



30 Brower Lane
Visit us online at hrcfitness.com
908-359-3600 Tel
908-359-3529 Fax

Building Your Body, Mind and Spirit

GENERAL POLICIES

Introduction

At HRC Fitness, we have adopted policies, procedures, rules and regulations (collectively “General Policies”) designed to provide for the safe and enjoyable use of our premises and events by our members and guests. These General Policies apply to your conduct while on HRC’s premises, which include the building, all outdoor areas including its parking lots, sidewalks, and outdoor training areas. These General Policies also apply to your conduct during programs, training, events or other HRC-sponsored activities off the premises.

We welcome your feedback and suggestions with respect to the Club. You may provide your feedback at any time to a member of the front desk or anonymously through our website. You may also email management@hrcfitness.com to reach our General Manager, Gregg Wilke.

<u>Club Hours</u>	Monday-Thursday	5:00am-10:00pm
	Friday	5:00am-9:00pm
	Saturday	6:00am-6:00pm
	Sunday	8:00am-4:00pm

<u>Pool Hours</u>	Monday-Thursday	5:00am-9:45pm
	Friday	5:00am-8:45pm
	Saturday	8:00am-5:45pm
	Sunday	8:00am-3:45pm

Member Services and Amenities

Full Club Membership (individual, couple/household or family), Special Programs (Senior and Firefighter/Police) and Temporary Memberships include unlimited use of the fitness center, group fitness classes, racquetball (based on court availability), free swim (limited to designated “open” lanes during peak times), locker room and spa facilities including whirlpool and saunas, lounge areas, and babysitting services (see below). Additional fees apply for all fee-based programs including, but not limited to, Hillsborough Family Martial Arts, Premiere Dance of Hillsborough, Swim Academy, personal training, x-training, TRX-Rip training, and nutrition services. Full Club Memberships may receive discounts on these fee-based services, however Special Programs and Temporary Memberships do not. Please inquire at the Front Desk for details.

Hillsborough Family Martial Arts Membership – limited to use of the dojo, locker room facilities, and lounge areas. Adult HFMA Members may use the babysitting services for their children during classes.

Premiere Dance of Hillsborough – limited to use of the dance studios, locker room facilities and lounge areas.

Dues and Program Fees Payments

We do not issue monthly invoices. Monthly dues are automatically billed to your credit card (we no longer have the ability to automatically bill from a checking account) on or about the 1st of each month. Fees for programs and other related fee-based services are typically required at the time services are rendered and/or prior to the start of the program.

In the event HRC is unable to successfully draft payments from your credit card when due, we will continue to attempt collection thereafter for a period of 30 days. The member (not HRC) is responsible for overdraft fees and/or other fees associated with late or invalid payments. Member accounts with an unpaid balance over 30 days past due will be frozen or cancelled by HRC until the account is paid in full.



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HRC reserves the right to implement or change fees or other charges at any time, unless prohibited by law.

Membership Change, Freeze and Resignation Requests

ALL MEMBERSHIP CHANGES MUST BE DONE IN WRITING USING THE APPROPRIATE HRC FORM AND INCLUDE THE APPROPRIATE SIGNATURE. To ensure the accurate and timely processing of all change requests, membership changes should be done at the HRC front desk by filling out the appropriate paperwork in person. In the event the member is unable to visit the facility, the member must email mfulton@hrcfitness.com to request the appropriate form. The form must be filled out completely and signed then either faxed back to HRC at 908-359-5329 or scanned & emailed to mfulton@hrcfitness.com. ***If you do not receive an email reply back from HRC within two (2) business days acknowledging receipt of the completed form, you must assume it was not received and it is your responsibility to follow-up with HRC via a phone call to the front desk (908-359-3600) or an email to management@hrcfitness.com.*** Please note that no membership changes can be accepted by phone and/or without the required paperwork due to the fact that HRC cannot validate change requests without proper signature.

You may ***change*** your membership type at any time. A pro-rated portion of the new monthly fee may be due at the time the change is made, however no pro-rated credits or refunds are provided. ***HRC Fitness is NOT RESPONSIBLE for changing a client's membership type when a discounted membership may apply.*** HRC Fitness utilizes email and its website to communicate important club information to its members. It is solely the responsibility of the member to stay informed by providing HRC Fitness with the member's email address which is used to communicate club information via our newsletter, General Manager letters to membership, and emails. Club information including membership rates are also available at the front desk, on our website at www.hrcfitness.com, and on the information board at the facility lobby.

