



Haven Wellness Center 116 South Kansas Avenue  
 P. O. Box 246 Haven, Kansas 67543 Tel: 620-465-2203

## Rules and Regulations

### Haven Wellness Center Membership

The HWC membership allows unlimited membership 24 hours day, 7 days a week 365 days a year facility, including most health and wellness programs. Specialty classes and programs with fees may be offered at a lower rate to members. You can visit as often as you like, take classes, use the facilities and equipment, and pay one low monthly fee.

### Rates

Membership Type	Monthly	Yearly
Individual	\$15 + \$5 key card	\$150 (key cards free)
Family*	\$25 + \$10 key cards	\$250 (key cards free)
Corporate**	\$50 + \$25 key cards	\$500 (key cards free)

\*Parents and dependent children (up to age of 23) only are allowed use of the facility under the family membership. \*\*Provides privileges for up to five employees

### Monthly Payments

Failure to make a monthly payment for next consecutive month by the 5<sup>th</sup> day of the next month, will result in deactivation of your key card. If payment is made after the 5<sup>th</sup> day of that month, a fee of \$7.50 upon reactivation of your account must be paid in full along with membership dues to activate any prior existing account. A one time \$5 fee per card to join for monthly membership will be assessed. A reactivation fee will be assessed for reactivation of an existing account within 6 months of sign up. Paid membership offers access to the facility, payment is non-refundable regardless of your use of the facility. Monthly dues will be assessed regardless of attendance to the facility unless you have notified the Membership Director by the 1<sup>st</sup> of the month that you would like to cancel your membership.

### Membership Cards

You are responsible for your key cards and you are responsible for access and activity associated with use of your key card. Do not authorize others to use your key card to enter. Individual memberships will receive one key card, family membership will receive two key cards, corporate memberships will receive a maximum of five key cards, fees may apply. This card allows access into the center. There is a \$7.50 replacement fee for cards that are destroyed or lost.

### Payment

Membership starts the first day of each paid month. Payment of dues is expected on the first day of each month for monthly memberships. For yearly memberships, membership starts the first day of the paid month and ends twelve months from payment date. If payment is not received, 5<sup>th</sup> of the month, account will be deactivated.

Payments may be received by the Haven Wellness Center in one of the following ways:

1. In the blue box in the facility
2. PO Box 246, Haven KS 67543
3. Automatic bank draft please see Haven Wellness Committee member for details.

### Age Guidelines

In order to provide a safe and positive experience for our community, HWC age guidelines related to facility use by HWC members and guests will apply. No children under the age of 13 are allowed with the exception of special programs and classes specific to youth populations. Children ages 13-18 must be accompanied by a parent or legal guardian. If you wish for your youth to be accompanied by another adult you must submit a signed waiver. To obtain a waiver, please contact a member of the Haven Wellness Center Board of Directors.

#### **Insurance Disclaimer**

It is the member or participant's responsibility to provide his or her own accident and health insurance. The HWC does not provide any such coverage for members or participants.

#### **Cancellation and Refund Policy**

All schedules, activities, class fees and staff may be changed or cancelled by the HWC without notice. For specific refund requests, inquire at your local HWC.

#### **Returned Checks**

The HWC reserves the right to charge a service fee of up to \$30 on all returned checks and electronic fund transfers which are not honored by the bank.

#### **#Code of Conduct**

The HWC is committed to providing a positive atmosphere that is safe and inclusive to all.

#### **Individuals are expected to:**

- Uphold the HWC core values of respect, responsibility, honesty, caring, & fun
- Provide an atmosphere free of derogatory or unwelcome comments, conduct or actions of a sexual nature, or actions based on an individual's sex, race, ethnicity, age, religion, disability, sexual orientation or any other legally protected status
- Be respectful and cooperative with HWC members and others

#### **The following will NOT be tolerated at HWC facilities and in HWC programs:**

- Abusive, harassing and/or obscene language or gestures, threats of physical aggression or violent acts
- Weapons of any kind
- Smoking
- Damaging or defacing HWC property
- Possession, sale, use or being under the influence of alcohol or illegal drugs
- Offensive and unlawful conduct

Individuals who experience or observe inappropriate conduct are encouraged to promptly report their concern to Haven Wellness Committee. Every effort will be made to ensure that reports are investigated and resolved promptly and effectively.

