



Borgess Health & Fitness Center  
Membership Handbook

**BORGESS**

Borgess Health & Fitness Center  
3025 Gull Road  
Kalamazoo, MI 49048  
(269) 552.2348 (BFIT)  
[fitness.borgess.com](http://fitness.borgess.com)

A member of Ascension Health®



**BORGESS**

## Membership Handbook

This membership handbook is designed to answer the most commonly asked questions regarding your membership. If you have further questions about your membership, please ask a staff member. Remember, we are here to help you.

## General Information

### Hours of Operation

Monday-Friday, 5:30 a.m.-9:30 p.m.

Saturday, 7 a.m.-6 p.m.

Sunday, 9 a.m.-4 p.m.

Hours are subject to change and will be posted at the front desk.

Closed Christmas, Thanksgiving and for annual building maintenance. (Check the kiosk for details.)

### Facility Tours

Facility tours are available for guests or prospective members. To ensure our staff is available at a convenient time for you, we recommend scheduling an appointment in advance by calling **(269) 552.2348**. Members may tour guests on their own, but must check in at the front desk.

### Age Requirements

The Borgess Health & Fitness Center is an adult club and requires a minimum age of 16 for membership privileges. We encourage members with children between the ages of two months and 12 years to take advantage of our Stay 'n Play Child Care for a modest fee.

Children under the age of 16 are not allowed in the cardio and weight areas, on the running track, in adult classes or in adult lap swim. However, youths between the ages of 13 and 15, under the direct supervision of a parent or grandparent, may participate in first floor activities by paying a guest fee. Youths of this age group must always be in immediate supervision of an adult member. See membership staff for information regarding a special limited access membership available for children ages 13-15.

We encourage members to enroll their children in our supervised sports and instructional programs. Please check in with the front desk for a current list of programs, including Pool Plunge. Pool Plunge gives capable swimmers between 7 and 15 years of age the chance to swim while their parents work out elsewhere.

## Family Fitness Times

Family fitness times are offered Friday evenings, as well as Saturday and Sunday afternoons. These times are set aside for members and their children or grandchildren to exercise and play together. Children and adolescents may use the court and pool areas as long as a parent or grandparent is also in that area. Family groups must have one adult for every three children.

Guest fees for a member's children under the age of 16 are waived during family fitness times. For a complete list of times and rules, stop by our front desk.

## Guest Policy

The Borgess Health & Fitness Center encourages members to bring family, friends and coworkers to the facility. We've learned that members are more consistent with their exercise programs when they work out with others they know. The following rules apply when guests visit the center:

- Members are limited to two guests per visit.
- Guests must be at least 16 years of age (13-15 when accompanied and supervised by an adult member on the lower level only).
- Guests are required to pay a guest fee upon registration.
- Guests are limited to five visits per calendar year.
- Guests are required to complete a health questionnaire, sign a guest membership agreement and a guest application.
- Guests are required to show a photo ID at each visit.
- Guests are expected to abide by all center rules.

## Out-of-Town Guests

Special provisions are made for out-of-town guests and corporate clients. Please inquire at the front desk.

## Member Suggestions

We value your suggestions and have placed comment boxes throughout the facility for your input. Past member suggestions have helped to shape the programs you enjoy today. You can also email suggestions at [fitness.borgess.com](mailto:fitness.borgess.com).

## Assumption of Risk

The Borgess Health & Fitness Center staff takes safety seriously. We also recognize that exercising has some risks. As a result, we require that all members and guests sign a member or guest member agreement.

## Getting Started

### Membership Card and Check In

As a member of the Borgess Health & Fitness Center, you will have your photo taken and will be issued a membership card. The Borgess Health & Fitness Center is a private facility for members only. Therefore, your membership card must be presented at the front desk each time you enter the center.

Lost membership cards may be replaced at the front desk. A replacement fee is due prior to receiving a new card.

### Personalized Fitness Plan

Meet one-on-one with one of our certified trainers to develop a comprehensive personal fitness plan that will complement your goals, interests, lifestyle and current physical ability. We can suggest classes and activities that will enhance your exercise experience for a total fitness program that is safe, effective and focused on your results.

### Your Exercise Program

At Borgess Health & Fitness Center, we recognize that each member has different needs, health risks and goals. We believe a well-rounded fitness program is the basis for success. We encourage you to explore the wide variety of fitness options available within the facility. Our fitness professionals are available to provide guidance and instruction on the proper use of exercise equipment.

### Personal Training

For an additional fee, a personal trainer will work with you side-by-side throughout your workout to keep you on the right track, focused and in proper form. Whether you are looking for extra help getting started, addressing a special need or enhancing sports performance, our trainers will help you get the most out of your workout.

