

SMUfit



MEMBER HANDBOOK

UPDATED Sept 2020

Homburg Centre for Health & Wellness

920 Tower Road, Halifax, NS

www.smufit.ca

902.420.5555



ATHLETICS &
RECREATION



SMUfit Member Handbook

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General Information

Front Desk- 902.420.5555

The Front Desk is where you gain access with your membership card to get into the Homburg Centre, process all sales for memberships, programs, services, Pro Shop plus book Squash Courts.

If you have any comments, suggestions or feedback please speak to the staff at the Front Desk by calling the number above or email smufit@smu.ca

Fitness 3 Step Equipment Orientation

This equipment orientation is included in our membership cost at no additional cost. Program staff are available to introduce you to a variety of equipment and exercises. This standardized training is recommended for those who are new to exercise or new to our equipment.

For those who are interested in Personal Training we offer this service at both member and non-member rates. The Fitness 3 Step offers those new to working out a basic program to follow.

Building Hours

Regular Hours

Monday-Friday	6:00am-10:30pm
Weekends	8:00am-7:00pm

Summer Hours - July & August

Monday-Friday	6:00am-9:00pm
Weekends	8:00am-5:00pm

Holiday Hours

Holiday Hours are 8:00am-7:00pm on the following days:

- Nova Scotia Heritage Day
- Easter Weekend (Fri, Sat, Mon)
- Thanksgiving Day
- Remembrance Day
- Dec. 27-30th

Holiday Hours are 8:00am-5:00pm on the following days:

- Victoria Day
- Canada Day
- Natal Day
- Labour Day

NOTE: Hours will return to regular on the Tuesday after the Labour Day weekend.

Building Holiday Closures

Closed on the following dates: January 1, Easter Sunday, December 25 & 26

Close at noon on Dec 24 & Dec 31

Facility Closures and Class Cancellations

- a. On occasion, certain facilities may not be available due to maintenance, special events, etc. *SMUfit* will provide notice whenever possible, but memberships will not be extended.
- b. Classes may be cancelled due to circumstances beyond our control. Please check our social media channels or call our Front Desk at 902.420.5555 for up-to-date scheduling. In the event of cancellation, we will attempt to make accommodations for registered classes, if possible.
- c. In adverse weather conditions check our social media channels or call the *SMUfit* **Closure Hotline 902.420.5462** before going to class or to work out.
- d. Social Media Channels @smufit on Twitter & Facebook.

Parking

One Year memberships include a 3-hour parking pass for the Homburg Centre parking lot located behind the building. There are a number of meters on campus that members can use. Please refer to the campus map at <http://www.smu.ca/about/facilities-parking-map.html> for the locations of meters and handicap parking. ONLY ONE parking pass for each one-year membership. There is a fee to replace lost parking passes and old passes will be voided. See the Front Desk for details.

Emergencies

In the event of a serious emergency, *SMUfit* staff will direct members to a safe area. For your safety, and the safety of others, please follow all instructions given by the staff.

Lost & Found

- a. Please contact the Front Desk for lost or missing items.
- b. All items turned in will be logged and must be signed to claim.
- c. Lost items will be kept for 30 days; items that remain unclaimed will be donated to charity.
- d. *SMUfit* is not responsible for lost or stolen items.

Communication with Members

- a. The main method of communication with *SMUfit* members will be by our social media channels, email, website and notices in the building.
- b. Members are encouraged to provide their email and to keep it current so that they will receive notices.
- c. Notices will be posted within the facility whenever possible.
- d. Social Media Channels @smufit on Twitter & Facebook.

Comments & Concerns

Please direct comments and concerns to a Front Desk staff member who will then direct you to the appropriate staff member.

