

SPRFC

Severna Park Racquetball and Fitness Club

Member Handbook

Revised September 2010

Welcome

Welcome to the Severna Park Racquetball and Fitness Club (SPRFC), a 37,000 square foot multipurpose facility. SPRFC was built in 1980/81, and began operating in May 1981. Our goal has always been to strive for excellence in service, cleanliness, and programming. We are proud to offer a wide variety of exercise equipment, certified instructors, computerized body analysis, nutritional counseling and workshops, and one-on-one programming. We want to help you reach your fitness goals and embrace an active, healthy lifestyle. Excellent customer service is not a goal, but a reality. The next step is yours. Commit yourself to regular exercise and we guarantee our support and guidance.

Use of this Handbook

The purpose of this handbook is to provide our members with a comprehensive guide to the facilities, programs, services and rules of SPRFC. We ask that you take some time to read the handbook. It is the responsibility of each member to be aware of the rules and procedures of the Club. For this purpose, we ask that you retain this handbook to serve as a quick reference for future questions and concerns.

Hours of Operation

General Club Hours

Monday - Friday	5:00 a.m. - 11:00 p.m.	Membership Staff	9:00 a.m. - 9:00 p.m.
Saturday & Sunday	7:00 a.m. - 8:00 p.m.		

Trainer Hours

Monday - Thursday	7:00 a.m. - 12:00 p.m. and 4:00 p.m. - 8:00 p.m.
Friday	7:00 a.m. - 10:00 a.m.

Childcare Hours

Monday - Friday	8:00 a.m. - 2:00 p.m.	4:00 p.m. - 9:00 p.m.
Saturday	8:00 a.m. - 12:00 p.m.	
Sunday	CLOSED	

Courtside Cafe

Monday - Friday	6:00 a.m. - 2:00 p.m.	5:30 p.m. - 10:00 p.m.
Saturday	7:30 a.m. - 12:30 p.m.	
Sunday	CLOSED	

Aquatic Fitness Center Hours

Monday - Friday	6:00 a.m. - 9:45 p.m.
Saturday	7:00 a.m. - 7:45 p.m.
Sunday	7:00 a.m. - 6:45 p.m.

Holiday Hours

Memorial Day, 4th of July, Labor Day,
Christmas Eve and New Year's Eve

Normal Opening Time - 1:00 p.m.

Easter, Thanksgiving, Christmas
New Year's Day

CLOSED

12:00 p.m. - Normal Closing Time

The SPRFC Mission Statement

SPRFC is dedicated to providing the utmost standard of excellence in the fitness industry to equip our members with a safe and educated approach to health and fitness. The management and staff of the Club have made the commitment to:

- Anticipate and meet the needs of our members.
- Provide high-quality, up-to-date programs in the areas of physical fitness and nutrition.
- Our non-disciplinary policy aims to enhance the physical fitness of all members.
- Provide public service programs to expand community awareness of the benefits of exercise.
- Dedicate ourselves to outstanding member service in a clean, safe, and healthy environment.

Facilities and Amenities

Aquatic Fitness Center

SPRFC is pleased to offer our members the use of our five lane, twenty-five yard indoor pool. The aquatic facility is host to several programs including water aerobics, swim classes, and swim teams. Our pool is strictly maintained according to the Anne Arundel County Health Department's regulations. The chlorine levels are kept safe, and the water temperature is maintained between 82-86°F. An adult must accompany children under 13, however children ages 10-12 will be allowed to swim unsupervised if they pass a swim test. Babies and toddlers who are not toilet trained must wear a swim diaper and/or snug fitting rubber pants. Children under age 3 should swim no more than 30 minutes. Disposable diapers are not permitted in the pool. There is an 8 person coed whirlpool on the pool deck. Under no circumstances are children 12 years and younger permitted in the whirlpool or steam room. There is a family changing area located on the pool deck. Please see pool schedule for all classes and limited open swim time.

Pool Rules

Swimsuits are required while swimming in the pool. Street clothes are not permitted in the pool. Everyone must shower before entering the pool or whirlpool. Running, horse play and rowdy behavior are not tolerated. Pool rules are posted in the pool area. Persons who abuse the swimming rules will lose their pool privileges. Swimming is not permitted if you have an open wound, sore, or any contagious disease.