## Member Services

### Communication

The center uses several methods to communicate with members. Brochures are available at the front desk for current schedules of free-to-member classes. Flyers on seasonal, fee-based classes and events are also available at the front desk. Special announcements may also be posted at the center. You can also visit [fitness.borgess.com](http://fitness.borgess.com) to sign up for our e-newsletter and view class offerings.

### Locker Rooms

Our men's and women's locker rooms have a lounge area, sauna, showers, hair dryers, towels, soap, shampoo and other amenities. Your membership card allows you to gain access to a locker. Each locker must be emptied daily after your workout. Due to member privacy concerns, mothers with male children (or fathers with female children) over age 3 should use the family locker room.

### Lost Property

The Borgess Health & Fitness Center is not responsible for any belongings lost or stolen at the center or in the surrounding area. All members are advised not to bring valuable items to the center and to lock all personal belongings in a locker. However, we do have a lost and found box for any item that has been lost and turned in to our staff. Items will be kept for a maximum of 30 days. Please notify a staff member at the front desk if you have lost or found an item. For sanitary reasons, certain articles may be discarded immediately.

### Massage Therapy

As a complement to a well-balanced fitness program, the Borgess Health & Fitness Center provides access to therapeutic, relaxation and sports massage by certified massage therapists.

### Additional Holistic Services

Borgess also offers additional integrative medicine services, such as acupuncture, hypnotherapy, and organic and skin care products. For service prices, more information or to make an appointment, call **(269) 552.5348**.

### Stay 'n Play Child Care

If you have children, we provide onsite child care services for a modest fee during your workout for a maximum of two and a half hours. While drop-ins are allowed, we recommend that you make reservations at least 24 hours in advance, as space is limited. For available times and more information, please inquire at the front desk.

### Fit-To-Go Sports Shop

For your convenience, we offer retail clothing items, gym bags, eye protection and other fitness products for purchase.

### Light Hearted Living Café

We offer an assortment of beverages and food items for purchase, from salads and sandwiches to muffins, bagels and protein bars. For tasty, healthier eating, we also recommend ordering the latest edition of our Light Hearted Living Cookbook at [cookbook.borgess.com](http://cookbook.borgess.com).

### Courtesy Phone

We recognize the importance of staying in touch with family members or others you care about. That's why we provide a courtesy phone in each locker room lounge. When using this phone, please respect our five-minute time limit.

### Messages

Our staff will not contact or page members except in the case of an emergency.

### Optional Programs

Additional fees will be charged for participation in some programs, including massage, personal training, select aquatic classes, specialty classes, nutritional consultation, health education classes and others.

## Member Protocol

### Food and Drink

Food and chewing gum are not permitted in any of the exercise areas, locker rooms or pool area. Only water is allowed in fitness areas and must be in a covered container. For your convenience, water fountains are located near each exercise area.

### Smoking

Smoking is prohibited at the Borgess Health & Fitness Center. Smoke-free environments include the outdoor sports facilities, campus and parking lots.

### Language and Conduct

The Borgess Health & Fitness Center will not tolerate any obscene or derogatory language, including graphics or language on clothing or other apparel. In addition, we will not tolerate any verbal or physical conduct that may be interpreted as offensive, intimidating or sexually harassing. This includes any deliberate damage to facility property. Violation of this policy will result in suspension or termination of your membership without a refund and responsibility for damages. The use of tobacco (smoking or smokeless), alcohol or illegal/illicit drugs is prohibited within the center, the outdoor sports facilities, campus and parking lots. A member will not be permitted to participate in any center activity if it is suspected he/she is under the influence of alcohol or drugs.

### Attire

All members are expected to wear appropriate workout attire for their particular activities while at the center.

- Athletic shoes, shorts or pants, and shirts covering the full upper body are required in all fitness areas.
- Street shoes are prohibited during participation in all fitness areas.
- Swimsuits or towel wraps are to be used in the saunas.
- Swimsuits are to be worn in the pool areas only.
- Safety regulations dictate appropriate swimming attire in the pool areas.
- Spectators may observe from outside the pool area. Strollers and street shoes are prohibited in the pool area.

### Exercise Etiquette

All members are expected to observe the following exercise etiquette:

- Please use workout disinfectant wipes to remove perspiration from equipment after use.
- Please limit your workout on cardiovascular equipment to 30 minutes during peak times if other members are waiting.
- Please do not occupy weight equipment during rest periods while others are waiting. Allow others to work in while doing multiple sets.
- Members are asked to return all dumbbells, plates and barbells to their racks. Do not leave any weight equipment on the floor or in traffic areas.
- When using the walking track, please remember that the outside lane is reserved for faster traffic. Walkers or slower traffic should remain to the inside. Always look behind you when changing lanes.
- Please follow the direction arrows posted daily at the entrance to the track.