Contact Information

Front Desk.....	902.420.5555
<i>SMUfit</i> Closure Line.....	902.420-5462
Facility Rentals	902.420.5440
LifeMark Physio clinic.....	902.420.5061
Athletics & Recreation Main Office ...	902.420.5429

Membership Information

MEMBERSHIP CATEGORIES

Saint Mary's University Student Memberships

Full-time students receive a complimentary membership for all services at *SMUfit*. Drop in classes are free to students and Active Living classes require registration. Students receive the member pricing on Active Living registered classes. (Excludes: parking pass, 2 day passes, varsity game coupon).

- a. Students must present their valid student ID card to obtain access to *SMUfit*. Student cards are validated at the Library.
- b. Student memberships are valid as outlined below:
 - The student is full-time in the fall and winter semester they get the summer semester
 - The student is full-time in the winter semester they get the summer semester

- The student is full-time in the fall but not the winter semester they DO NOT get the summer semester.
 - If a student's status moves from full-time to part-time their membership is withdrawn.
 - If the student withdraws from school their membership is withdrawn.
 - If the student has outstanding fees with the University the membership is withheld/put on hold.
- c. All students must complete a "Student Registration Form & PAR-Q" to gain access to *SMUfit*. Forms are available at *SMUfit* Front Desk or online. Students under the age of 18 must get their parent/guardian to sign the forms.

Part-time students do not receive a complimentary membership but do receive a 25% discount from membership fees. Part-time students must present their valid student ID card to receive discount.

Other Student Membership Groups

- a. Fred Smithers Centre for Students with Disabilities – students enrolled in the centre must self disclose at the Front Desk to receive their student membership.
- b. The Language Centre (TLC) – students enrolled in the TLC program will receive a membership for the period of their program.
- c. Graduate Students
 - Must be registered in at least 2 courses in the fall and winter term to receive a membership
 - Must be registered in a least 1 course in the spring and summer term to receive a membership.
- d. Co-Op Students – students enrolled will be given memberships based on the list that is provided by the Co-Op Department each term.

An active *SMUfit* membership is required to participate in intramurals and clubs.

Community Memberships

- a. Individuals must be 14 years of age to purchase a membership.
- b. Members may be asked to present proof of their age to obtain access to *SMUfit*.
- c. All members must complete a "Membership/Program Registration Form & PAR-Q" to gain access to *SMUfit*. Forms are available at *SMUfit* Front Desk or online. Members under the age of 18 must have their parent/guardian sign the forms.
- d. Children under the age of 14 are permitted in the facility as part of official camps or training groups but must have adult supervision.
- e. Children in the facility must have immediate adult supervision at all times and are not permitted to use facility equipment and machines

Day Passes & Multi Use Passes

- a. Members of the general public (14 years of age and older) can purchase a day pass to gain access to the facility for the day.
- b. They must sign a waiver at the door before entering the premises and show official identification (name, age to be verified) or have Parent/Guardian sign if between 14-17 years of age.
- c. The multi-use pass is non-refundable, non-transferable, non-replaceable if lost and does not expire.
- d. The multi-use pass user cannot use squash courts during prime time which is Mon-Fri from 4pm-close.
- e. You must turn in the day pass and/or get the punch card punched to gain access to the facility.

Jr. Squash Membership

- a. Membership is open to children age 7 and up.
- b. Children under the age of 14 must have adult supervision at all times.
- c. Speak to a Front Desk Clerk for the Jr. Squash membership fee.

MEMBERSHIP DISCOUNTS

Membership Group	Discount	
Full-time SMU Faculty & Staff	50%	(Must be verified with HR)
Part-Time SMU Faculty & Staff	25%	(Must be verified with HR)
Part-time SMU Students	25%	(Must provide valid ID)
SMU Alumni	25%	(Must provide Alumni Card or be verified before purchase)
Family/ Spouse (of current member)	25%	(Must provide ID with current address)
Retired SMU Faculty & Staff	25%	(Must be verified with HR)
SMU Contractors	15%	(Must be verified with HR)
60 Plus	15%	(Must provide valid ID)
60 Plus Non-Prime	25%	(Must provide valid ID)
Outside Students	15%	(Must provide valid student ID)
Corporate/Groups	15%	(Must provide work ID or proof of employment)
Heart for Life	25%	(one-year membership)
Heart for Life	15%	(four-month membership)

Please note: Only one discount can be applied to a membership.