You may ***freeze*** your membership for up to 3 months. Freezing your membership for a period longer than 3 months requires a doctor's note to freeze and also to reactivate your membership. All paid fee-based programs (such as personal training) will be frozen for the same period of time and will reactivate upon membership reactivation. You must be a member for 3 months before you're able to freeze your membership.

You may ***cancel*** your membership within 3 days for a full refund or at any time *after 3 months of membership* by filling out a "Membership Resignation Form" at the Front Desk. Refer to the "Notice to Customer" information on the back of the Membership Form for full details. As a reminder, any cancellation received on or after the 1st of the month will terminate at the end of the month.

Refunds, Returns and Exchanges

- ***Membership*** HRC does not refund membership and registration fees, except as specifically noted in the membership registration form (member contract). The member's obligation to pay membership dues is not dependent upon usage, availability or access to the facility and premises.
- ***Merchandise*** All merchandise sales are final; no refunds, returns or exchanges are allowed.
- ***Services and Programs*** HRC has limited space for most of its services and programs and relies on accurate participant counts to properly plan staffing requirements and other needs. Therefore there is limited ability to provide refunds for most services and programs. In some cases, pro-rated refunds shall be provided for medical reasons with a doctor's note. Refunds for specific services and programs shall be subject to any specific terms and conditions in contracts applicable to the service or program.



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Guest Policy

Members must accompany their guests to the front desk when registering the guest for the day; however the member is not required to stay with the guest throughout the guest's visit at the facility. All guests must complete a waiver of liability form and present a valid driver's license each time they use the facility.

With an individual membership, you are permitted to bring 6 guests with you per year, prorated based on membership start date. With a couple/household or family membership, you are permitted to bring 12 guests with you per year, prorated based on membership start date. Under the Senior or Firefighter/Police program, you are permitted to bring 3 guests with you per year, prorated based on registration date. Guests are afforded the same privileges as a temporary member. ***Please note that a single guest may only come in for free a maximum of 3 times before guest fees apply.***

Membership Etiquette

HRC's members and guests appreciate a warm and inviting atmosphere while at the facility. Always be courteous to others and respect the facility and its visitors. Clean up after yourselves and ensure the facility stays free and clear of clutter and garbage.

HRC's goal is to provide a secure, comfortable environment at its facility. Loud, obnoxious behavior within the facility is disrespectful and strictly prohibited. Offensive language, intimidating acts, discriminatory comments, and other conduct that disturbs a member's quiet enjoyment of the facility should be reported to the front desk. HRC reserves the right to terminate membership at any time for behavior deemed inappropriate, offensive or disruptive.

Program and Event Registrations

Please visit our website at www.hrcfitness.com for important information about the Club and to register for upcoming programs and events. In some instances, registration at the front desk is required. Any questions about registering for an upcoming program or event should be directed to the front desk.

Pool and Swim Academy

HRC shall make its best effort to provide at least one free lane for lap swimming during normal operating hours. Extenuating circumstances may occur from time to time which prevent us from providing an open lap lane. Under these circumstances, HRC shall inform the members via an Instant Alert (see below on how to sign up for Instant Alerts) and a notice at the front desk and pool area.

Please see the front desk or visit our website for registration of group, private and/or semi-private lessons. Refunds are only provided for medical reasons and with a doctor's note. A credit to the member's or guest's account may be provided under extenuating circumstances and at the sole discretion of HRC Fitness.

Pool Area Rules

- Children under the age of 14 must be supervised by a parent or legal guardian at all times.
- Diving into the pool is not allowed at any time.
- Members and guests may not solicit or conduct on the premises any swim lessons, with or without compensation.
- Swim diapers are required for all children not yet "potty-trained".
- Proper swim attire is required in the pools at all times. Workout apparel is not allowed.
- Running, wrestling or other rough play is strictly prohibited.



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- Inappropriate language or behavior is not allowed.
- Lifeguards and all other HRC Team Members must be obeyed at all times. Failure to comply with pool rules, whether written or verbal, may result in removal from the pool area and/or suspension or revocation of privileges.
- If there is lightning or thunder in the immediate area, ALL aquatics facilities will be closed immediately. All members will be asked to clear the pool deck until the lightning and/or thunder has left the immediate area for 30 consecutive minutes.
- Glass containers and food are not permitted in the pool area.
- When the pool is busy, lap lanes are strictly for intermediate-to-advanced swimmers. Please offer to share a lane with a waiting member when the pool is busy.

Fitness Center

Children under the age of 12 are not permitted in the fitness center. Children under the age of 17 are not permitted to use the free weight area. Any person of any age will be asked to leave the fitness center if HRC believes he/she is a danger to themselves or others.

