

# Member Handbook

Experience Fitness Made for You



# Welcome

You have taken an important step towards enhancing your health and well-being. There are many ways Northwestern Medicine Delnor Health & Fitness Center can positively impact the quality of your life.

We approach health and fitness from a medically integrated perspective. We believe that our center is unique in its commitment to meeting each member's personal needs. Our progressive fitness environment, comprehensive programs and certified professionals will assist you in reaching and maintaining your health and fitness goals.

This handbook is intended to provide you the information you need to have an enjoyable and safe experience. We want you to experience all of the courtesies, comforts, privileges and services you deserve. Our team will maintain and oversee these policies for your benefit and for the benefit of all of our members.

This handbook was designed to highlight key policies and procedures and is not meant to be a complete list. We may change policies as necessary and appropriate based on health and fitness considerations and guidelines and to benefit all members. The Delnor Health & Fitness Center management team is happy to explain any of the policies and procedures contained in this handbook at your convenience.

From all of us at Delnor Health & Fitness Center, we hope that your membership experience will result in a healthier mind and body for many years to come!

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## Proper Attire, Conduct and Facility Expectations

Please wear athletic attire appropriate for the space in all areas of and at all times when using the facility. The standards include shirts, shorts, sweatpants, and athletic shoes on the fitness floor and in the group exercise studios. In addition, swimming attire is required in the pools. Open-toed shoes or sandals are not permitted on the fitness floor. Bare feet are allowed only in the locker room, aquatic areas, and mind-body classes. The use of shower sandals in the locker room and pool areas is recommended. Delnor Health & Fitness Center reserves the right, in its sole discretion, to determine what is appropriate attire and appropriate member conduct. Delnor Health & Fitness Center reserves the right to revoke membership privileges based on improper conduct or behavior that might interfere with other members' use and enjoyment of the facility, or behavior otherwise contrary to orderly Center operations and is at the sole discretion of the Center.

If you have experienced symptoms of communicable illness, including but not limited to, a fever, runny nose, cough, sore throat, sneezing, diarrhea or vomiting, please stay home until your symptoms have subsided. Center policy states those entering the facility should use discretion and be seventy-two hours without fever and otherwise symptom-free prior to entering the facility.

## Member Service

Our Member Services team is here to assist our members in any way possible. Please visit our Member Services Desk if you have questions or concerns so we can provide you with the best possible experience. Member Services can assist with membership-related issues, program enrollment and scheduling, Logo Shop purchases, and member feedback. In addition, a virtual comment card is located on our website ([delnorhfc.com/virtual-comment-card](https://delnorhfc.com/virtual-comment-card)) to provide additional opportunities for members to communicate to Center Management. We encourage you to meet with our Member Services Manager or Center Director whenever you have a concern.

## Member Terms and Conditions

All members shall comply with this Member Handbook and all Delnor Health & Fitness Center Terms and Conditions. The rules contained herein are not inclusive. Amendments to Delnor Health & Fitness Center Member Handbook, Terms and Conditions and Rules and Regulations may be made from time to time as necessary. The decision of Delnor Health & Fitness Center shall be final regarding the interpretation of Delnor Health & Fitness Center Member Handbook, Terms, Conditions, Rules and Regulations.

Monthly dues shall continue regardless of use. Please note that all membership cancellations require an advance written notice. Members will be responsible for all applicable dues and fees during the cancellation period. Please refer to Right to Cancel Membership on page nine of this handbook.

## Your Membership Account

All members' personal, financial, and health-related information is strictly confidential and may require updating from time to time. Delnor Health & Fitness Center utilizes different methods to settle your account depending on the type of membership. Electronic Funds Transfer (EFT) or prepayment is used for all membership types via MasterCard, Visa, Discover, or the bank draft method of payment.

## Account Settlement Methods

Delnor Health & Fitness Center utilizes different account settlement methods depending on the type of membership. Electronic Funds Transfer (EFT) or prepayment is used for all membership types via MasterCard, Visa, Discover, American Express or the bank draft method of payment.

Once members provide the appropriate account information and authorization, Delnor Health & Fitness Center will automatically debit the predefined accounts for the appropriate monthly dues and house charges as designated in the membership agreement and/or the house charge pre-authorized form. Delnor Health & Fitness Center reserves the right to refuse entry to any member whose account has not been settled.

Any questions regarding membership accounts may be directed to the Delnor Health & Fitness Center accounting department by calling 630.938.9401.

