



PROHEALTH WEST WOOD
HEALTH & FITNESS CENTER

WELCOME!

You have taken an important step towards enhancing your health and well-being. There are many ways ProHealth West Wood Health & Fitness Center (West Wood) can positively impact the quality of your life.

At West Wood, we approach health and fitness from a medically integrated perspective. We believe that West Wood is unique in its commitment to meeting each member's, participant's or guest'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, participants and guests.

This handbook features key policies and procedures of West Wood, but it 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, participants and guests. The West Wood team is happy to explain any of the policies and procedures contained in this handbook at your convenience.

From all of us at West Wood, we hope that your membership experience will result in a healthier mind and body for many years to come!

CONTENTS

Age Requirements	4
Proper Attire, Conduct and Facility Expectations.....	4
Member Services.....	4
Center Terms and Conditions.....	4
West Wood Mobile App.....	5
Your Membership Account	5
Member Self-Service Portal	5
Account Settlement Methods	5
House Charge.....	5
Guest Policy	6
Membership Options	6
Senior Membership.....	6
Student Membership	6
Membership Changes	6
To Upgrade	6
To Downgrade	6
Membership Hold	7
Medical Freeze	7
Membership Bridge.....	7
Member Check-in and ID Card Policy.....	8
Facility Tours.....	8
Additional Services.....	8
Cancellation Policy	9
Fitness Assessment	9
Group Exercise.....	9
Aquatics.....	10
Gymnasium.....	10
Track.....	11
Sauna/Steam Room/Whirlpool.....	11
Virtual Programming	11
Move Virtual Fitness Classes	11
Volt Guided Fitness	11
Locker Rooms.....	11
Café	12
Fit Shop	12
Cell Phone/Photography/Videography.....	12
Tobacco, Alcohol, Controlled Substances and Weapons...	12
Member, Participant and Guest Etiquette.....	13
Useful Phone Numbers.....	15
Hours of Operations	15

Age Requirements

West Wood is an adult facility. You must be 14 to have an individual membership. West Wood allows family memberships to include secondary members ages 14-25.

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 locker room and aquatic areas. The use of shower sandals in the locker room and pool areas is recommended. West Wood reserves the right, in its sole discretion, to determine what is appropriate attire and appropriate member, participant and guest conduct. West Wood reserves the right to revoke membership privileges based on improper conduct or behavior that might interfere with others' use and enjoyment of the facility, or behavior otherwise contrary to orderly West Wood operations is at the sole discretion of West Wood.

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. West Wood policy states those entering the facility should use discretion and be 24 hours without fever and otherwise symptom-free prior to entering the facility.

Member Services

Our Member Services team is here to assist our members, participants and guests 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, Fit Shop purchases, and member feedback. In addition, a virtual comment card is located on our website (WestWoodFitness.org/virtual-comment-card) to provide additional opportunities for members, participants and guests to communicate to West Wood Management in a written form. We encourage you to meet with our Member Services Manager or Center Director whenever you have a concern.

Member Terms and Conditions

All members, participants and guests shall comply with this Center Handbook and any and all West Wood Terms and Conditions. The rules contained herein are not inclusive. Amendments to the West Wood Center Handbook, Terms and Conditions and Rules and Regulations may be made from time to time as necessary. The decision of West Wood shall be final regarding the interpretation of the West Wood Center 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 6 of this handbook.

West Wood Mobile App

Everyone has access to the West Wood Mobile App. To download, simply search 'URFitAP – West Wood' in the App Store on your iPhone or Google Play™ on your Android. This app will give you easy access to the people and programs that keep you healthy. Check in with a virtual membership card, view our schedule, stay up to date with announcements and notifications, access our virtual programming offerings, and so much more. See a Member Services representative for more information or assistance.

Your Membership Account

All members' personal, financial, and health-related information is strictly confidential and may require updating from time to time. West Wood 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.

Member Self-Service Portal

The Member Self-Service Portal is an online tool members can use to update their personal contact information and billing Form of payment, review check-in and account history and make online payments. Please see a Member Services representative for more information or assistance.

Account Settlement Methods

Once you provide your account information and authorization, we'll automatically debit the pre-defined accounts for the appropriate monthly dues and house charges as designated in any program or the membership agreement. West Wood 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 West Wood accounting department.

