

LifeWorks Member Rules and Regulations Handbook

Updated April 2026

Welcome to LifeWorks

At LifeWorks, we are committed to providing a welcoming and inclusive environment where our members can focus on their health and wellness. As a medically integrated fitness center, we strive to offer a high-quality experience with top-tier facilities, expert staff, and a strong sense of community.

This Member Handbook serves as your guide to the policies, amenities, and resources available to you. Our goal is to ensure a positive and safe experience for all members while upholding the highest standards of cleanliness, professionalism, and respect.

Our Commitment to You:

- A clean, well-maintained facility
- Professional, knowledgeable staff
- A supportive and motivating environment
- A variety of fitness and wellness programs to meet your needs

We encourage you to familiarize yourself with the information in this handbook and reach out to our staff with any questions. Thank you for choosing LifeWorks as your partner in health and wellness.

Member Policies & Procedures

Section I: Hours of Operations

FITNESS CENTER

Monday - Friday	5:00 AM – 9:00 PM
Saturday	7:00 AM – 5:00 PM
Sunday	7:00 AM – 5:00 PM

AQUATIC CENTER and SPA SERVICES

Monday - Friday	5:00 AM – 8:45 PM
Saturday	7:00 AM – 4:45 PM
Sunday	7:00 AM – 4:45 PM

Hours of operation are subject to change based upon facility utilization patterns, special events and holidays.

For severe weather conditions, LifeWorks may need to change the hours of operations. For up-to-date hours due to weather, please call 440-816-4202.

Facility Closing Policy

LifeWorks closes promptly at 9:00 PM (5:00 PM on designated days). To ensure a smooth and consistent experience for all members and staff, a 15-minute announcement will be made prior to closing, asking members to begin wrapping up their workouts. At closing time, all members are expected to exit the facility. We appreciate your cooperation in helping us maintain a safe, respectful, and consistent environment for everyone.

Section II: General Policies

A. MEMBERSHIP CARDS

Each member will receive a membership card and have a photo taken upon receipt of the membership card. This card will be required to enter the facility. A fee of \$5.00 may be charged to multiple lost membership cards replacements.

B. CHECK IN

All members and guests must check-in at service desk each time you enter LifeWorks. Your picture will appear on the check in screen when your card is scanned into the computer. If you forget your card, a picture ID must be presented to enter.

C. LOCKER ROOMS

1. The men's and women's locker rooms are for members and guests 14 years of age and older.
2. Assisted changing rooms are provided for those needing ADA accommodations and for members and guests 13 years of age and under accompanied by an adult.
3. The lockers have an electronic lock system. You may choose any full sized locker that is not flashing the red light. To lock and unlock: press C, any four digits and the key symbol. To ensure accuracy, take your time and press the keys firmly. Please take note of your locker number as well. Items are not to be left in the lockers overnight or when you are not in the facility.
4. LifeWorks offers a limited number of rental lockers available on a first-come, first-served basis. A monthly rental fee will be assessed. LifeWorks will not be responsible for lost, damaged or stolen articles. Cancellation of the rental locker may be done with a thirty (30) day advance written notice to the service desk.
5. Lock boxes are available in the men's locker room. Members need to bring their own pad lock. Any locks left on will be removed at the close of each evening.

6. For your safety, please use caution when walking on all wet surfaces in locker, shower and aquatic center.
7. For sanitary reasons, **use of a towel/cover up is required in all shared areas especially when sitting.**
8. For the safety and privacy of our members, use of electronic devices is discouraged in the locker rooms. As a courtesy to other members, cell phone use should be limited to urgent calls. Private areas are available if needed. Photography and videography is **strictly** prohibited.
9. Use of any oils is not permitted in the Shower area, Steam Room, Sauna or Hot tub.
10. Whirlpool
 - a. The Whirlpools are located in both the men's and women's locker rooms and are available to members and guests 14 years of age and older.
 - b. Please read and follow posted cautions and avoid overexposure to the 102° - 104° water temperatures.
 - c. Always shower prior to entering the whirlpool.
 - d. Shaving or use of any personal hygiene products is prohibited in the whirlpool.
 - e. Swim suits or aquatic wear must be worn.
11. Sauna and Steam Room
 - a. The Sauna and Steam Rooms are located in both the men's and women's locker rooms and are available to members and guests 14 years of age and older.
 - b. Please read and follow posted cautions and avoid overexposure to the temperatures.
 - c. Shaving or use of any personal hygiene products is prohibited in the Sauna or Steam Rooms.
 - d. Nudity is not permitted. Clothing/swimsuit/cover up must be worn.
 - e. A towel is required between your skin and any surfaces in these areas.
 - f. Exercising/stretching in this area is prohibited.