Each individual membership (Temporary excluded) and Special Program (Senior and Firefighter/Police) gets one 1-hour fitness center orientation upon membership sign up. Each couple/household membership (Temporary excluded) gets two 1-hour orientations, and each family membership (Temporary excluded) receives three 1-hour orientations. Please visit the front desk to sign up for an orientation. Free orientations expire 90 days after your first day of membership and are subject to our cancellation policy as defined in our personal training policies.

- Please be courteous to other members and guests and treat everyone with dignity and respect.
- You must store all workout bags, coats and personal belongings in a locker in the locker rooms and are not permitted to clutter up the fitness center or hallways.
- Proper attire is required at all times, including shirts and shoes.
- Please be courteous to other members/guests and not use the weight machines for lounging and resting; they are for exercise.
- Keep cell phone conversations short in duration and low in volume. If members are noticing you on the phone, please take it out of the gym area. Do not place the call on speakerphone.
- Clean your machines and mats after use.
- Put your weights and gym equipment back on the rack or in the baskets off the floor.
- No loud or obnoxious behavior.
- Please inform HRC Staff of broken machines or gym equipment when you see it.
- Be conscious of television volume and turn down if it is too loud for the other members and guests. You may change the TV channel but be aware of another member/guest who may be watching the same TV and be respectful of them.

Group Fitness Classes

We request that you arrive a few minutes early to prepare your space or equipment (e.g., bike, yoga mat, etc). If you arrive late, please enter the class quietly and appropriately. Because classes are designed as group activities, you should follow the instructor's routines or instructions consistent with your personal abilities and limits. You must wait for a class to conclude before entering the studio to prepare for the next scheduled class. You must have a sweat towel for cycle and mat work, and may keep closeable, unbreakable water bottles at the perimeter of the studio. Please wear attire appropriate for the class. Your cell phones must be



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turned off or in silent mode. After class, please wipe down and return all equipment to its proper place. Only HRC Fitness personnel are permitted to operate the music equipment and thermostats.

Personal Training

Personal training services are available to members only, typically for a fee per session. Personal training sessions are non-refundable and expire 1 year after purchase. Inquire at the front desk for standard rates and our personal training policies. We strongly encourage you to complete a physical examination with a licensed physician prior to beginning any new exercise or nutrition program. Members and guests may not solicit or conduct any personal training on the premises, with or without compensation.

Please note that cancellations of scheduled appointments must be made by close of business the day prior to the appointment; otherwise, the member will be charged for the appointment. Only under extenuating circumstances, such as for medical reasons with a doctor's note, will the member not be charged for the appointment. To cancel an appointment, the member must call the front desk at 908-359-3600 and speak with the receptionist or contact the trainer directly via email or cell phone. Should a trainer need to cancel an appointment, the member will not be charged for the session, and the session will be rescheduled.

Racquetball

Etiquette

- You must store all workout bags, coats and personal belongings in a locker in the locker rooms and are not permitted to clutter up the fitness center. If a bag is too big for the lockers, they may be placed against the wall outside the courts in the hallway while the member or guest is playing racquetball.
- Eyeguards are strongly recommended. Wrist tethers are mandatory.
- Shirts and sneakers with non-marking soles must be worn at all times.
- When entering an occupied court, wait until the end of the rally then knock on the door to let the players know their time is up.
- Do not hit the ball after the volley has ended or return short serves to the front wall.
- This is a family-oriented facility. Please do not use offensive language or wear clothing with inappropriate sayings or pictures.
- Display good sportsmanship – do not hit racquets against the walls/glass.
- You may not organize your own informal or formal racquetball leagues, tournaments or programs.

Open Time Court Reservations / Cancellations

- Members may schedule a court seven (7) days in advance by contacting the Front Desk or through the member portal. Front Desk staff may only reserve courts for the member asking, they will not allow members to book courts under another member's name (members will be billed for courts that are not used and/or cancelled).
- Members may reserve one (1) hour per day in their name. They may continue playing if courts are available after their reserved court time.
- Court time is not guaranteed.
- Specific courts are not guaranteed.



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- Club-sponsored activities or rentals may take precedence over member court usage (ie: summer camp, tournaments, etc).
- Court time is at a premium. Failure to cancel courts within four (4) hours of your scheduled court time will result in an automatic \$15 charge to your account. Cancellations and reschedules cannot be done via voicemail or email.
- Court reservations will be held for ten (10) minutes after the reservation time then will be released to waiting players.
- Guests (non-members) are permitted to schedule courts the same day of their visit.
- There are no seasonal court time bookings. Do not assume that recurring court time is automatically reserved, players must reserve their own court time.
- Members must inform the Front Desk Staff that they are checking in for court time. The computer will not check in players if they arrive more than ten (10) minutes before their scheduled start time.