House Charge

West Wood provides house charge privileges for members' convenience. House charges allow members to use their membership card to bill products and services to their West Wood 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 West Wood for security and/or health related reasons. Individual guests are limited to the number of visits determined by West Wood policy. West Wood reserves the right to require all guests to complete and sign a guest registration card. Each guest must:

- Present a valid West Wood guest pass or pay a guest fee per visit.
- Be at least 14 years of age.
- Present a driver's license or valid form of identification.
- 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. Month-to-month and annual membership options are available, along with a 2-Year Loyalty Membership. Members who choose the 2-Year Loyalty Membership enjoy a discounted monthly rate as a reward for their long-term commitment. Cancellation of a two-year contract is only permitted in cases of death, disability, or relocation more than 25 miles from the center. Please contact a Membership Sales Associate for additional information.

Senior Membership

Senior memberships for those age 65 or older are available at a reduced rate.

Student Membership

College students ages 14-25 are eligible for short-term usage of West Wood. One-week passes are available, as are extended terms for one, two or three months. Certain restrictions apply. See a Membership Sales Associate for details.

Membership Changes

To Upgrade

To add a family member to an existing membership, please contact a Membership Sales Associate. Additional family members must reside at the same address and be age appropriate based on West Wood policy.

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.
- Members on an approved medical freeze will have their dues suspended if paying monthly, or their membership expiration date extended for yearly or paid-in-full memberships.

Membership Bridge

- Requests must be submitted in writing by the 20th of the month prior to the bridge start date.
- Bridges are honored in full month increments for a minimum of 1 month and a maximum of 6 months and must begin on the 1st day of a month. Backdated bridge requests will not be accepted, and retro bridge credits will not be issued.
- Month-to-month members on an approved bridge will be charged a monthly processing fee throughout the hold period. Yearly or paid-in-full members will incur a one-time processing fee at the time the hold is requested. Holds are charged in full-month increments, regardless of the return date. Should members return early from bridge, processing fees for the current month are non-refundable. If you plan to return early, please notify us by the 20th of the prior month to avoid charges for the next billing cycle.
- Multiple bridge requests may be submitted, however total bridge duration cannot exceed 6 months in a calendar year.
- During the bridge period, members still have access to our Virtual Programming, including Move Virtual Fitness Classes and Volt Guided Fitness.

All membership hold requests must be submitted in writing and are subject to approval. To be eligible for a membership hold, the account must be current with no past-due balance and a valid payment method on file. A membership hold is not a cancellation. Your membership will automatically resume at the end of the bridge or freeze period.

For more information, please visit the Member Services desk.

Member Check-In and ID Card Policy

All members are required to check-in using the membership card tile inside the center mobile app upon entrance. If a physical membership ID card is desired, members may visit the Member Services desk to obtain one. Memberships and ID cards are non-transferable.

Lost and Found

West Wood maintains a "Lost & Found". Inquiries can be made at the Member Services desk. Members, participants and guests may turn in or claim items. Items will be kept for one month before being donated to charity. Intimate items including underwear, soaps, brushes/combs will be disposed of. West Wood is not responsible for lost or stolen items.

Facility Tours

Tours are available at the Member Services desk.

Additional Services

Personal Training

West Wood 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 West Wood trainers are eligible to conduct personal training in West Wood; 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.

Remote Health and Fitness Coaching

West Wood offers Remote Health and Fitness Coaching, tailored for those on the go. Powered by the Volt Guided Fitness app, this add-on to your facility membership ensures personalized fitness guidance wherever you go. Our Remote Health and Fitness Coaches hold nationally certified credentials from an NCCA-accredited program and possess a 4-year degree in a health-related field. Their expertise covers various areas such as post-rehabilitation, functional training, strength training, weight management, and support for lifestyle habits. With Volt, a guided fitness platform, you can connect with your Remote Health and Fitness Coach from anywhere.

Massage and Spa Services

The Spa at West Wood offers a variety of massage and spa services. Our certified massage therapists provide a therapeutic and clinical approach to the massage services we offer. Our 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.

Additional spa services include nails, facial treatments and body treatments. For more information or to obtain a menu of spa services, please visit our Member Services desk.

Swim Instruction

West Wood offers a wide variety of classes and sessions suitable for all swimming levels. A menu of swim services is available at our Member Services desk.