D. TOWELS

Bath and Exercise towels are available during your visit. Please return all towels to the designated drop areas throughout the facility.

E. ATTIRE

All members are required to wear proper workout attire. No street clothes or street shoes are permitted in the basketball courts, racquetball courts, studios and fitness area. Clean and proper footwear is required in workout areas; open-toed shoes and slide-on shoes are prohibited except in locker rooms and aquatics center. Swimmers must dry off and have a shirt or cover-up on when outside the aquatics center. We ask you not to wear any clothing or masks that denigrate others.

F. LOST AND FOUND AND VALUABLES

LifeWorks will not be responsible for articles lost, stolen or damaged at LifeWorks. Please leave valuables at home or locked in the trunk of your car. Lost and found items will be kept for a maximum of two weeks and then donated to charity. All lost items must be identified in person and no confirmation of found items will be given over the phone.

G. DAMAGES

Members are responsible for any damages to LifeWorks property and/or property of other members caused by themselves, except due to ordinary wear or usage.

H. EMERGENCIES: Dial 9-911

Emergency exits are clearly marked throughout the LifeWorks facility. In the event of an emergency, contact the nearest staff member and follow instructions. Dial 9 - 911 from any phone to notify the local authorities in the case of an emergency. Always notify a staff member as soon as an accident or injury occurs.

I. SMOKING

LifeWorks is a designated smoke free environment.

J. FOOD AND DRINK

All food items must be contained to the Café area. Drinks in spill-proof plastic containers may be carried into fitness areas. No glass bottles. Alcoholic beverages are prohibited.

K. CELL PHONE/ DEVICE USAGE

1. Talking on your cell phone while exercising on any equipment is **prohibited**.
2. For the safety and privacy of our members, use of electronic devices is discouraged in the locker rooms.
3. As a courtesy to other members, cell phone use should be limited to urgent calls. Private areas are available.
4. Photography and videography is **strictly** prohibited.

L. GUEST POLICY

1. All guests are required to pay a guest fee or use a valid guest pass.
2. All guests are permitted 12 visits per calendar year. This may change so please check with a member advisor.
3. Members may bring up to five (5) guests at one time.
4. All member guests must be accompanied by the member to receive the member guest pricing.
5. All guests 18 years and older must present a valid photo ID each visit.
6. All guests must complete and sign the guest registration.
7. Guests 17 years or younger must be accompanied by an adult who is 18 years or older.
8. LifeWorks holds the right to restrict a guest usage of the facility at any time.

M. SPECIAL EVENTS

LifeWorks may restrict usage of all or parts of the facility to accommodate special events.

N. FACILITY CLOSURES

Management reserves the right to close part or all of the facilities for a maximum of 14 days each calendar year for necessary repair, maintenance or severe weather.

Section III: Facility Entitlements and Policies

A. AQUATICS

1. A lifeguard will be on duty during all open pool times. Basic pool rules apply: no diving, no running on deck, no rough play. Please shower before entering the pools. Swim suits or aquatic wear only may be worn.
2. Lap Pool
 - a. Lap swim is for individuals 14 years of age and older only. Please observe lap swim etiquette. If crowded, lanes may be shared but not required.
 - b. Lane usage is first come, first served basis. Please visit the Aquatic Center for a copy of the Pool Lane Usage Policy.
 - c. One length = 25 yards, two lengths = one lap
 - d. Water temperature of the lap pool will be 82°- 84°.
 - e. Classes and programs (i.e. water exercise classes, swim lessons, etc.) have exclusive use of specific sections of the pool.
 - f. Members 13 years of age and under may access the lap pool only during designated times and must be accompanied by an instructor or adult.
3. Warm Water Pool
 - a. The warm water pool will be 92° - 94°.
 - b. Classes and programs (i.e. physical therapy, water exercise, swim lessons, etc.) have exclusive use of specific sections of the pool.
 - c. Members 13 years of age and under may access the warm water pool only during designated times and must be accompanied by an instructor or adult.