## Facility Protocol

### Court Reservation and Cancellation Policy

Members may reserve court time up to three days in advance for tennis or racquetball by calling or stopping by the front desk. If you need to cancel a reservation, please notify our front desk as soon as possible so that we can accommodate other members and you can avoid a cancellation fee. Courts will be held for 10 minutes after the reservation time. After 10 minutes, the court then becomes available for open play.

### Court Rules

- Court shoes are required.
- Street shoes and black-soled shoes are prohibited.
- Protective eyewear is recommended.
- Shirts must be worn at all times.

The Borgess Health & Fitness Center reserves the right to set aside courts for league, tournament, ladder and special events.

### Pools and Saunas

The Borgess Health & Fitness Center offers the following areas:

- 25-yard lap-swimming pool maintained between 82-83° F.
- Warm-water pool maintained between 88-90° F.
- Whirlpool maintained between 102-104° F.
- Dry sauna maintained at 120° F.
- State law requires a soap shower before use of the sauna, whirlpool, warm-water pool or lap pool. Do not use creams, lotions or oils prior to the use of these areas.
- Please read and observe all posted rules located on the pool deck.
- The center recommends that you limit your use of the sauna and whirlpool to a maximum of 15 minutes at one time.
- Cardiac patients, pregnant women, individuals with abnormal blood pressure and individuals on medication should consult their physician before using any pool or sauna.
- Since we strive to maintain the highest water quality, it will be necessary to periodically drain and clean each pool. Whenever possible, closings will be posted in advance.
- A minimum of two lanes will be available for lap swimming during all hours of operation.
- A lifeguard will be on duty at all times and will have the final authority in enforcing all regulations.
- Class schedules for all pool programs are available at the front desk.

## Administrative Policies

### Member Satisfaction

Just as you have committed to bettering your health and fitness by joining the Borgess Health & Fitness Center, we are committed to providing you with the customer service needed to help you reach your goals. We are confident that our members will be completely satisfied with their exercise program at the Borgess Health & Fitness Center.

### Amendments

The center maintains the right to change rules, regulations and policies, as deemed necessary by management. Rules, regulations or policies that are modified will become effective upon posting at the center.

### Cancellation Policy

Your membership runs continuously. You may formally resign your membership agreement by following these procedures:

- Within three business days of the date on your membership agreement, deliver written notice, either in person or by prepaid certified mail with return receipt request, to: Borgess Health & Fitness Center, 3025 Gull Road, Kalamazoo, MI 49048.  
All contract forms, membership cards and other related documents must accompany the notice for a full refund.
- Cancellation following the first three days of membership requires a 30-day notice. Cancellation paperwork can be completed in person at the front desk or by prepaid certified mail with return receipt request. No portion of the initiation fee will be refunded. Membership cards must be returned by the effective date of the cancellation.

### Medical Leave

If your physician recommends that you abstain from exercise, we can hold your membership on a temporary medical leave of absence. Requests may be made for a minimum of one calendar month up to a maximum of one year. A written request for a medical leave from your physician is required as soon as the condition is diagnosed. The leave of absence will take effect on the date we receive written notification from your physician and your membership card is returned to us. It is your responsibility to confirm that we have received this request from your physician. No retroactive refunds will be issued. When you are able to resume exercise, we require written approval from your physician prior to reactivating your membership.

### Senior Relocation

A senior member in good standing may apply for a relocation leave of absence to suspend monthly dues while temporarily relocated a distance greater than 50 miles from the center. Below are the guidelines for eligibility.

- Member must be 60 years of age or older and in good standing.
- A 30-day advance notice in writing must be received.
- Relocation must be a minimum of two and a maximum of six consecutive months.
- A prepaid account maintenance fee is required.
- Automatic reinstatement of regular monthly dues will be required based on a prearranged return date.

### Change of Name, Address or Phone Number

It is imperative that we maintain accurate records. Please inform us in a timely manner of any change in name, address or phone number.

### Billing Methods/Charges

For your convenience, the Borgess Health & Fitness Center offers four payment options:

- Automatic Account Debit (AAD) from your Visa, MasterCard or Discover. We will automatically bill any of these credit cards between the 10th and 15th of each month. This charge will be seen on your monthly credit card statement.
- Electronic Funds Transfer (EFT) from your checking account. We will automatically bill your account between the 10th and 15th of each month. The debit will be seen on your monthly bank statement.
- Pre-payment of dues. If you do not want to use an EFT or AAD option, you must pre-pay your membership fees for a minimum of three months.
- Payroll deduction. Membership dues will be deducted from the member's payroll check by his/her employer. Check with a member services representative for information on participating employers.

## Location