Full-time SMU Faculty & Staff

- b. Full-time SMU faculty & staff must provide their official letter from Human Resources upon registering for a *SMUfit* membership.
- c. If they do not have the letter their status must be verified with HR before receiving the discount.

Part-time SMU Faculty & Staff

- a. Part-time Faculty & Staff receive a 25% discount on memberships.
- b. Part-time SMU Staff will be verified through the Front Desk Supervisors before receiving the discount.

SMU Alumni

- a. Must present their Alumni Card/Number to receive discount.
- b. Alumni can contact the Alumni Office to get their Alumni Card.
- c. Their status must be verified with Alumni before receiving the discount.
- d. **First Time Alumni Membership** - A 50% discount will be given to first year alumni for one year only after the date of their graduation. Must be verified with Alumni Office or BOE.

Retired SMU Faculty & Staff

- a. Their status must be verified with Human Resources before receiving the discount.
- b. They will receive parking pass with membership.

SMU Contractors

- a. Encourages on-campus contractors to purchase memberships (Aramark, Temps, Construction, Daycare, Contracts, etc.).
- b. Their status must be verified with HR before receiving the discount.

Family/Spouse (of current member)

- a. Must be spouse of current member and live at same address for more than 6 months.
- b. Current Member must still be active in order to renew.
- c. Must be spouse or dependent child (14-20-year-old) of a current member and live at the same address.

60 Plus & 60 Plus Non-Prime

- a. Must show official proof of age.
- b. 60 Plus Non-Prime membership is restricted to the hours of open to 2pm daily.

Outside Students

Must show valid ID from another school.

Corporate/Groups

- a. Must be on Corporate/Group List provided by Marketing Coordinator.
- b. Must show valid company ID or provide proof of employment.
- c. Must have 3 members of the Company/Group to start this discount.

Heart for Life

- a. Must have a Doctor or Cardiologist complete a referral form (available online or by calling 902 420-5556).
- b. Must be enrolled in the Heart for Life Program and attend session on Monday and Wednesday 6:00pm-7:30pm
- c. Members of Heart for Life are encouraged to bring a support person with them any time they come to the Homburg Centre free of charge. However, the support person must also be registered and complete a registration form and be given a *SMUfit* Membership card for access with the Heart for Life Member.

MEMBERSHIP CANCELLATIONS

Cancellations

- a. Memberships may be cancelled under the following circumstances:
 - I. If not fully satisfied a full refund will be issued within five (5) days of purchase. There will be no administrative fee applied.
 - II. Medical Reasons – A medical certificate indicating that the individual is no longer able to participate in physical activity must be provided to the Front Desk. Must be from medical doctor or physiotherapist.
 - III. Work Related - Transferred or moving out of province, letter from employer required to confirm the aforementioned facts.

Refunds

- a. Applicable to 4 month or 1-year memberships only.
- b. No refunds or cancellations will be issued for one-month memberships.
- c. Refunds will only be processed from the date that a written request or medical certificate is received by the Department of Athletics & Recreation.
- d. Refunds will be calculated on the remaining portion of the membership fee.
- e. Refunds may not be processed retroactively.
- f. Refund requests must be made in writing through the Front Desk by completing a "Membership Cancellation Request Form" and membership card and parking pass must be returned.
- g. Occasionally, certain areas of the Homburg Centre and Athletic Facilities may not be available due to maintenance, special events, etc. *SMUfit* will provide advanced notice whenever possible, but memberships will not be extended or refunded.
- h. Memberships that are suspended or cancelled by Management are not eligible for refunds.
- i. Memberships paid by credit card will be issued back to that credit card. Memberships paid by cash/debit will be issued by University cheque and take up to 10 days to process and mail out. These cheques cannot be held for pickup.