B. BASKETBALL COURTS

1. Classes/ programs have exclusive use of specific sections of the gym. Check at the service desk for schedule.
2. Use of the courts is for members and guests 14 years of age and older.
3. Basketballs are provided. Please return to its proper place after use.
4. **Gym shoes must be non-marking**, not street shoes.

C. RACQUETBALL COURTS

1. Reservations for court time can only be made by a member. Members can reserve courts up to 24 hours in advance. A reservation fee will be charged for reserved court time over 24 hours and can be done over the phone with a credit card.
2. Each member 14 years of age or older can reserve one hour of play per day.
3. Please call at least 2 hours in advance if you need to cancel a reservation. The reservation fee will be assessed for all no-shows and cancellations without 2 hours notification. The court will be held for 10 minutes past the reserved time; beyond that time it becomes an open court.
4. Safety first - we recommend eye protection for all players.
5. **Shoes must be non-marking** and not street shoes.

D. OUTDOOR TRACK

1. Outdoor track is available during daylight hours.
2. Please check-out/ in with the service desk if you will not be carrying your membership card to re-enter the facility.
3. The outdoor track is approximately 4/10 mile in length.
4. No bikes or motorized vehicles allowed.
5. Please use caution when crossing driveways.
6. Use of track with an animal requires the animal to be leashed and member must provide proper clean-up.

E. INDOOR TRACK

1. The track is available during all business hours for members 14 years of age and older.
2. Slower walkers/runners use the inside lane and allow faster walkers/runners to pass on the outside lane. Please be considerate of other exercisers on the track.
3. Must pass single file, when in slower lane, maximum 2 people side by side.
4. Direction of exercise will be determined by posted arrows and will be alternated daily.
5. Eleven laps on the inside lane and 10 laps on the outside lane equal 1 mile.
6. Please use caution when entering or crossing the track.
7. Proper footwear is required.

F. GROUP EXERCISE STUDIOS

1. Classes and programs have exclusive use of the studios during class times. Check at the service desk for details.
2. When a class is not in session, members may use the room to stretch, jump rope or simply do freestyle aerobics. Use of the sound system is prohibited.
3. No one under 14 years of age will be allowed in the studios except for when attending special classes.
4. Removal of group exercise equipment from the studios is prohibited.
5. Participants must wear shoes with non-marking soles during all group exercise classes.
6. During class, cell phone/IPOD/IPAD use is prohibited.

G. CARDIOVASCULAR EQUIPMENT

1. Use of the cardiovascular equipment is limited to members ages 14 years and older.
2. For safety reasons, children 13 years old and younger are not allowed on the fitness floor.
3. An assessment and orientation session is recommended for members 14-17 years of age prior to using the equipment. Please schedule these appointments at the fitness desk.
4. Orientation and instruction sessions for the cardiovascular equipment are highly encouraged for all members. Appointments are required. Please see the fitness staff with any questions regarding proper workout and equipment techniques.
5. Please use provided exercise towels and disinfectant to wipe down your cardiovascular equipment before and after use. Spraying directly on the display monitor can cause damage.
6. Talking on your cell phone is **prohibited** while using any cardiovascular or weight equipment.

H. WEIGHT TRAINING AREA

1. Use of the weight equipment is limited to those members 14 years of age and older only. An orientation session is recommended for members 14-17 years of age prior to using the weight equipment.
2. Orientation and instruction sessions for the free weights and selectorize strength equipment are highly encouraged for all members. Appointments are required.
3. All weights must be returned after use. Picking up and placing down any weights need to be in a controlled manner. Dropping of weights is prohibited.
4. Please use provided exercise towels and disinfectant to wipe down your strength equipment before and after use.
5. Make sure to spray the towel and then wipe.
6. Talking on your cell phone is **prohibited** while using any cardiovascular or weight equipment.

