

Welcome to Jackson Hole Health and Fitness

The following rules, guidelines and policies have been established to ensure maximum enjoyment of the club and safety of our members. We ask that you become familiar with these policies and rules so that all members receive the maximum benefit of their time spent at the club.

The Policies and Rules are subject to change without notice by JHHF Management and/or Ownership.

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GENERAL POLICIES

- All members are held accountable by, and protected by, the Policies and Rules established by the management of JHHF.
- Proper etiquette, language, and courtesy are to be observed at all times. This includes proper conduct, weight room etiquette, and relinquishing studios on schedule.
- Members are expected to observe appropriate weight room etiquette by not slamming weights, working in on equipment with other members and returning weights and equipment to their stored places.
- Proper workout clothing and shoes must be worn at all times. Shirts and shoes are required throughout the club at all times. Street clothes, sandals, and open toe shoes are not allowed in the weight room or on any fitness equipment. Bare feet are not allowed in the club at any time.
- Keys and personal belongings should be stored in the lockers provided or kept in your possession. These items cannot be left at the member services area or on the front desk counter.
- Remember to wipe off perspiration from all equipment after use. Towels and sanitary wipes are provided in the fitness area for this purpose.
- Children under 14 are NOT ALLOWED in the Fitness Center at any time. Junior members ages 14-16, who have completed Junior Certification, can use the facility without parental supervision.
- Junior members ages 14-16 may participate in group exercise classes with a parent based on the discretion of the instructor. Not all classes are suitable for this age group and restrictions may apply. Please consult your instructor for guidance and direction.
- Personal training, private instruction, and group exercise passes are non-refundable, nontransferable and expire one year after the date of purchase.
- Charges and fees for services and facilities are subject to change.
- No outside food or beverages are allowed in the club.
- There is NO SMOKING or TOBACCO use of any kind permitted on or around the Club premises.
- Any instance of vandalism, mistreatment or destruction of Club property will result in the immediate suspension or revocation of membership privileges. Members are responsible for any damages incurred by dependent children and guests.
- Personal training and/or exercise instruction will be allowed only by Jackson Hole Health and Fitness employees or approved contractors for JHHF

- Violation of any of the Jackson Hole Health and Fitness Policies and Rules by a member or affiliated family/add on members shall subject the member to termination of membership or suspension of membership privileges.
- JHHF will not be responsible for personal property lost, damaged or stolen at or around Jackson Hole Health and Fitness. Lost items that are recovered will be stored for two weeks. Please inquire at the member services desk regarding lost items.
- We welcome and encourage member feedback. Let us know how we are doing by completing a JHHF wake up note! Forms are available at the member services counter- ask one of our team members!

JACKSON HOLE HEALTH AND FITNESS CONTACT INFORMATION:

WE are conveniently located at 838 W.Broadway in Grand Teton Plaza!!

Main Number (307)734-9000

Website www.jhhealthandfitness.com

HOURS OF OPERATION:

Monday through Friday 5:15 a.m. to 9:00 p.m.

Saturday 7:00 a.m. to 6:00 p.m.

Sunday 9:00 a.m. to 5:00 p.m.

HOLIDAY HOURS AND CLOSURES

Jackson Hole Health and Fitness is open every day of the year with the exception of Christmas Day. Reduced holiday hours may apply and will be posted in advance at the club and on the website at www.jhhealthandfitness.com

Jackson Hole Health & Fitness may also close during severe weather or for other reasons out of our control. During times of maintenance and repair, part or the entire club may be closed for the safety of our members and staff. Any club closure or modification to normal business operating hours will be posted in the club and on our website.

MEMBERSHIP POLICIES

MEMBER CHECK IN: All members are given a membership card upon joining JHHF which is required for check in and entrance into the club. Your membership card may not be transferred or used by any person other than The Jackson Hole Health and Fitness member to whom it was issued. Please report any lost or stolen cards immediately. The replacement fee for a new card is \$5.00.

LOCKERS: Day use lockers are available at no charge. Members are asked to provide their own lock to secure belongings, and these locks must be removed on a daily basis. Locks left overnight will be removed, and the contents of the locker will be emptied and placed in lost and found.

A minimum number of rental lockers are available for a monthly or annual fee. Check with Member Services for availability, or to be placed on a waiting list.

TOWEL SERVICE: Towels are available at the Member Services Desk for a daily, monthly or annual fee.

GUEST POLICY: Guests are welcome and encouraged at Jackson Hole Health and Fitness! Guest passes are available to nonmembers for \$10.00 for a single day use. This gives them unrestricted access to the club for that day. Guests are required to check in at the front desk and complete the required registration form. Guest fees are not intended to be a substitute for membership. Local, full time residents are eligible for guest passes twice a month. Guests are expected to abide by the published rules and policies of the club.

WE offer a FREE guest day on the 3rd Friday of every month. Occasionally, free guest days will be extended on different dates due to scheduling or special events. Extended use passes for out of town residents will be negotiated based on length of stay.