League Court Reservations / Cancellations

- All courts are initially reserved through our computer system.
- Court cancellations must be done through the Club, they are not accessible through the member portal.
- Cancellations and reschedules cannot be done via voicemail or email.
- Failure to cancel courts within two (2) hours of your scheduled court time will result in an automatic \$15 charge to your account.

Kids Clubhouse Member and Guest Use

Please refer to the Kids Clubhouse handbook for more details on our Kids Clubhouse policies.

Kids Clubhouse Hours	Monday-Friday	9:00am-12:00pm and 5:30pm-8:00pm
	Saturday	8:00am-12:00pm

The Clubhouse is available specifically for children of a Member (as defined below) between the ages of 3 months to 12 years, and restricted to hours that the Clubhouse is attended by an HRC employee. In addition, the Member must remain on the premises at all times or be involved in an approved HRC-designed program.

“Member” is defined as an adult who has purchased for himself/herself a Full Club Membership (regular, discounted, temporary or daily) and/or a Martial Arts membership (including karate, aikido, and jiu-jitsu). The Kids Clubhouse is therefore unavailable for siblings of children in the swim academy, for siblings of children in the Premiere Dance of Hillsborough program, for siblings of children in the Martial Arts program where the parent is not a Member, and for other similar circumstances. In addition, the Member must be active in the Club at the time Clubhouse service is requested, meaning the Member must be working out in the fitness center, engaged in a personal training appointment, taking a karate class or group fitness class, etc.

Premiere Dance of Hillsborough Policies



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A separate policies document exists for Premiere Dance of Hillsborough (“PDH”) and supplements these General Policies. This separate document is distributed to all PDH participants when they sign up and can also be found on the PDH website (www.premieredancenj.com).

Summer Camp Policies

A separate policies document exists for HRC’s Summer Camp program and supplements these General Policies. This separate document is distributed to all Summer Camp participants when they sign up and can also be found on the HRC Fitness website (www.hrcfitness.com) during camp operation.

Personal Belongings

You must store all workout bags, coats and personal belongings in a locker. You may use our lockers only while you are on the premises and are not permitted to leave your personal belongings at the facility overnight. Do not bring or store any valuables on the premises. HRC Fitness is not liable or responsible for any lost, stolen or damaged personal property, whether from lockers, vehicles or other locations on the premises. Please inquire at the front desk for lost articles and fill out a lost & found form if the article has not yet been found.

Locker Rooms

We expect proper etiquette in our locker rooms. You may not use an electronic device equipped with a camera in the locker rooms. Our family locker room is for entry and use by a parent, legal guardian or responsible adult (such as a nanny, au pair or grandparent) with his/her children. No boys of any age are permitted in the women’s locker room, and no girls of any age are permitted in the men’s locker room. As this is a family fitness center, you must conduct yourselves appropriately when in the locker rooms and children are present.

Members/guests must shower before entering the whirlpool. Clothing (swimsuit, shorts, towel wrap, etc) is required during use of the whirlpool and saunas; use of these areas in the nude is strictly prohibited. DO NOT pour water over the electric heating element, as this will drastically reduce the lifespan of the heater. No water, towels or clothing is allowed near the heating element. Please keep the saunas and whirlpool areas free and clear of clutter and personal belongings. No children under the age of 18 are permitted in the whirlpools and saunas without adult supervision.

Please remove all personal locks from the lockers at the end of your visit to the facility; no personal locks are permitted overnight on the lockers. Personal locks that remain overnight will be cut and removed, and the contents of the locker will be stored temporarily at the front desk. Lockers may be rented for \$10/month.

Accidents and Injuries

If you are injured or require immediate medical assistance, please see an HRC Team Member immediately. HRC will need to fill out an incident report and will assist in seeking appropriate medical attention.

Facility Check In and Egress Policy

All Members and Guests must enter and exit the building through the top (main) entrance and must check in at the Front Desk. All other methods of egress in/out of the facility are either for visitors who are handicapped or for emergency use only. Please be respectful of this policy so that we can continue to provide a safe environment for all visitors. If you require use of the handicapped entrance, please see the Front Desk so you can be added to our list of approved members and guests. A doctor’s note is required to be placed on this approved list, otherwise it is the sole discretion of HRC Fitness to allow or deny the request. In order to



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maintain a safe environment for all our members and guests, HRC Fitness reserves the right to revoke your membership for multiple violations of this policy.