Steam Rooms

Steam rooms are located in both the men's and women's pool locker rooms. The steam rooms provide moist heat at a temperature of 115°F. Persons using the steam room should enter with wet hair, and limit their stay for no longer than 10 minutes. Persons on medication, older adults, and pregnant women should consult a physician before using the steam rooms. Children under 13 are not permitted to use the steam rooms.

Whirlpool

A coed whirlpool is located in the Aquatic Fitness Center. The temperature is maintained at 102-104°F. We suggest you limit yourself to 5-10 minutes. Persons on medication, having health related problems, and pregnant women should consult their doctors before using the whirlpool. Children under 13 are not permitted in the whirlpool.

Sauna

Saunas are available in both main locker rooms. Exposure time is limited to a maximum of 30 minutes. Extreme exposure may cause health problems. If you have an existing health problem, you must consult a physician before visiting the sauna. Children under 13 are not permitted in the sauna.

Towels

Towel service is provided for an additional fee. See the Front Desk or a Membership Coordinator for details. Please help keep the cost down by returning towels. The towels located in the pool area are for the handicapped members with towel service only.

Locker Rooms

SPRFC offers two full service locker rooms, one in the main Club area, the other at the Pool. Locker rooms are equipped with showers, sinks, lockers, and restrooms. Steam Rooms are located in the men's/women's pool locker rooms; saunas are located in the main locker rooms. Lockers are for daily use only. You must provide your own lock, which must be removed when you leave the Club. Locks can be purchased at the Pro Shop next to the Front Desk. There are additional lockers for daily use in the Free Weight hallway, near The Body Shop and The Circuit Room. Please observe posted signs. Supervise your children at all times in the locker rooms. Children under age 4 and older are not allowed in the opposite sex locker rooms.

Wellness

Massage services are available from Certified Massage Therapists. The types of massage offered include therapeutic, Swedish, deep tissue, myofascial, and sports massage in 30 to 90 minute sessions. Call or inquire at the Front Desk for information, to purchase gift certificates, and to make appointments. Cancellations must be made 24 hours in advance.

Public Telephones

In the event of an emergency, members may use the courtesy phone at the Front Desk.

Cell Phone Policy

Cell phones are prohibited in the cardio room, circuit room, and free weight room. Please restrict cell phone usage to bar, lobby and hallways. Please be courteous to our members and guests.

Parking

SPRFC provides ample, well-lit parking for our members. The front and rear paved lots have designated parking spaces that must be observed. Please drive slowly when entering and leaving lots, and be aware of children. Unauthorized parking in the handicapped space or the fire lane may result in towing. Additional handicapped parking and the handicapped ramp are located in the rear of the building.

Pro Shop

Our Pro Shop is available for the convenience of our members. We carry many items and offer many services, including racquetball gear and racquet re-stringing and re-gripping.

Lost and Found

We attempt to recover and hold lost items of value, but assume no responsibility for these items. If you leave or lose something at the Club, please see a manager for assistance. Unclaimed personal belongings are donated to charity or discarded monthly.

Club Rental

The Club is available for rental during Club hours. The facilities are convenient for your personal parties or for organizational events. For more information on rates and availability, contact the Front Desk Manager.

Racquetball Pro

SPRFC has a Racquetball Pro who is available to teach all levels of play—for men, women, and juniors.

Water Aerobics and Swimming Programs

Severna Park Racquetball and Fitness Club is pleased to offer the latest in Aqua Fitness. Our classes are filled with up-to-date exercise routines that use natural resistance of water to develop strength and fitness. They include all levels of aqua training. We also offer several arthritis classes weekly.

Private swim lessons are available for an additional fee. A Swim Pass is also available to purchase for members' children 12 and under. Please see the Aquatics Director for details and scheduling.

SPRFC is also the home of a United States Swimming Team, the Stingrays, with members ages 6-18. The swim team offers great workouts in a supportive, social environment. We will help you reach your aquatic fitness goals.

In addition to our exercise classes, our aquatic facility is home to a "Red Cross Learn to Swim Program." Members' children receive discounted swim lessons throughout the year. Please see the pool schedule for class times and limited swim times.