## House Charge

Delnor Health & Fitness Center provides house charge privileges for members' convenience. House charges allow members to use their membership card to bill products and services to their Center account. Settlement of house charge accounts occurs via EFT at the beginning of each month for the previous month's charges. Membership accounts with dues settlement methods other than EFT will be required to provide the accounting department with the account information necessary to allow for EFT collection of house charges. For more information and to establish your house charge account, please stop by Member Services at your convenience.

## Guest Policy

Members are welcome to bring a guest anytime unless prohibited by the Center for security and/or health related reasons. Individual guests are limited to three visits per calendar year. Delnor Health & Fitness Center reserves the right to require all guests to complete and sign a Guest Registration card. Each guest must:

- Present a valid Delnor Health & Fitness Center guest pass or pay a guest fee per visit.
- Be 18 years of age or accompanied by a parent or guardian if 16 or 17 years of age.
- Present a driver's license or valid form of identification. (State issued photo ID).
- Complete and sign a guest registration and waiver.

## Membership Options

Additional family members on any membership account must reside at the same address. Month-to-month and annual membership payment options are available. Please contact the Member Services Desk for additional information.

## Age Requirements

Delnor Health & Fitness Center is an adult facility. You must be 18 years of age to have an individual membership. Delnor Health & Fitness Center allows family memberships to include secondary members ages 16 years and older (with a parent member).

## Senior Membership

Senior memberships for those 62 years or older are available at a reduced rate.

## Teen Fit Membership

Teen Fit is a program offered for members' children ages 12 and 13 for an additional fee. Registration and participation in an orientation is required prior to using the Center. The orientation will be led by a certified personal trainer to introduce young teens to the basics of proper exercise technique and center gym etiquette. Teen Fit members can exercise in the Center with a parent or legal guardian during the following hours:

Monday - Thursday:	7:00 - 10:00 pm
Friday:	6:00 - 9:00 pm
Saturday - Sunday:	3:00 - 6:00 pm

## Student Membership

College students are eligible for short-term usage of the Center. One-week passes are available, as are extended terms for one, two or three months during college breaks and holidays. Certain restrictions apply. See a Member Service representative for details.

## Membership Changes

### To Upgrade

To add a family member to an existing membership, please contact the Membership Team 630.938.9100. Additional family members must reside at the same address and be age 14 or older.

### To Downgrade

To cancel or remove a family member from a membership account, please provide a request in writing. Members may downgrade their membership at any time without a fee; however, members must provide an advance written notice.

## Right to Cancel Membership

Members may cancel their membership agreements without penalty within three business days after your initial agreement signing with a full refund. All membership cancellations after this period will require in person, advance written notice of intent to cancel to a member of the Member Services Team. If written notice is received by the 20th of the month, membership will be terminated at the end of that month. If received after the 20th of the month, membership will be terminated at the end of the following month. Members are responsible for paying their monthly dues for the period until cancellation becomes effective.

## Membership Hold

Members can place their memberships on “hold” in accordance with the following restrictions:

### Medical Freeze

- Members must provide written authorization from member’s doctor indicating the inability to use the facility within 60 days of the event. Upon return, the member must provide written authorization from his or her physician to resume facility use.
- Medical freezes are honored for a minimum of 1 month and a maximum of 6 months.

### Membership Bridge

- Requests must be submitted in writing 30 days in advance of the bridge start date.
- Bridges are honored for a minimum of 2 months and a maximum of 6 months per calendar year.

All bridge requests for medical or extenuating circumstances must be made in writing and are subject to approval by the Center Director. Delnor Health & Fitness Center will not honor backdated bridge requests.

### Monthly Memberships

Members on an approved membership bridge or medical freeze will have their dues portion suspended. (See Member Services Desk for details). **A member may not use the facility during the bridged period.**

### Yearly or Paid in Full Memberships

Yearly or Paid in Full members on an approved bridge or medical freeze will have their membership expiration date extended per the Bridge/Medical freeze extension schedule for yearly/paid in full memberships.

## Member ID Card and Replacement

All members are required to present membership cards upon entrance to the Center at the Member Services Desk. Delnor Health & Fitness Center membership cards that have been lost or stolen will be replaced through Member Services for an additional fee. The fee for replacement is due upon receiving your card. ID Cards are non-transferable.

### Facility Tours

Tours are available at the Member Services Desk.