Administrative Fees

- a. All refunds are subject to an administrative fee.
 - I. \$10.00 fee with medical or moving documentation.
 - II. \$25.00 for other reason.
 - III. Fee may be waived by Management.

MEMBERSHIP HOLDS – ARE ONLY AVAILABLE FOR ONE YEAR MEMBERSHIPS

Holds

- a. Memberships may be put on hold under the following circumstances:
 - I. Medical Reasons - Medical certificate confirming that the individual can no longer participate in physical activity and must provide a start and end date. Must be from medical doctor or physiotherapist.
 - II. Travelling for extended periods of time out of province.

Conditions

- a. Members may request a membership hold once per year for a minimum of one (1) month up to a maximum of six (6) months.
- b. Hold requests must be made in writing through the Front Desk by completing a “Membership Hold Request Form” and returning your parking pass and membership card.
- c. Membership holds cannot be processed retroactively.
- d. Membership holds must be submitted two (2) weeks in advance and must be for a specific time period.
- e. For SMU Faculty/Staff, membership holds are permitted on annual memberships for academic sabbaticals or temporary employment leaves. Payroll deductions (if applicable) will continue during the hold period.
- f. Monthly payments will continue while the membership is on hold and the additional months will be added at the end of the original membership term.
- g. Memberships Holds are not transferable.
- h. Proof of travel (airline ticket, itinerary etc.) and Medical certificate is requested.
- i. During Christmas holidays, outside students may request a maximum 2 week hold.
- j. Parking permit and membership card must be returned to the Front Desk to be filed with your form until you return.

Membership Card Replacement/Forgot

- a. Lost or damaged membership cards can be replaced for a \$13.00 +HST per card handling fee.
- b. When damage to the card does not allow staff to verify information, the card will be deemed invalid and a replacement card will be required at cost to member.
- c. Membership can be suspended if you do not have a valid membership card.
- d. A member can forget their membership card 3 times per month. On the 4th time the member must get their membership card or buy a day pass.

Payments

- Memberships can be paid by cash, cheque, debit or credit card (MC, Visa, AMEX).
- Arrangements can also be made to pay by pre-authorized payments (PAP) and payroll deductions.
- Memberships paid for by payment plans or payroll deduction will end at end of membership term. In order to assure no interruption of membership it must officially be renewed at Front Desk in advance to end of term.
- All memberships must be paid in full or be on an official payment plan.
- Memberships' payments are processed on the last business day of each month.
- Memberships can be suspended if payments fall behind

Homburg Centre for Health & Wellness

Membership Checklist

What Each Membership Includes:	SMUfit Plus 1 Year	SMUfit 1 Year	SMUfit 4 Month	SMUfit PLUS 4 Month	SMUfit PLUS 1 Month***
Membership Fees as outlined on website					
Membership includes:					
Towel service	X	X	X	X	X
Free parking *	X	X			
2 Day passes (1 yr. & 4-month memberships) **	X	X	X	X	
Sauna and Steam room	X	X	X	X	X
Access to Drop in Fitness Classes (includes Spinning)	X	X	X	X	X
Access to Cardio & Weight Rooms	X	X	X	X	X
Changing rooms with day lockers and shower facilities	X	X	X	X	X
Discounts on registered Active Living Programs and at the Pro Shop	X	X	X	X	X
Outdoor track (4 laps = 1 mile)	X	X	X	X	X
Two tickets to a regular season varsity home game (1yr & 4-month memberships) **	X	X	X	X	
Use of Gymnasium, Community Room, Studio A & B when available	X	X	X	X	X
4 international glass back Squash Courts	X			X	X
Fitness 3 Step Program	X	X	X	X	X

Please add HST to all prices.

