers must be able to swim 2 widths of the pool without stopping and tread water for 2 minutes
  - Parents or guardians of children aged 7 and under must be in the water with the child and be within an arm's reach at all times
  - Patrons who require a Personal Flotation Device (PDF) must remain in the shallow end of the pool
  - Diving is permitted from the deep end wall only, there is absolutely no diving allowed from the side walls
  - Jumping is permitted from the deep and shallow side -jumpers are not permitted to jump while reaching back for the wall
  - No flips into the water are permitted
  - Only U.S. Coast Guard approved flotation devices in the pool.
  - Keep hands and body off lane lines, hanging on lane lines is not permitted.
  - Fighting, dunking, wrestling, pushing, and horseplay of any kind will result in the suspension or termination of swimming privileges
- Swim Attire:
  - all swimmers on the pool deck and/or swimming in the pool must have proper swim attire -all infants/toddlers that require a diaper must wear swimming diapers and proper swimwear
  - clean cotton t-shirts are allowed in the pool
  - the following attire is not allowed as swim wear:
    - "street clothes", Brazilian/French-cut, String style, Thong style, and/or revealing swimwear, cutoff jeans, jean skirts, sports bras, leotards, leggings, athletic shoes, and compression shorts
- Lap Lanes:
  - Those swimming laps outside of a lap lane may create a hazardous situation with open swimmers and will be asked to stop swimming laps or move to an open lap lane Reserved Lap Swim
  - Lanes can only be reserved during scheduled reserved lap swim times that are listed on the aquatics schedule
  - Lanes can be reserved by calling the front desk, member portal, or Buhl Club app. Lanes can be reserved 24 hours in advance
  - Reservations are on a first come first served basis
  - If you are not in your lane 10 minutes after your reservation time, you will forfeit your reservation
  - Swimming out of your lane, into another swimmers lane, will not be allowed as it will foster an unsafe environment for all swimmers

## **LOCKERS**

Lockers are available to rent on a yearly basis in the Men's Locker Room and Women's Locker Room.

- Day use lockers are available in the locker rooms at no charge on a first come first serve basis. Personal locks may not be left on day lockers overnight. All locker content must be removed 15 minutes prior to the facility closing.
- Locker fees cannot be prorated.
  - Locker fees are only on a Paid-in-Full basis only.
- Lockers may only be rented by Buhl Club members. Any rented locker without a valid membership is subject to forfeiture.
- Locker rental terms are renewable prior to their expiration date. Early renewal is encouraged.
- Any locker rental term not renewed by its expiration date is subject to forfeiture. Items left inside the locker will be removed, lock changed, and resold. Contents and locks of all rental lockers must be removed by the expiration date unless the rental is renewed. Any items removed by Buhl Club Management from expired or unauthorized rental lockers are held in storage for up to 30 days. If the items are not reclaimed, they will be donated to Goodwill or disposed of. If you do not plan on renewing your locker, please make sure it is cleaned out and your lock returned/removed.
  - Locker rentals will automatically be renewed unless otherwise requested by a member. Agreements will be renewed the day they expire and invoices will be sent to the home address on file
- Only one locker may be rented at a time. No exceptions.
- Locker assignments and locks may not be transferred to others without prior approval. Any lock on a rented locker not previously approved by management is subject to removal. Unauthorized transfers are subject to forfeiture of the locker, items removed, lock changed, and the locker resold.
- All lockers are the property of the Buhl Club. A fee will be assessed for locker damage caused by negligence or abuse.
- The Buhl Club is not responsible for lost or stolen items.
- Locker fees are not refundable.
- Lockers may only be used for legitimate purposes involving exercise, sports, and fitness. Use of any locker for inappropriate or unlawful purposes is prohibited and subject to forfeiture.
  - The following items are prohibited from being stored in the lockers:
    - Personal items
    - Food or liquids

- Any combustible materials
  - Firearms or ammunition
  - Illegal Drugs
- The Buhl Club reserves the right to inspect lockers for any reason and at any time.
    - It is ultimately the responsibility of the member to ensure that their locker fee is paid.
    - If at any time the membership associated with a locker rental agreement is terminated, the locker rental is also subject to termination.

### **Locker Room Etiquette, Safety, and Useful Tips:**

- Please lock your locker! It is your responsibility to be sure that the door to your locker is closed and the lock securely fastened when storing your personal items.
- Avoid placing your lock anywhere but inside your locker or on the locker door when exchanging personal items from your locker. Locks are most often lost when left on a bench or table and someone else mistakes it for their own.
- Sharing your locker or lock combination with someone else is not advised. The Buhl Club is not responsible for lost or stolen items.
- Please be considerate of your neighbors. Unlaundered clothing, worn protective gear, leaking oil bottles and other similar items can create unpleasant odors and messes which can leak to other lockers. Keep your locker clean!
- Adding adhesive-backed hooks and clothing hangers to the inside of your locker prohibited. A fee will be assessed for any damage that may occur as a result.
- DO NOT STORE EXPENSIVE OR VALUABLE ITEMS IN YOUR LOCKER LONG-TERM. Jewelry, expensive sporting equipment, portable electronics, and other similar items should only be stored during your workout if necessary, not for days or weeks at a time. It is always best to leave any valuable items secured at home.

### **STEAM ROOM RULES**

- No one younger than 18 is permitted to use the steam room.
- Swim suit or towel covering required
- Exercising not permitted
- Shaving not permitted
- Do not use the steam room if you have a serious illness, or have a heart condition, high or low blood pressure, diabetes, a respiratory condition or any other medical condition which may affect your reaction to heat.
- Do not use if you have a contagious disease, infectious skin condition, open sores or wounds.



## **PROPER ATTIRE**

- **Racquet Ball Courts** – proper attire, rubber soled shoes and eyewear.
- **Gymnasium** – rubber soled shoes and a shirt must be worn at all times
- **Group Exercise** – comfortable clothing and shoes (a shirt must be worn at all times)

## **WELLNESS CENTER**

Please stay hydrated while you exercise. You may bring a water bottle or use our water fountains.

- You must be at least 15 years old to use the Wellness Center.
- Youth members ages 12-14 (No Exceptions) must be accompanied by a parent/guardian at all times to use the Wellness Center and Free Weight Room.
- No one under 11 years of age is permitted in the Wellness Center and Free Weight Room.
- No private personal trainers are to use the Wellness Center without written permission from the Executive Director or Director of Operations

## **MEMBER COMPLAINTS**

Our goal is to make sure your experience at the Buhl Club is pleasurable, however we know that time from time there may be a problem that needs addressed. Please speak with a staff member regarding the reason you are unhappy. If the staff member is unable to satisfy you, please see the Director of Operations.

## **MEMBER TO MEMBER DISPUTES**

While disputes between members may come about for various reasons, they often begin because of a lack of communication or a misunderstanding. If you find that you have a dispute with another member, please speak with a staff member to help you resolve it. If the staff member is unable to help resolve the issue, please see the Director of Operations.