Though our pool is busy, we never forget that some people just want to swim. At all times, there is at least one lane available for lap swimmers.

Childcare

Severna Park Racquetball and Fitness Club is very proud of the childcare personnel, programs and facilities provided for our members. Your children are welcome to enjoy the Club in safety and comfort, provided acceptable behavior is demonstrated and the Club policies are observed at all times.

Hours

Our hours of operation are 8:00 a.m. - 2:00 p.m. and 4:00 p.m. - 9:00 p.m. Monday through Friday, and 8:00 a.m. - 12:00 p.m. on Saturday.

Cost

Childcare services can be added to your monthly membership dues for \$8 (per family) per month. For this fee, you are allowed 2 1/2 hours per session. After 2 1/2 hours there will be a \$3 per hour, per child fee. Those who choose not to add the childcare service to their membership or are not members will be charged a \$5 (per visit) fee at the time of check-in. Fees after the 2 1/2 hour limit also apply. Per visit fees must be paid at check-in, no exceptions. Cash, check or charge will be accepted.

Ages

Children ages 4 weeks to 12 years of age are accepted in the childcare. Infants and toddlers up to 2 1/2 years of age are placed in the infant/toddler room Monday-Friday from approximately 9:00 a.m. - 11:30 a.m. (staff allowing). If, at age 27 months a child is mature enough to handle the activities in the larger room, he or she will be permitted to go to the larger room. This will be at the discretion of the childcare staff. All children are in the large room evenings and Saturdays.

Check-In/Sign-In Procedure

Parents must slide their membership card through our computer system and fill out all information on the sign-in sheet. Names must be legible.

Pick up Procedure

A parent leaving their child must also pick up him or her up, unless other arrangements are specified at the time you leave your child. For the safety of your children, there will be no exceptions to this policy.

Baby Bottles, Drinks, and Snacks

We do give infants their bottles. Drinks for older children must have a lid and cans are not acceptable. Snacks such as dry cereal and crackers, and thin pretzels are the only types of food allowed in the childcare rooms. Any snacks that contain peanuts or peanut butter will not be allowed in the childcare rooms. This policy is in effect because of the growing number of children who have nut allergies. Nuts, candy, chips, cheese curls, popcorn, grapes, etc., are not acceptable snacks for the childcare rooms. These types of snacks can be extremely messy and/or hold a greater potential as a choking hazard. Please ask the childcare staff for a more detailed list of snacks.

Labels

All snacks, bottles, and cups must be labeled with the child's first name. Please place names where they can be seen easily by the childcare staff.

Fussy and Unruly Children

At times, the Childcare area can become disruptive when one or more children exhibit inappropriate behavior. "Time-outs" will be used for unruly children, however, we will locate you if your child has continued with this type of behavior, or you baby/child has been crying for 10 minutes.

Shoes

Shoes are required to enter the childcare rooms. The only exception would be infants or toddlers not fully walking. When the child becomes fully mobile, shoes are required.

Toys

SPRFC is happy to provide toys for your children while they are visiting our Childcare rooms. **TOYS FROM HOME ARE NOT PERMITTED.**

Sick Children, Allergies, and Rashes

We are very concerned about the spreading of infectious germs. We disinfect those toys that have been in children's mouths during and after each shift. ALL TOYS are disinfected on a monthly basis. We have developed some "illness" guidelines.

PLEASE KEEP YOUR CHILD AT HOME IF HE/SHE:

- has an extremely runny nose and/or drainage is not clear
- has had diarrhea or been vomiting in the past 24 hours
- is running even a low-grade temperature
- is coughing
- is sent home from school or does not attend school because of illness
- has an unidentified rash, we must have a doctor's note explaining the rash BEFORE he/she is permitted to stay

We know these guidelines may seem strict, especially in cold weather, but please remember we are trying to keep your children well. SPRFC reserves the right to refuse service for matters of health, hygiene and behavior.

Soiled Diapers

If a child has a bowel movement while in the Childcare rooms, the parent will be located and asked to change the child immediately. In the event the child's outer clothing becomes wet or soiled, you must have another change of clothing for him/her, or we will have to ask you to remove the child for health reasons.