- * Parking not available to Saint Mary's Staff, Faculty & Student Memberships and only available for those who purchase a 1-year membership.
- ** Not Available to SMU fulltime students
- *** No discounts on this category.

MEMBERSHIP SERVICES

Towel Services

- a. Members are eligible to use provided towels when working out.
- b. 2 towel limit per member
- c. We ask that you return your towels to the designated towel drops in the men's and women's locker room as well as at the Front Desk

Locker Rooms & Locker Rental

1. Our locker rooms are equipped with rental lockers, day-use lockers, washrooms, shower and changing areas, sauna and steam room.
2. Day-use lockers are available for users of the Homburg Centre. Must use lockers that are marked as Day-Use Only.
3. Users are advised not to leave their belongings in the Day-use lockers overnight as all Day-use lockers will have their locks cut and they will be cleaned out at the end of each day.
4. Items cleaned out of lockers will be kept for one month and then donated to charity.
5. Students and SMU*fit* members may rent a locker in which to store personal belongings.
6. Locker rentals are available as:
 - i. Half-Length
 - ii. 4 months, 8 months or 1-year rental terms
 - iii. Summer membership rentals can be on a per month basis.
7. For rental costs speak to the Front Desk.
8. Expired rentals will have their locks cut and they will be cleaned out at the end of rental notice period. Notice will be given by putting a sticker on the locker and email sent giving 7 days to renew your locker rental or remove your items.
9. If a member requests their locker be cut, they must complete a "Cut Lock Form". Staff will inventory items in the locker and check ID to assure it is their belongings and a signed receipt will be issued.

Equipment Loans

The following equipment is available for members

- a. Basketballs
- b. Table Tennis paddles & balls
- c. Badminton Racquets & shuttles
- d. Ab wheel
- e. Skipping Ropes

Gift Certificates

Gift Certificates are available in any denomination and can be used for memberships, programs, personal training and Pro Shop. Gift Certificates can be purchased at the Front Desk.

SMUfit Member Policies & Procedures

Attire

- a. Students and members require appropriate footwear and gym attire while using SMUfit facilities. Shirtless is not permitted in any public areas.
- b. Non-marking shoes are required on all wood floors (i.e. basketball and squash courts, studios). Sandals, clogs and other open shoes are not permitted in the gymnasium, cardio and strength training areas for participants.
- c. Because of increased risk of injury, it is recommended that jewellery be removed prior to participating in any activities or before using any equipment in the cardio and strength training areas.
- d. Inappropriate outdoor footwear is not to be worn in program and fitness areas.

Bags/Personal Items

- a. Please store all personal items in a locker. Day-use lockers are available in both locker rooms.
- b. Locks are not provided but may be purchased at Front Desk.
- c. Open storage spaces are available in the weight room for personal equipment and for day use only.
- d. Storage cubbies are available in several program areas and personal items must be put into them and not left lying around.
- e. SMUfit is not responsible for any stolen items in the locker rooms or throughout the facility.
- f. Bags are not permitted to be left on the floor in programming areas for safety reasons as they can be a tripping hazard at busy times.
- g. The Front Desk does not hold personal belongings during your workout.

Bicycles and Other Wheeled Vehicles

- a. SMUfit supports the use of alternative transportation; however, wheeled vehicles (e.g., bicycles, skates, skateboards and scooters) are prohibited within the Homburg Centre.
- b. Bicycles Racks are located in front of the Homburg Centre.
- c. Bicycles locked to fences, handrails, trees or signs risk being removed.
- d. Skates, skateboards and scooters carried into the building must be stored in a locker.

Cell Phones

- a. The use of cellular phones is permitted inside the Homburg Centre provided they do not interfere with others' enjoyment of the facility. Please be courteous and move all cell phone conversations to a lobby or lounge area.
- b. Phones are not to be used while on fitness equipment or in classes. Please have your phone on silent during these times.

