

# Center 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 Lake Forest Health & Fitness Center can positively impact the quality of your life.

At Northwestern Medicine Lake Forest Health & Fitness Center, 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, participant's and guest'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 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 Northwestern Medicine Lake Forest Health & Fitness Center, 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 Lake Forest Health & Fitness Center team is happy to explain any of the policies and procedures contained in this handbook at your convenience.

From all of us at Northwestern Medicine Lake Forest 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 locker room, aquatic areas and yoga classes. The use of shower sandals in the locker room and pool areas is recommended. Northwestern Medicine Lake Forest Health & Fitness Center reserves the right, in its sole discretion, to determine what is appropriate attire and appropriate member, participant and guest conduct. Northwestern Medicine Lake Forest Health & Fitness Center reserves the right to revoke membership privileges based on improper conduct or behavior that might interfere with other individuals' use and enjoyment of the facility or is 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 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 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, participant and guest feedback. In addition, comment cards are located at the Member Services Desk or a virtual comment card is located on our website ([lakeforesthfc.com/virtual-comment-card](http://lakeforesthfc.com/virtual-comment-card)) to provide additional opportunities for members, participants and guests to communicate to center management in a written form. We encourage you to meet with our Member Services Manager or Center Director whenever you have a concern.

## Center Terms and Conditions

All members, participants and guests shall comply with this Member Handbook and all Northwestern Medicine Lake Forest Health & Fitness Center Terms and Conditions. The rules contained herein are not inclusive. Amendments to Northwestern Medicine Lake Forest Health & Fitness Center Member Handbook, Terms and Conditions and Rules and Regulations may be made from time to time as necessary. The decision of Northwestern Medicine Lake Forest Health & Fitness Center shall be final regarding the interpretation of Northwestern Medicine Lake Forest 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 10 of this handbook.

## Center Mobile App

Everyone has access to the center mobile app. To download, simply search 'URFitAP - Lake Forest' 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. Northwestern Medicine Lake Forest 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, American Express, 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 will automatically debit the pre-defined accounts for the appropriate monthly dues and house charges as designated in any program or the membership agreement. Northwestern Medicine Lake Forest 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 Northwestern Medicine Lake Forest Health & Fitness Center accounting department.

## House Charge

Northwestern Medicine Lake Forest 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 the number of visits determined by center policy. Northwestern Medicine Lake Forest Health & Fitness Center reserves the right to require all guests to complete and sign a guest registration card. Each guest must:

- Present a valid Northwestern Medicine Lake Forest 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 15 to 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 Membership Services for additional information.

## Age Requirements

Northwestern Medicine Lake Forest Health & Fitness Center is an adult facility. You must be 15 to have an individual membership. Northwestern Medicine Lake Forest Health & Fitness Center allows family memberships to include secondary members ages 13 years and older (with a parent or family member age 18+).



## Senior Membership

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

## 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.

## Student Annual Membership

Northwestern Medicine Lake Forest Health & Fitness Center offers a Student Annual Membership for college students who attend school 35+ miles away. Please see a membership advisor for details.

## Membership Changes

### To Upgrade

To add a family member to an existing membership, please contact the membership department. Additional family members must reside at the same address and be age appropriate based on center 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. Written notice must be received by the 20th of the month to take effect that same month.

## 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 require advanced notice of the intent to cancel using one of the following methods:

1. In person at the Member Services Desk.
2. By certified or registered mail delivered to Northwestern Medicine Lake Forest Health & Fitness Center, 1200 North Westmoreland Road, Lake Forest, Illinois 60045.
3. By emailing the center at [lfhinquiry@nmhfc.com](mailto:lfhinquiry@nmhfc.com).
4. Via the center's website should membership enrollment have been entered into online at [www.lakeforesthfc.com](http://www.lakeforesthfc.com).

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. Members are also responsible for paying all of their unpaid house charges.

## 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

The center maintains a "Lost and 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 four weeks before being donated to charity. Intimate items including underwear, soaps, brushes / combs will be disposed of. Northwestern Medicine Lake Forest Health & Fitness Center is not responsible for lost or stolen items.

## Facility Tours

Tours are available at the Member Services Desk.