Snow Policy

If Anne Arundel County Public Schools has a 2 hour delay, the childcare will open 2 hours late. If AACPS cancel, please call to inquire of the status of the Childcare rooms. Depending on many varied circumstances, the room may delay opening, close, or stay open for its regular operating hours. In the event inclement weather does not begin until later in the morning, the childcare rooms may close early if conditions warrant. Any changes in hours will be made by 7:30 a.m. for the morning session and 3:00 p.m. for the evening session.

Children's Programs

Junior Fitness

Junior Fitness is a free activity class for children 2 through 12. To participate, children must be signed up in the childcare room 15 minutes prior to class time. Children should be dress appropriately and wear athletic shoes. Children will not be allowed to join a class once the children/instructors have left the childcare rooms. Only parents may legally sign the Junior Fitness waiver, therefore members may not sign-up anyone else's child.

PARENTS MUST NOT LEAVE THE PREMISES. Any parent doing so will lose childcare service privileges. THE SAFETY AND WELL-BEING OF OUR MEMBERS' CHILDREN ARE OUR TOP PRIORITIES.

Junior Racquetball League

SPRFC offers a fee-based Junior Racquetball League program for boys and girls up to age 18. The Program runs for approximately 10-12 weeks in the Fall and Spring. It is a great way to introduce racquetball to all junior beginner players. Juniors will learn the fundamentals of the game including strokes, serves, rules, court positioning, and strategy of the game. Sign up is required and appropriate footwear (non-marking soles) and eyeguards are mandatory.

Stingray Swimming Team

SPRFC offers a USS Swimming Team with certified coaches. Parents and swimmers set the goals and SPRFC's professional staff trains the swimmers to meet those goals. Competition is available but not mandatory. Children must be able to swim one length of front crawl and one length of backstroke to participate. A swimmer must compete in at least two meets to hold their spot for the next year.

Swim Lessons

SPRFC offers swim lessons to members and non-members for children of all levels. Our qualified instructors are well trained, enthusiastic and offer safe and effective instruction. Red Cross certificates will be issued for Red Cross swim classes when all required skills are learned. (Private and custom swim lessons are available). Please see the Front Desk or the Aquatics Director for more information. (Private lessons are available through the Aquatics Director.)

Group Fitness Activities

Group Fitness Instructors

Our instructors are nationally certified through ACE (American Council of Exercise) or AFAA (Aerobics & Fitness Association of America) and are required to maintain current CPR certification. They frequently attend continuing education workshops and lectures so that SPRFC can offer safe, effective, and current workouts.

Group Fitness

The Group Fitness Department at SPRFC offers a wide variety of formats. Current class descriptions can be found on the Group Fitness page on the club's website.

Fitness Department Services

Training Staff

Nationally certified personal trainers work the floor during all supervised shifts. All trainers are required to maintain current CPR certifications. Our trainers are educated in current fitness research and effective training techniques by attending various workshops and courses to maintain their national certifications.

Fitness Assessment

SPRFC uses the “MicroFit” software program to track our members’ fitness assessments. The assessment includes a test of blood pressure and resting heart rate, body composition, flexibility, strength, and aerobic endurance. Results are printed as a report, comparing your fitness results to MicroFit’s established guidelines for your age and gender. A complimentary assessment is included as part of all new memberships (offer expires 30 days after joining the Club). This is an excellent measurement tool to use, as it allows you to gauge your progress in achieving your personal fitness goals. Follow-up appointments are recommended every 12-16 weeks. Appointments can be made at the Circuit Training Room Desk.

Assessment Fees

Members		Non-Members	
Complete Initial Test	\$25.00	Complete Initial Test	\$40.00
Complete Retest	\$15.00	Complete Retest	\$25.00
Body Composition (only)	\$10.00	Body Composition (only)	\$15.00

Fitness Orientation

The Fitness Department is committed to making your transition into fitness a pleasurable and effective experience with the individual attention you deserve. Our program is designed according to ACSM (American College of Sports Medicine) guidelines to instruct basic fitness principles including flexibility, strength, and cardiovascular systems. The program consists of two workout sessions with a floor trainer. These sessions are your orientation and will last one hour each. During these sessions you will be instructed on the use of our selectorized weight equipment as well as the cardiovascular equipment. These sessions are available to new members for the first month of their membership. Please make these appointments at the Circuit Training Room Desk upon becoming a new member.