## Additional Services

### Personal Training

Delnor Health & Fitness Center offers a variety of personal training services and packages provided by degreed and certified fitness staff for an additional fee. Contact the Member Services Desk for additional information or to schedule an appointment. Only Delnor Health & Fitness Center trainers are eligible to conduct personal training in the Center; therefore, members who do not comply with this policy (by participating in and/or providing training for a fee) are subject to having their memberships revoked.

## Massage Services

Our licensed and certified massage therapists provide a therapeutic and clinical approach to the massage services we offer. Our massage therapists focus on your individual needs necessary to improve overall health and encourage relaxation. Schedule a massage service and experience for yourself our unique approach. A menu of massage services is available at our Member Services Desk.

## Swim Instruction

Our certified instructors and coaches offer private swim instruction for everyone from beginners to competitive swimmers.

- Our certified instructors and coaches offer private swim instruction for everyone from beginners to competitive swimmers.
- Children and grandchildren of members may begin private instruction at age 4.
- Group programming available.
- Children are to use the elevator and family locker room only.
- Children are prohibited from the Fitness Floor and stairs leading to the Fitness Floor for safety reasons; please use the elevator when escorting children to the lower level.

## Master's Swim

Adults 18 years and older may attend scheduled lap swimming workouts each week for an additional fee. These Master's Swim sessions focus on competitive performance and endurance. Please contact the Member Services Desk for pricing and more information.

## Nutritional Counseling

Nutritional counseling is available for an additional fee. Our registered dietitian provides professional consultations for both individuals and groups. Contact Member Services for additional information.

## Cancellation Policy

When cancelling appointments for session based services, 24 hours' notice is required. Should less than 24 hours' notice be provided, the client may be charged the full portion for the scheduled service.

*Please note: All sessions expire one year from date of purchase unless otherwise indicated.*

## Group Exercise

Delnor Health & Fitness Center provides a wide range of land and aquatic group exercise programs. Schedules are available at the Member Services Desk, on our website, and on the Delnor App. Delnor Health & Fitness Center class participants should arrive on time to avoid disrupting other class members and to get maximum benefit from the warm-up. Group exercise classes listed on class schedule are all-inclusive; however, there are specialty classes that require a fee for attendance. Delnor Health & Fitness Center reserves the right to change class times and instructors and to add or remove classes.

The Center reserves the right to limit the number of participants in each class for the safety (health and wellness) of our members and staff. Member are expected to wipe down equipment both before and after use in a group exercise studio.

The Center reserves the right to close the area for health and wellness reasons at its sole discretion.

## Aquatics

A variety of aquatic programs and pool areas are available for member use. Health department standards encourage members to shower with soap and water before use of any pool, sauna or steam room.

Proper swim attire is required in all pools. The use of swim sandals in the aquatics and locker room is recommended. Please refrain from wearing fragrances while using the lap pools, the therapy pool, and the endless pool. Lap pool lanes should be shared during peak hours. The proper lap swimming etiquette is to "circle swim" using a counter-clockwise rotation of the lane in use. If all lanes are being used to full capacity, it is requested that members be courteous and restrict their workouts to a reasonable time frame. The Center reserves the right to limit the number of participants in the swim lanes and pools for the safety (health and wellness) of our members and staff.

Pools will be closed annually for mandatory maintenance and cleaning. Members must follow all posted rules and regulations for pool usage.

The Center reserves the right to close the area for health and wellness reasons at its sole discretion.

## Fit 'N' Fun

Fit 'N' Fun is a supervised child activity area where children enjoy a fun experience while their parents or grandparents are using the facility. Children receive quality care in a safe, kid-friendly atmosphere with activities ranging from arts and crafts to physical fitness.

- For members' children and grandchildren ages 6 weeks to 12 years old.
- Limit one visit per day, per child, up to two hours per visit.

- Parents or guardians must remain on Center premises while a child is in the Fit 'N' Fun area.
- Please refer to the Fit 'N' Fun Parent Guide for additional information on the department's policies and procedures. Every parent should receive this upon sign-up & it has additional information regarding diaper policies, sick kids, etc.

The Center reserves the right to close the area for health and wellness reasons at its sole discretion.

## Gymnasium

Shirts are required at all times in the gymnasium. Our gymnasium is available for basketball, personal training, small group training, and other Center activities; please note posted schedule in gymnasium for availability.

The Center reserves the right to close the area for health and wellness reasons at its sole discretion.