Camera Use

- a. For the protection of all our users' privacy, the use of cell phones with photographic capabilities or any other photographic equipment is strictly prohibited in the locker rooms.
- b. Use of this equipment in other recreation facilities requires departmental and participant permission.
- c. Failure to comply may result in the suspension of your membership.

Card Swapping

- a. Attempting to access the facility using another member's card is strictly prohibited.
- b. Both the card holder and the person trying to access the facility will be suspended indefinitely.
- d. No refunds will be given for membership suspensions.

Code of Conduct

SMU Athletics & Recreation is committed to creating a safe, inclusive, respectful, comfortable and enjoyable experience for students, faculty, staff, and community members.

This Code of Conduct applies to all SMUfit patrons. All patrons are expected to be aware of, and comply with, the Code of Conduct and its related policies.

The Code of Conduct cannot anticipate every possible event or situation and patrons are expected to use their best judgement in the spirit of this Code of Conduct.

Contravention of this Code of Conduct is a serious matter, and will be treated as such.

Any violation of the Code of Conduct may result in discipline, up to and including programs and services suspension.

Revision – This Code of Conduct is a dynamic document meant to reflect SMUfit’s changing needs, realities, and responsibilities. Therefore, as SMU Athletics & Recreation operations evolve and new issues arise, the Code of Conduct will be periodically reviewed and modified to reflect the current environment.

Patrons are required to:

Adhere to the standards described in this Code of Conduct;

Treat everyone with respect and dignity, regardless of their race, ancestry, place of origin, colour, ethnic origin, religion, gender, sexual orientation, age or physical and mental ability;

Members and Students are expected to not engage in inappropriate and/or unprofessional conduct in the facility. Examples include;

- Not obeying COVID-19 rules and regulations
- Profanity
- Swearing
- Ignoring facility rules and regulations
- Insulting or negative comments that can affect other members and SMUfit staff
- Demonstrating little or no respect for others and/or their personal belongings
- Conduct that is unsporting
- Obtaining entrance without valid identification or under false identification

Disciplinary Actions – Breaches of this Code of Conduct may result in discipline measures. Recreation Services reserves the right to suspend the programs and services without a refund.

Inquiries – Should anyone have any questions or comments of the Code of Conduct, please feel free to contact Greg Knight, Assistant Director of SMU Athletics & Recreation at 902-491-6553 or greg.knight@smu.ca.

Ejection:

- SMU Athletics and Recreation reserves the right to eject anyone whose behaviour is unruly or illegal in nature. Membership privileges will be revoked without a refund and the individual(s) will be escorted from the facility.

COVID-19 Rules & Regulations

SMU Athletics & Recreation is committed to creating as safe an environment as possible for returning members (student & community). In this vein, it is expected that members adhere to all health and safety protocols related to COVID-19 while in the Homburg Centre facilities.

These rules and regulations are for the safety of all persons in the Homburg Centre, and are as follows;

- Maintain a physical distance of 6ft (2m) at all times.
 - If physical distancing is not possible from others, a mask must be worn.
- While walking through the facility a mask must be worn properly at all times.
 - Once you reach your exercise space you may take off your mask, provided 6ft (2m) of separation can be respected from others.
 - A mask must cover both a person's mouth and nose.
- Exercise is only permitted to take place in designated exercise areas.
 - Exercising in hallways or other restricted areas is not permitted.
- Restricted areas of the facilities are to be respected, and only accessible to staff members.
- Wipe down your exercise equipment before and after use.
 - This includes items such as dumbbells and barbells

Disturbances

- a. SMU*fit* reserves the right to eject anyone whose behavior is unruly or illegal in nature.
- b. Membership privileges will be revoked without a refund and the individual(s) will be escorted from the facility.
- c. Disturbance Reports can be filled out by any member, staff or user of the facility in relation to another member, staff or user. Forms are available from the Front Desk.
- d. Repeated disturbances may lead to memberships being suspended or cancelled.