Circuit Training Room

The Circuit Training Room includes our warm-up and stretching area as well as our select line of weight equipment. This room is equipped with Precor and Cybex machines. You will find our Trainer Desk here. Appointments for Orientations and MicroFit can be made at this desk. The trainers supervise the Fitness Training Room during the following hours:

Trainer Hours

Monday - Thursday	7:00 a.m. - 12:00 p.m. and 4:00 p.m. - 8:00 p.m.
Friday	7:00 a.m. - 10:00 a.m.

Free Weight Room

This room is fully equipped with Hammer Strength and Body Masters machines, dumbbells, Olympic bars, and a variety of exercise machines. This room is unsupervised, so we ask that members using this room have experience with free-weight training. Fitness trainers are available in either the Circuit Training Room or the Free-Weight Room during trainer hours if you need assistance for spotting a lift or have technique questions. If you are interested in free-weight training, we recommend using a personal trainer or a free-weight clinic to set up a program.

Cardio City and Cardio Theatre

SPRFC offers a variety of cardiovascular machines including treadmills, stairclimbers, cross-trainers, rowers, upright bikes, and recumbent bikes. Our machines are from the industry's finest manufacturers such as Life Fitness, Precor, Stairmaster, Concept II, and Technogym. Cardio Theatre is crystal clear digital stereo sound attached to the cardio equipment. Designed to enhance your entertainment experience, simply plug in, select and exercise! SPRFC's fitness trainers are available during trainer hours in either the Circuit Training Room or the Free-Weight Room to provide assistance and familiarize you with the equipment. There is a sign-up for the treadmills and cross-trainers during the months of January, February, and March. Guidelines for this procedure are posted at these times.

Personal Training

Certified Personal Trainers are available for those members who are looking for an extra boost to help them reach their fitness goals. Each trainer is certified by a national organization, as well as having current CPR certification. These trainers have experience in fat-loss techniques, increasing lean muscle mass, general conditioning, prenatal-postnatal exercise, injury rehabilitation, general conditioning and nutrition. There is a fee for their services. If you are interested in personal training, please inquire at the Front Desk of the Circuit Training Desk.

General Guidelines

The following guidelines have been set up to allow all members to have a safe and efficient workout.

- Children under the age of 13 are NOT permitted in the workout rooms.
- Shirts and closed-toe shoes are required in all workout rooms.
- Return all weights and dumbbells to proper places after use.
- Unload weights from machines when finished.
- Do not drop weights on the floor.
- Do NOT rest between sets on the machines. Allow others to use the machines during your periods of rest.
- Please wipe sweat off the machine pads after use. Club wipes are available in all exercise areas.
- Water bottles only (no containers).
- Cell phones prohibited in Cardio, Circuit, and Free Weight Rooms. Cell phone use is restricted to the Bar, Lobby, and Hallways. Use of Cell Phones in prohibited areas may lead to membership termination or other penalties.

Racquetball and Wallyball

Racquetball

SPRFC is one of the largest racquetball clubs in the region! We are proud to offer 8 racquetball courts. Members with a Racquetball Membership may reserve the courts up to 7 days in advance in person or 6 days in advance by phone. Reservations are taken at the front desk. Courts will not be held past 15 minutes of your reservation. We highly recommend that all players wear eyeguards.

Individual members with Racquetball Membership can reserve 1 hour of court time, and Family Racquetball Memberships can reserve 2 hours of court time in any 7-day period. Unlimited walk-on time is allowed on a first-come, first-serve basis for Racquetball Memberships only. Court assignments are made at the Front Desk, depending on court availability and ongoing activities. Whenever possible, we will try to accommodate your requests for specific hours and times.

Even though you have an advanced reservation, upon arrival at the Club, please check in at the Front Desk so that court use may be accurately recorded. Front Desk staff will check you in and give you the court assignments. **PLAYERS ARE NOT PERMITTED TO GO DIRECTLY TO THE COURT AREAS WITHOUT CHECKING IN AT THE FRONT DESK. SHOES THAT MARK THE FLOORS ARE NOT ALLOWED ON THE RACQUETBALL COURTS.**

Leagues, Clinics, Demos, and Tournaments

SPRFC offers leagues, clinics, demos, and tournaments throughout the year. Men's, Women's and Junior's racquetball information is available on the Racquetball Board outside of Court #2 and on the Communication Boards located throughout the Club. The Club Pro may also be contacted through the Front Desk.