## Track

Please read the track signs carefully and comply with the direction designated for the day; signs are located at each of the two entrances of the track. As a matter of safety, please do not stand and converse in any lane of the track. Walk in the inside lanes and run in the outside lanes; yield right of way to members using the track at a higher pace.

The Center reserves the right to close the area for health and wellness reasons at its sole discretion.



## Sauna/Steam Room/Whirlpool

A sauna, steam room and whirlpool are provided in each locker room to enhance your health and wellness experience. No shaving or use of scents, oils or creams are allowed in these areas. Appropriate attire should be worn. Street shoes and full clothing are not allowed in the sauna or steam room. For additional safety considerations, please read the WARNING signs located near these bodies of water. The Center reserves the right to close the sauna, steam room and whirlpool for health and wellness reasons at its sole discretion.

## Locker Rooms

Delnor Health & Fitness Center features an advanced keyless locker system for your protection and convenience. In addition, the locker rooms provide a number of fine amenities including saunas, towels, soap, shampoo, lotion, deodorant, hair dryers, hair spray, shaving cream and a lounge area.

Lockers are provided for members on a “per use” basis. These lockers must be emptied of their contents after each visit to the Center.

Complimentary towel service is provided to members for their convenience. Please assist us in keeping the locker rooms clean for your fellow members by placing used towels in the appropriately labeled towel bin receptacles located in the locker rooms.

Use the disinfectant wipes provided in the locker room areas to remove perspiration from benches/chairs/stools before and after each use; disinfectant wipes are available throughout the locker room area.

As a courtesy to fellow members and for your own safety, talking on cell phones is discouraged in the facility. Please use lobby areas to make and receive cell phone calls. Texting, emailing, face time, and other online activities is prohibited in the locker rooms.

The Center reserves the right to close the area for health and wellness reasons at its sole discretion.

## Family Locker Room

The family locker room is available for members who bring their children or grandchildren into the Center for swim lessons. It may also be used for members who need additional assistance and have a caregiver. It is not intended to be used in lieu of the adult locker rooms by members.

Be respectful of other members when using the family locker room; nudity is not permitted in the common area of the family locker room.

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Adult supervision is necessary for the safety of all children when using the Center.

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When using the individual changing rooms, locking the door will ensure your privacy.

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Additional changing areas include the express changing rooms, located across from the family locker room.

## Internet Café

The internet café is available for adult members during their visit to Delnor Health & Fitness Center. There is no time limit, but we do ask that everyone be courteous to other members waiting for use of this service. Food and drinks are prohibited. Children are not permitted to use the computers.

## Heartland Café

The Heartland Café provides a variety of salads, sandwiches and beverages. Enjoy your healthy snack in our comfortable seating area or take it with you. Prepared food and beverages may be purchased after hours at the Member Services Desk.

## Pro Shop

The Pro Shop offers a selection of athletic equipment, swim and sports apparel. The Pro Shop is open to members as well as the general public. Purchases may be made at the Member Services Desk.

## Lost and Found

The Center maintains a lost and found. Inquiries can be made at the Member Services Desk. Intimate items including underwear, soaps, brushes / combs will be disposed of. Remaining items will be donated to charity on the last day of each month. The Center is not responsible for any item lost or stolen.

## Cell Phone/ Photography/ Videography

As a courtesy to fellow members and for your own safety, talking on cell phones is discouraged in the facility. Please use lobby areas to make and receive cell phone calls. Cell phone use is prohibited in the locker rooms.

Photography and videography is strictly prohibited in Delnor Health & Fitness Center unless the Center Director has granted authorization. Multiple offenses of this policy can result in loss of membership privileges.

## Tobacco, Alcohol, Controlled Substances and Weapons

Delnor Health & Fitness Center is a designated smoke-free environment. Smoking cigarettes, pipes, cigars or use of any other tobacco product including E-Cigarettes is not allowed. Alcohol and drugs are NOT permitted on the premises. Weapons including guns, knives, explosives or any other items with potential to inflict harm are not allowed on the premises. Appropriate action will be taken against any member or guest who violates this policy.

## Member Etiquette

Please abide by the basic rule of "courtesy to and safety of your fellow members." Please also refer to the signs posted on the Fitness Floor and other locations throughout the Center for details.