Entrance Policies

- a. Students must use their valid campus ID cards to enter the Homburg Centre.
- b. Community members with valid memberships will be provided a SMU*fit* card to be used for access to the Homburg Centre.
- c. Only those with memberships will be allowed access.
- d. Varsity Athletes - must present a valid campus ID card in order to access the Homburg Centre.
- e. Visitors to the Homburg Centre must sign in at the Front Desk.

Facility Closing

- a. An announcement will be made 15 minutes before the building closes.
- b. All activities must cease at that time and participants wishing to shower and/or change clothes must do so and exit the Homburg Centre before closing time.
- c. All members must be out of the building at closing time.
- d. Members who abuse this policy may be suspended.

Facility Rules

- a. Members must follow facility rules at all times for their own personal safety and for the proper management of the facility.
- b. All rules are posted on the website and updates will be noted as necessary.
- c. Repeated disregard for the rules may lead to memberships being suspended or cancelled.

Liability Waiver

- a. Members are required to sign a liability waiver prior to using SMU*fit* facilities, and upon renewal.
- b. Recreational and fitness activities pose an inherent risk; all users should consult a physician prior to participation. If you have special health considerations, allergies or serious health conditions, please inform the staff.
- c. Members under the age of 18 must have their parent/guardian sign the forms.

Recycle & Scent Free Policy

- a. Be environmentally conscious, please use the recycle bins provided.
- b. Saint Mary's University promotes a scent-free environment. The concern of Saint Mary's University for the health of its employees and students is the major reason for this initiative. Since we all share the air around us, no matter whether we are in a classroom, an office, or the corridor, the understanding and cooperation of everyone is necessary to move forward towards a scent-free campus environment.

Personal/Private Training

- a. Personal/Private Training requires written management consent.
- b. Clients purchasing Personal/Private Training must pay in advance of session(s), and sign a membership form + PAR-Q.
- c. Members & non-Members arriving for Personal Training sessions must check into the Front Desk.

Pets and Service Animals

- a. Pets, other than service animals, are prohibited in the facility, stadium and Arena

Wi-Fi Access

- a. Members are entitled to free Wi-Fi access while using the facility
- b. A Wi-Fi Request form must be filled out at the Front Desk and will be processed through the Campus ITSS Department
- c. Wi-Fi must be renewed every 3 months as per ITSS guidelines; however, a verbal request to a Front Desk Supervisor is all that is needed once the account has been created.

SMUfit Program Policies & Procedures

Programs - Active Living Registered

- a. The SMUfit membership must be valid for entire length of the class to receive the member pricing discount.
- b. All classes must be paid in advance.
- c. A day pass permits entry to facility and access to drop in classes but not registered programs.
- d. There are no “trials” for paid classes.
- e. “Make-up classes” are allowed, space permitting.
- f. Cannot prorate program registrations fees.

Programs - Early Bird Rates

- a. The Member Early Bird rate is available to SMUfit members who are registered at least 7 days before the class start date.
- b. If there are not the minimum registrants by the early bird date, the class may be cancelled. Registrants will be notified and offered a credit or refund.
- c. Member Early Bird rates CANNOT be prorated.

Programs - Make-up Class Procedure for Registered Classes

- a. There are NO REFUNDS for missed classes.
- b. Participants should let the instructor know, in advance, if they know they will be missing a class.
- c. SPACE PERMITTING:
 - i. Participant may attend another class during the same session.
 - ii. To attend a class in Studio A or Community Room member can drop-in and let the instructor know they are doing a “make up class”.
 - iii. To attend a class in Studio B participant must confirm a space is available by emailing the Program Coordinator.

Programs - Refunds & Cancellations

- a. Request for refunds must be made before the second class of the session begins.
- b. A full refund will be issued if the program is cancelled due to low registration.

- c. Refunds for cash, cheque or debit payments take 21 days to process and will be sent by mail.
- d. Refunds for Visa, MasterCard and American Express payments are processed immediately.
- e. Refunds at the approval of the Program Coordinator.