Parking Policy

The speed limit in the parking lot is 5 mph. Please be aware of other Club visitors, especially children, when driving in the parking lot.

The drop off zone for all visitors is clearly marked and located at the Club's main entrance. In order to keep the parking lot safe for all visitors, this drop off zone must not be congested, so please DO NOT park in this area at any time or use this area to pick up any visitors. The pick up zone for all visitors is clearly marked and located on the northeast corner of the building at the end of the sidewalk.

Photography/Media Policy

Professional photography and recording of video on the premises is not permitted without the advanced and written approval of HRC Fitness. Personal photography is allowed in public areas of the club only. You must have consent to photograph any other member, guest or HRC Team Member. No photography or cameras of any kind are allowed in any locker room or other private area of the club.

HRC Fitness may request permission at certain times to photograph or video its members and guests. HRC will only use such photograph or video upon your written consent and for informational or advertisement purposes only.

Alcohol/Drugs/Smoking

You may not bring alcohol onto or consume alcohol on the premises and are not permitted to use our equipment, services or programs while under the influence of alcohol. You may not use, possess or sell any illegal drug on the premises. You may not use our equipment, services or programs while under the influence of illegal drugs. You should not use, or should stop using, any equipment, service or program if your prescription medication adversely impacts or influences your ability to safely use it. You may not smoke, chew or use any other tobacco or electronic cigarette products while on the premises including any outdoor areas close to the building (sidewalks, lawn) and outdoor training areas.

Facility Closings or Access Restrictions

HRC Fitness reserves the right to close or restrict access, without advance notice, to any area of or the entire facility or premises for any reason, including but not limited to closures or restrictions related to construction, remodeling, repair, maintenance, or for health or safety reasons, including but not limited to weather, natural disasters, power outages, and medical issues. Your obligation to pay membership dues is not dependent upon usage, availability or access to the facility and premises.

HRC Fitness uses a Text Alert system called "Rained Out" to communicate urgent matters to our clients in real time. To communicate other important information such as new services and amenities, we utilize a monthly e-newsletter. Lastly, we ask that you stay connected with us on Social Media; HRC Fitness is on Facebook, Twitter and You Tube! Please inquire at the Front Desk for information on how to sign up for Text Alerts, the monthly e-newsletter, and Social Media in order to stay informed.

Illness

You may not enter the premises if you knowingly have a contagious illness that may be transferred through ordinary use of our equipment, services or programs.



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Animals

You may not bring any animal on the premises unless it is a service animal performing its duties in the care of a person who requires its assistance.

Damage to Facility

You may not damage the facility in any way, including but not limited to any damage to, or theft of, exercise equipment, supplies or other facility or private property. The member or guest responsible for the damage or theft is responsible to pay for it.

Refer-a-Friend Program

Most of our members come from referrals by friends and relatives of HRC members. We appreciate when you tell your family and friends about us, and we want to say "thank you!" by giving you a credit back to your account of \$50 for every new client that joins HRC with a Full Club Membership or Special Program (Seniors and Firefighters/Police) for 3 months or more. The new member must identify you on their registration form in order for you to receive credit. Only full Club Members and those enrolled in a Special Program who have been an active member for at least 3 months can receive a credit (does not apply to Temporary Members or those full/special program members within the first 3 months of membership). Please inquire at the Front Desk for more information.

Adult Supervision of Minors

In general, all minors (children under the age of 14) must be supervised by a non-exercising and attentive parent or legal guardian at all times while in the facility, except as noted in other sections of these General Policies.

Member Use of Outside Instructors

Members and guests are not permitted to bring in outside coaches, personal trainers, swim instructors, dance choreographers, or any other persons who provide professional services for the purpose of instructing the member/guest unless such arrangement is pre-approved by the General Manager. Likewise, members and guests are not permitted to provide professional services and instruction to other members and guests unless such arrangement is pre-approved by the General Manager. If permitted, the General Manager may require a Certificate of Insurance from the instructor, and a fee paid to HRC would likely be required.

Document Revisions

This document is meant to serve as a guideline for our members and guests. More specific policies, rules and regulations (as applicable) are posted throughout the facility in the appropriate areas.

These General Policies may be amended from time to time as policies, rules and regulations are revised and new ones are published. A current copy of this document will be available to all members and guests at all times in the club lobby at the entrance to the facility, on the first floor near the men's and women's locker rooms, and on the HRC Fitness website.