## Additional Services

### Pilates Reformer Private and Group Sessions

Northwestern Medicine Lake Forest Health & Fitness Center offers specialized Pilates classes, equipment and highly trained instructors for private, semi-private and group sessions for an additional fee. See Member Services for more information.

## Personal Training

Northwestern Medicine Lake Forest 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 Northwestern Medicine Lake Forest 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 certified massage therapists provide a therapeutic 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. Please note, an additional fee applies for this service.

## Remote Health and Fitness Coaching

Northwestern Medicine Lake Forest Health & Fitness Center 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 ensure personalized fitness guidance wherever you go (additional fee applies). 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.

## Cancellation Policy

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

*Please note: All sessions expire six months 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

Northwestern Medicine Lake Forest Health & Fitness Center provides a wide range of land and aquatic group exercise programs. Schedules are available at the Member Services Desk, mobile app and on our website. Northwestern Medicine Lake Forest 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. Northwestern Medicine Lake Forest 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, participants, guests and staff. Members, participants and guests 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, participant and guest use. Health department standards encourage individuals to shower 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.

Sharing in lap lanes is encouraged. 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. Please see the membership department for policies and procedures for the lap pool.

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, participants, guests and staff.

Pools will be closed annually for mandatory maintenance and cleaning.

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 others 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.

## 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.

## 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. Swimsuits are required in the co-ed whirlpool and towel coverage is preferred. Street shoes and full clothing are not allowed in the whirlpool, sauna or steam room.

The center reserves the right to close the sauna, steam room or whirlpool for health and wellness reasons at its sole discretion.



## Locker Rooms

Northwestern Medicine Lake Forest 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, steam rooms, whirlpools, 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. A limited number of lockers will be available for long-term rental. Monthly and annual rental lockers for a fee are available upon request. Please see a Membership Advisor for more information.

Complimentary towel service is provided to members, participants and guests for their convenience. Please assist us in keeping the locker rooms clean by disposing of dirty towels in towel bins provided. No cell phone use is permitted in the locker rooms at any time.

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.

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

## Forest Café

Choose from a variety of salads, sandwiches and beverages. Enjoy your healthy snack in our comfortable seating area or take it with you. Our café is open to the public. Payment for café items can be made at the café counter or via house charge.

## Fit Shop

The Fit Shop offers a selection of clothing, swim and fitness accessories and other items. 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 fellow members, participants and guests and for your own safety, talking on cell phones is discouraged in the facility. Please use lobby areas, and designated cell phone use areas, to make and receive cell phone calls. Cell phone use is prohibited in the locker rooms.

Photography and videography is strictly prohibited in Northwestern Medicine Lake Forest 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

Northwestern Medicine Lake Forest 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, participant or guest who violates this policy.

# Member 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 other locations throughout the center for details.

## General

- Avoid the use of strong-smelling colognes, perfumes or lotions.
- Please use clean athletic shoes to keep the center and equipment clean for others.
- Food is prohibited outside the lobby area, cafe, library and banquet room; 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 24 hours without fever prior to entering the facility.

## Safety and Wellness

At Northwestern Medicine Lake Forest Health & Fitness Center, we view 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 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.
- Bags of any kind are not permitted on the fitness floor as they pose a tripping hazard. Please store items in the lockers provided.
- 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.
- 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.
- Open-toed shoes or sandals are not permitted on the fitness floor.

## 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 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, 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.

## Assistance

If you have any questions or need assistance on the Fitness Floor, feel free to ask one of the Fitness Team members.

Personal trainers provide a one-on-one service and should not be interrupted unless there is an emergency.

# Useful Phone Numbers

Member Services Desk:

847.535.7060

## Hours of Operation

### Center

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

### Forest Café

Monday - Friday:	7:00 am - 2:30 pm
Saturday:	Closed
Sunday:	Closed

### Membership

Call a Member Services Advisor today for current Membership hours at 847.535.7064.

### Spa

Monday - Friday:	By appointment only
Saturday:	By appointment only
Sunday:	By appointment only



**Northwestern Medicine**  
**Lake Forest Health & Fitness Center**  
1200 North Westmoreland Road  
Lake Forest, Illinois 60045  
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[lakeforesthfc.com](http://lakeforesthfc.com)