Facilities

Cardio & Weight Room

- a. Cardio Room Equipment Sign-up
 - i. Sign-up sheets posted on the wall by cardio equipment is for the current day and following two days
 - ii. Reserve only one time slot per day
 - iii. There is a 5-minute grace period, after which any member may sign up for and use an empty machine.
 - iv. Clean equipment after use.
- b. Cardio & Weight Room Rules & Protocol
 - i. Return all weights & equipment after use.
 - ii. Equipment must remain in the building.
 - iii. No food or open drinks in rooms.
 - iv. Collars are recommended on free weight bars.
 - v. Appropriate footwear and gym attire required
 - vi. Wipe down equipment after use
 - vii. Do not drop weights
 - viii. Share equipment when possible

Courts & Court Booking Procedures

SMUfit Plus Members

- a. Players are entitled to 3 outstanding courts per week.
- b. Players may pre-book up to one week in advance.
- c. A player may pre-book only one court per day. A second court may be booked that day, if one is available. However, it must be after they have finished their first booking. They must check with Front Desk if another court is available.
- d. The court will be opened up to other members 10 minutes after the start of the court time.
- e. Cancellations should be called in at least three hours prior to the start of the court time.
- f. Practice courts may not be booked during prime court times.
- g. We will not be giving out information over the phone on who or at what times people are playing on the courts.

- h. No one is allowed to book courts for anyone except themselves (i.e. I cannot book a court for Norm).
- i. Any block bookings should be done by *SMUfit* employee or the supervisor in charge of that area.
- j. If a person is a partner on the court, this counts as one booking for that person.

Day Pass & Multi Use Pass Use of Courts

- a. Day pass users may use the courts anytime. Same day booking of the court only. Pre-booking courts is not permitted. Day pass users can use the courts to play with *SMUfit* Plus members who have pre-booked a court or if they have booked the day of.
- b. Multi Use Pass holders can use the courts during non-prime hours only which is Monday -Friday from open to 4pm. Same day booking of the courts only. Pre-booking courts is not permitted. Multi Use Pass holders can use the courts with *SMUfit* Plus members or day pass holders during non-prime hours only. Multi-Use pass holders can participate in evening squash leagues they are registered in.

Punching Bag

Located by Squash Courts – please do not kick with shoes on as this will damage the bag.

Studios A & B

- a. Studio A – available to use during open time as posted on the schedule.
- b. Studio B – is only available to use when staff instructor is present.
- c. Stereo Systems for Studios A & B– are not available to use during open time.

Studio C – Spin Room

- a. Studio C is available to use during open time as posted on the schedule.
- b. SPIN BIKE RULES:
 - i. Never spin the pedals backwards, ever.
 - ii. Never stand up and put all your weight on the pedals (for example, calf stretches).
 - iii. Do not over tighten any of the knobs on the seat, height and handle bar adjustments.
 - iv. Do not remove or exchange seats or seat posts from bikes.
 - v. Return the tension level to “no tension” when finished so that the cable does not remain stretched.
 - vi. Clean sweat off the bike and the floor.

Gymnasium & Community Room

- a. Gymnasium & Community Room are available to use during open times as posted on the schedule
- b. Stereo system in both rooms not available during open times.

Sauna & Steam Room

- a. The steam room and sauna will be turned off ½ hour before closing time.
- b. Members are required to wear clothing or towels in sauna and steam room.
- c. No shaving or personal hygiene in these rooms.
- d. No scents in these rooms.

Huskies Stadium & Outdoor Track

- a. Huskies Stadium and outdoor track is available to members when there are no rentals.
- b. Schedule is available at the Front Desk.

Dauphinee Centre Arena

- a. Members (adults only) are welcomed to join the SMU Staff/ Faculty/Student open skates.
- b. Schedule is available at the Front Desk.