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 a portion for the scheduled service. Please note: All sessions expire one year from date of purchase unless otherwise indicated.

Fitness Assessment

The BodyScript™ Body Composition Analyzer features near-infrared technology that provides accurate Gold Standard body measurements for muscle, fat, and water. No need to remove shoes or socks. No meal or beverage restrictions. Please see a Fitness Specialist at the Fitness Desk to schedule your first fitness assessment and introduction to the BodyScript system. Afterward, you can test at any time of day.

Group Exercise

West Wood provides a wide range of land and aquatic group exercise programs. Schedules are available at the Member Service desk and on our website. 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. West Wood reserves the right to change class times and instructors and to add or remove classes.

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

West Wood 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 individuals to shower with soap and water before use of any pool, sauna or steam room. Members, participants and guests must follow all posted rules and regulations. 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 pools.

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, participants and guests be courteous and restrict their workouts to a reasonable time frame. West Wood reserves the right to limit the number of participants in the swim lanes and pools for the safety (health and wellness) of our members, participants, guests and staff.

Pools will be closed annually for mandatory maintenance and cleaning. West Wood 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, and West Wood activities; please note posted schedule in gymnasium for availability. West Wood 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 others using the track at a higher pace. West Wood 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 fitness experience. No shaving or use of scents, oils or creams in these areas. Appropriate attire should be worn (street shoes and full clothing are not allowed in the sauna or steam room). West Wood reserves the right to close the sauna, steam room and whirlpool for health and wellness reasons at its sole discretion.

Virtual Programming

Move Virtual Fitness Classes

Access this library of workout videos anywhere and anytime you want at no cost. Download the center mobile app and select the Move tile to get started. See a Member Services representative for more information or assistance.

Volt Guided Fitness

A guided fitness platform our members can access at no cost. Volt provides a single location to virtually connect with a fitness specialist or personal trainer. You and your fitness specialist can see your workout results in real time. Download the center mobile app to access Volt. Then see a Fitness Specialist at the Fitness Desk to get started with your personal 12-week wellness plan within the Volt Guided Fitness app.

Locker Rooms

West Wood 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, and hair dryers.

Lockers are provided for members, participants and guests on a “per use” basis. These lockers must be emptied of their contents after each visit to West Wood. Complimentary towel service is provided to members, participants and guests for their convenience. Please assist us in keeping the locker rooms clean.

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.

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

Assisted and Family Locker Rooms

The assisted and family locker rooms are intended to be used by members, participants and guests who bring their children or grandchildren into West Wood for swim lessons. It may also be used for others who need additional assistance and may be with a caregiver. It is not intended to be used in lieu of the adult locker rooms.

- Be respectful of others when using the family locker room; nudity is not permitted in the common area of the family locker room.
- Adult supervision is necessary for the safety of all children when using West Wood.
- When using the individual changing rooms, locking the door will ensure your privacy.
- Additional changing areas include the express changing rooms, located across from the family locker room.

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

Café

Choose from a variety of salads, sandwiches and beverages. Enjoy your healthy snack in our comfortable seating area or take it with you.

Fit Shop

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

Cell Phone / Photography / Videography

As a courtesy to others 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.

Photography and videography is strictly prohibited in West Wood 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

West Wood 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, participant or guest who violates this policy.

Member, Participant and Guest Etiquette

Please abide by the basic rule of “courtesy to and safety of your fellow members, participants and guests.” Please also refer to the signs posted on the Fitness Floor and located around West Wood for details.

General

- Avoid the use of strong-smelling colognes, perfumes or lotions.
- Please use clean athletic shoes to keep West Wood 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.
- 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. West Wood policy, states those entering the facility should use discretion and be 24 hours without fever prior to entering the facility.

Safety and Wellness

At West Wood, we view safety and wellness as a “team sport”. By using West Wood, 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 others 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 and stairs leading to 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.
- 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 West Wood.
- 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, 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 rooms.
- 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 FitnessTeam members wearing black shirts.

Useful Phone Numbers

Member Services Desk	262-650-8000
Membership Department	262-513-7216
Fitness Desk	262-513-7214

Hour of Operation Center

Monday through Friday	5 a.m. to 9 p.m.
Saturday and Sunday	6 a.m. to 6 p.m.

Membership

Monday through Friday	9 a.m. to 5 p.m.
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