Failure to follow this code of conduct will result in disciplinary actions, which may include immediate eviction from the premises, loss of privileges, suspension or expulsion. The HWC may contact security, police or take appropriate legal action.

#### **General etiquette:**

- Use courtesy at all times.
- Wipe down equipment after use.
- Please observe a 30-minute time limit on equipment during high use hours.
- Allow others to work in.
- Please limit cell phone usage in facility.

#### **General conduct in facility:**

- Shirt and shoes must be worn at all times. (Members participating in special classes such as yoga may participate without shoes at the discretion of the instructor).
- Foul language is unacceptable.
- Abusive or intentional damage to equipment or facility is unacceptable.
- Use of illegal substances in or on facility premises is strictly prohibited.
- Smoking, chewing tobacco and use of alcoholic beverages is prohibited (alcohol may be permitted during special social events).
- Please follow other facility rules as posted.

#### **Guest policy:**

Out of town guests may use the facility for a donation of \$5.00/day. Place donations in the donation box in the facility.

**Refunds** There are no refunds. All sales are final.

**Attire:**

Members and guests are required to wear appropriate clothing and shoes while using the facilities. Shirt must be worn at all times. Extremely short shorts or cut-offs are unacceptable. Jeans are not acceptable work-out attire. Bare feet, socks, or open-toed shoes are only permitted in locker area/shower, and for special fitness classes.

**Emergencies**

In the event of an emergency, please call 911. If the emergency is not life threatening, you may contact a member of the Haven Wellness Center Board of Directors. Names and contact information of all Board members is posted in the facility and updated as changes occur. A "panic button" is provided for your safety and must be worn while in the facility. The panic button, is serviced by the Lifeline system and will activate Emergency Services to assist the user in the event of an emergency. For specific instructions on use of the "panic button," please refer to instructions found in the facility.

**AED (Automatic External Defibrillator)**

In the event that a member has cardiac arrest (not responsive) and 911 has been notified of an emergency, an AED may be used by almost anyone (although ideally with AED training). To operate simply turn on the device and follow instructions. For more info, please contact a Haven Wellness Center Board of Director.

**Incidents:**

Notify Haven Wellness Committee if you incur or witness a reportable incident. All exercises, classes, and use of facilities and services are undertaken by the member or guest at their own risk. Haven Wellness Center, Haven Wellness Committee, the City of Haven, subcontractors, agents, successors, or assigns shall not be liable for any and all claims, demands, injuries, damages, actions, or causes of action whatsoever, to personal property arising out of or connected with the use of any and all services or facilities of Haven Wellness Center.

**Lost, damaged, stolen property:**

HWC is not responsible and/or liable for lost, damaged or stolen property. Found items will be kept for no less than 30 days then donated to charity. To reclaim, call HWC Board Member.

**Violation of regulations:**

Haven Wellness Center may post additional rules and regulations from time to time. All membership agreements and guest privileges are subject to strict compliance. Failure of a member or guest to comply with these rules and regulations may result in suspension or revocation of membership privileges. No refund of dues, or fees will be given if membership or guest fees are revoked for cause; including any pre-paid fees or membership dues.

**Lockers** Lockers are provided for free on a daily basis. HWC is not responsible for items in lockers.

**Notice of Membership Benefits/Rules & Regulations:**

Any member in good standing who is paid current on their membership fees shall have full use of the Haven Wellness Center in accordance with the rules and regulations in effect at that time. Copies of the rules and regulations are offered upon applying for new membership. Member agrees to abide by all rules and regulations of the Haven Wellness Center, including any amendments thereto. The Haven Wellness Center may change the rules and regulations, facility hours, services available, membership rates, dress code and membership benefits at any time. Haven Wellness Center shall have the authority to cancel any membership term for any violation of this agreement or the rules and regulations of the Haven Wellness Center. Prior to cancellation of a membership the member shall be notified of the violation. After one such notification the members shall be subject to immediate cancellation without further notice if further violations occur.