### General

- Avoid the use of strong-smelling colognes, perfumes or lotions while visiting the Center.
- Please use clean athletic shoes to keep the Center and equipment clean for others.
- Food is prohibited outside the lobby area; beverages must be stored in plastic bottles with secure tops.
- Food is prohibited in the locker rooms and fitness floor.
- For the safety of others and your personal belongings, (including but not limited to cash, credit cards, and jewelry), should not be left unattended at any time.

- If you have experienced symptoms of communicable illness, including but not limited to, a fever, runny nose, cough, sore throat, or sneezing, please stay home until your symptoms have subsided. Center policy, states those entering the facility should use discretion and be seventy-two hours without fever prior to entering the facility.

## Safety and Wellness

At Delnor Health & Fitness Center, we view Center safety and wellness as a “team sport.” By using the Center, you acknowledge that it is impossible to completely eliminate the risk of injury, illness, disease, and viruses and you assume the risks that you might get ill or sick when using communal space. To help stop the spread of germs, please review and act in accordance with CDC guidelines:

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Throw used tissues in the trash.
- If you don’t have a tissue, cough or sneeze into your elbow, not your hands.
- Remember to immediately wash your hands after blowing your nose, coughing or sneezing.
- Washing your hands is one of the most effective ways to prevent yourself and your loved ones from getting sick, especially at key times when you are likely to get and spread germs.
- Wash your hands with soap and water for at least 20 seconds.
- If soap and water are not readily available, use an alcohol-based hand sanitizer that contains at least 60% alcohol to clean hands.

## Fitness Floor

- Limit time on any cardio equipment piece to 30 minutes during peak times.
- Limit use of circuit training equipment to one set per machine when others are waiting and allow other members to “work in” with you.
- Use the disinfecting wipes provided in the exercise areas to remove perspiration from equipment before and after each use; disinfectant wipes are available throughout the fitness area.
- When vacating the equipment, please remove all personal belongings.
- Please re-rack your free weights after use and avoid dropping weights and dumbbells on the floor.
- Children are prohibited from the Fitness Floor for safety reasons; please use the elevator if escorting children to another level.
- Please do not leave treadmills running unattended; if you must leave the treadmill, please use the pause button to temporarily halt the treadmill belt.

## Locker Room

- Please assist us in keeping the locker rooms clean for your fellow members.
- Eating and storage of perishable items is not permitted in the locker rooms at any time, and lockers must be emptied of contents after each visit to the Center.
- Please discard all dirty towels and trash in the appropriately marked receptacles.
- It is required that a towel be wrapped around or placed beneath oneself when using the sauna, steam rooms and whirlpool benches and chairs.

- Street shoes are not permitted in the shower and spa areas.
- Fingernail cutting, toenail cutting and exfoliating are prohibited in the locker room.
- Hair cutting and coloring are prohibited in the locker rooms.
- Cell phone or tablet use is strictly prohibited in the locker rooms.
- Use the disinfectant wipes provided in the locker room areas to remove perspiration from benches/chairs/stools and lockers before and after each use; disinfectant wipes are available throughout the locker room area.

## Assistance

If you have any questions or need assistance on the Fitness Floor, feel free to ask one of the Fitness Team members wearing a gray shirt or black jacket.

Personal trainers wearing blue shirts or jackets provide a one-on-one service and should not be interrupted unless there is an emergency.

## Useful Phone Numbers

Member Services Desk	630.938.9000
Membership Department	630.938.9100
Fitness Team	630.938.9550
Fit 'N' Fun	630.938.9200
TTY for the hearing impaired	630.933.4833

## Hours of Operation\*

### Center

Monday - Thursday:	5:00 am - 10:00 pm
Friday:	5:00 am - 9:00 pm
Saturday - Sunday:	7:00 am - 6:00 pm

### Membership†

Monday - Thursday:	8:00 am - 8:00 pm
Friday:	8:00 am - 6:00 pm
Saturday - Sunday:	9:00 am - 5:00 pm

†June - August, call for summer membership hours

### Fit 'N' Fun

Monday - Thursday:	8:00 am - 8:00 pm
Friday:	8:00 am - 7:00 pm
Saturday:	8:00 am - 3:00 pm
Sunday:	9:00 am - 2:00 pm

\*Hours may vary on holidays



**Northwestern Medicine**  
**Delnor Health & Fitness Center**  
296 Randall Road  
Geneva, Illinois 60134  
630.938.9000  
630.933.4833 TTY for the hearing impaired

**[delnorhfc.com](http://delnorhfc.com)**

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