Wallyball

SPRFC has one of the largest Wallyball leagues in the nation! Wallyball is played on a racquetball court with rules that are similar to volleyball. The walls can be used, but the opposing ceiling and back wall are out of bounds. For more detailed information, rules for Wallyball can be found on the Wallyball board. Members with racquetball privileges can reserve courts at any time for Wallyball.

The fun and fitness of Wallyball happens every Monday evening from 7:30 p.m. to 9:30 p.m. on Court 5. Friday night Wallyball leagues are available for all levels of play, men, and women. The league begins in late September and concluded in mid-April.

Court Rules

- Shoes that mark the floors are not allowed on the racquetball courts.
- Proper workout attire must be worn. A shirt must be worn at all times.
- No food or opened containers permitted on the courts or downstairs.
- Do not strike the floor or walls with your racquet.
- Clean shoes must be worn on the racquetball courts.
- Please knock before entering the racquetball courts.
- An adult must supervise children under age 13, if they wish to play.
- Disorderly conduct, abusive behavior, profanity and inappropriate behavior in or around the Club will not be tolerated.

Regulations and Procedures

Mandatory Check-In Policy

All members must have a current membership card and present it to the Front Desk staff upon arrival. Lost and damaged cards may be replaced for a nominal fee. Members are asked to have an identification photo taken for security purposes. If you are using the pool you must swipe your membership card.

MEMBERS MUST NOT MAKE THEIR MEMBERSHIP CARDS AVAILABLE FOR USE BY ANY OTHER PERSON.

Guest Privileges

A guest pass MUST be presented to the Front Desk upon a guest's arrival to the Club. Guest fees are \$22.00 for full Club privileges. Guest passes for ages 12 and under are \$11.00. Those under 18 must have a SPRFC permission form signed by a parent or guardian. Guest passes may be purchased at the Front Desk. A valid photo ID is required to use Club facilities. Children under 12 must be supervised at all times.

Initiation Fees and Monthly Dues Payment

Initiation fees are a one-time charge as long as membership is maintained. Initiation fees are non-refundable and non-transferable.

Members who are suspended from the Club because of delinquent dues will be required to rejoin the Club by paying the current initiation fee. This member will not be entitled to any initiation fee discounts.

Your membership is paid on a month-to-month basis. Your payment is debited through electronic funds transfer. A checking or savings account, MasterCard, Visa, or Discover card is accepted.

If we are unable to electronically collect payment, a \$20.00 return fee will be charged to your account in addition to any other fees or charges allowed by law.

THE MANAGEMENT RESERVES THE RIGHT TO INCREASE MONTHLY DUES, AND TOWEL SERVICE FEES ONCE PER YEAR.

Membership Term

Your membership will run on a continuous month-to-month basis as long as: 1) you are not in violation of any of the terms on your membership agreement or the rules and regulations of the Club and management; and 2) you have paid all fees and charges due.

Membership Termination

Membership may be terminated by a written request including the Member's signature. The cancellation will be honored provided all fees, dues, and charges owed by the Member are paid in full prior to submission of the termination request. All termination requests must be received by the 6th of the month prior to the month you wish for it to take effect. Termination requests will be accepted in person or by certified mail. See your membership agreement for further information.

Billing Questions

If there are any questions relating to your membership payment, call 410.987.0980 from 9:30 a.m. to 5:00 p.m. Monday through Friday. Ask for the billing department.

Membership Freeze

Members may freeze their membership for period of non-use, such as medical or business reasons. Freezes can be made for periods of one or more calendar months. A 30-day notice is required for all freezes and it must be received by the 6th of the month prior to the month you wish for it to take effect. Freezes are accepted in person or by certified mail only, with restart date. Any freeze requests without a restart date will not be valid. There is a \$5.00 per month maintenance fee on all freezes.

PLEASE REVIEW YOUR MEMBERSHIP AGREEMENT FOR ADDITIONAL INFORMATION ABOUT YOUR MEMBERSHIP AND YOUR RIGHTS AS A CONSUMER.