MEDICAL LEAVE POLICY: Memberships can be placed on hold a leave of absence for a minimum of two months and maximum of six months, for medical reasons only. A temporary Leave of absence may be enacted for medical related reasons with a written notice from a treating physician and no fees are assessed to hold your membership during this time. If necessary, you may extend the initial “medical leave” time period (six months) with an additional written physician’s notice submitted at the end of the six month period. Leave of absence forms are available through Member Services.

RESIGNATION POLICY: Thirty day written notice is required for membership cancellation or resignation. Cancellation will be effective on the on the first of the month following the 30 day notice. For example , if you want your resignation to become effective on July 1, written notification must be submitted to JHHF on or before June 1. Monthly fees will not be prorated if the membership is cancelled in the middle of the month, and any outstanding balance must be paid in full. Resignations will not be accepted over the phone.

YOUTH AND JUNIOR POLICY: Children under the age of 14 are not allowed in the fitness center at any time. Junior members ages 14-16 who have completed our Junior Certification program are allowed access to the fitness center without parental supervision. This promotes the beginning of a fitness lifestyle while assuring their knowledge, safety and wellbeing. A parental consent form and a birth certificate are needed for junior members to participate in our Junior Certification Program. Junior members who have not completed Junior Certification must be accompanied and supervised by a parent or guardian at all times. Junior members must be 14 year old and accompanied by a parent or guardian to participate in group exercise classes. Participation in classes is at the discretion of the instructor since some classes may not be suitable for junior members.

COMMENTS, FEED BACK AND KUDOS: We welcome and encourage feedback and comments from our members. This is YOUR CLUB! Let us know how we are doing and where we can improve by completing one of our JHHF “Wake Up Notes” which are available at the Member Services Desk.

Jackson Hole Health and Fitness, from time to time, may amend the above Policies and Rules or add policies not cover in this document based upon sound business and/or safety practices. All members are required and obligated to abide by these policies.

MEMBERSHIP TYPES AND OPTIONS

Jackson Hole Health and Fitness offers several membership options with month to month, single, couple and family memberships as well as non-resident, corporate and college add on memberships. Our corporate subsidy program is also available for companies interested in offering health benefits and incentives to their employees.

Stop in for a tour! We are conveniently located at 838 W. Broadway in Grand Teton Plaza.

You can also contact us directly at (307)734-9000 or on our website at www.jhhealthandfitness.com

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SINGLE MEMBERSHIP: Individuals 18 years or older

COUPLE MEMBERSHIP: Is any adult couple living in the same household who can validate that they share the same address (proof of residence is required). A couple membership may also be one parent /legal guardian and one child or legal dependent 18 years of age or younger.

FAMILY MEMBERSHIP: Married couples with dependent children. Or two adults over the age of 18 who are in a committed relationship and reside at the same address with legal dependents 18 years or younger. Legal, written documentation is required for guardianship in order to sponsor a dependent 18 or under on a family membership.

SENIOR MEMBERSHIP: Individuals over the age of 65 receive full membership benefits at a reduced rate.

CORPORATE MEMBERSHIP: We offer various plans for corporate memberships including corporate subsidy plans for companies who want to provide a health benefit for their employees. Specific information on our Corporate Membership options is available from a JHHF Member Services Representative.

COLLEGE ADD ON MEMBERSHIP: Young adults, ages 19-24 who are returning to reside with their parents/legal guardians during school breaks may use the facility for a special monthly rate with no enrollment or registration fee. A current student ID is required.

NON-RESIDENT MEMBERSHIP: Memberships are extended to members who temporarily reside in the Jackson area during intermittent times throughout the year. Members who qualify for this membership must have a primary or secondary residence in Jackson or the surrounding area.

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BILLING POLICIES

- Membership dues and associated charges must be paid monthly to maintain an active membership, and the obligation to pay dues is not based on attendance. Partial or full payment of the enrollment fee and any outstanding balances will be required to rejoin if the membership is cancelled for any reason.

- Charges left outstanding 30 days after billing are subject to a service charge. Cancellation or closure of the bank account or credit card on record for billing purposes in no way relieves the member of his or her responsibility for payment. Any member who continues to be delinquent on your balance obligation for more than 30 days may be suspended from use of the facilities, terminated from membership and reported to a collection agency.
- Members are responsible for providing written notice to the club of any change of address, billing information, membership types or options by the 25th of the preceding month in order to reflect the change in the following billing cycles.
- Management reserves the right to terminate a membership without prior suspension of privileges if sufficient cause is determined.
- If the membership is terminated due to a violation of the Club's Policies and Rules, the member is still legally obligated to pay any unpaid balances.
- Members are provided electronic (auto) billing options for payment of their monthly dues and any additional club charges:

OPTION A: Monthly dues can be paid through EFT payment that withdraws the payment directly from your checking account or savings account (with draft privileges).

OPTION B: Monthly dues may be paid by credit card through the auto bill payment option from your Visa /MasterCard/Discover/American Express. *Members who elect the credit card option will be assessed an additional \$5.00 monthly processing fee.*

- There will be a return item fee of \$15.00 assessed on all returned items or declined credit cards.
- Members may elect to prepay their membership for one year and receive a 10% discount.

*******CHANGES IN MEMBERSHIP AND BILLING*******

All changes in membership and billing must be received in the business office by the 25th of the preceding month to be effective the first of the next month which qualifies them for the next billing cycle.