I. FITNESS FLOOR

1. LifeWorks provides complimentary fitness coaching for all members. To schedule an appointment for a program review, assessment or to learn how to use the equipment, please visit the fitness desk.
2. Personal Trainers, not employed by LifeWorks of Southwest General, are prohibited to personal train at LifeWorks.

J. MASSAGE THERAPY

All appointments are scheduled through the main service desk or by calling 440-816-4202. LifeWorks members receive a discount on all services.

K. PROGRAM REGISTRATION

1. Programs run for 6 weeks (unless otherwise noted).
2. Sign up by three days prior to the beginning of the session. Full refunds are available until the three days prior to the first day of class.
3. No refunds are available after a class has begun. In special situations, refunds may be given for medical reasons.
4. All members are required to check in for programs with their membership card. Persons without proper ID may be denied entrance.
5. Programs require a minimum number of participants. Should this number not be met, you will be contacted and issued a full refund.

Section IV: Membership Account Policies

A. BILLING

Dues will be collected each month by electronic funds transfer or payroll deduction. Monthly dues are not based upon attendance and failure to use the facilities will not relieve the member of the obligation to pay. The enrollment fee is a non-refundable processing fee and will be re-assessed if your membership is terminated and you re-join LifeWorks after 30 days from cancellation.

B. DELINQUENCY

A member whose account is not paid by the 30th of the month must bring the account current to use the facility. In addition, a \$5 late fee is assessed for every thirty (30) day period that the account is past due. Accounts that are 60 days in arrears will be terminated and sent to collections.

C. DISHONORED CHECK OR BANK DRAFT

If any check or bank draft payable to LifeWorks is not honored, management shall have the right to:

- a. assess a service charge of \$25;
- b. collect all current and past due balances;
- c. terminate the membership.

D. EFT (electronic fund transfer):

Funds transfer will occur on or about the **10th of every month**. If you choose to change your EFT payment method, notification is needed by the 1st of the month.

E. DUES PRE-PAYMENTS

Monthly dues may be pre-paid in increments of six months or one year after the first year of membership.

F. LEAVE OF ABSENCE

Upon verification and approval, a member in good standing may place their membership on freeze (hold) status.

Non-medical reasons: Members may freeze their membership. A \$30 charge will be assessed for individuals or \$60 for couples/families. A Member may place his or her membership on non-medical leave for a total of three consecutive months in a calendar year. Upon reactivation of the membership, normal monthly billing will proceed at the applicable rate and a prorated monthly fee may be applied.

Medical Reasons: There is no charge to freeze your membership for medical reasons with written notification from a healthcare provider. Notification of a medical freeze must be provided within the first 30 days of medical issue occurring to be approved. Clearance from a healthcare provider must be received to reactivate the membership. Normal monthly billing will proceed at the applicable rate and a prorated monthly fee may be applied.

All Medical Leave of Absences expire after the 12th month and the membership will be cancelled.

G. CORPORATE MEMBERSHIPS

A Corporate membership can be established. Please contact member services for more details.

H. CANCELLATION/TERMINATION

The membership agreement may be canceled under certain circumstances detailed in the membership agreement and the following:

1. **Move.** The member may cancel the contract if the member provides written verification of having moved to a new permanent residence beyond a twenty-five (25)

mile radius of the facility. A 30-day written notice is required to cancel. LifeWorks will make a prorated refund, if applicable.

2. **Disability or death.** Your estate may cancel in the event of your death. You also may cancel if you become disabled with a **doctor's order**, because you cannot physically or medically use LifeWorks services or facilities due to significant physical or medical disability. LifeWorks may require that you submit to a physical examination by a doctor agreeable to LifeWorks and you to verify your disability. LifeWorks will make a prorated refund within thirty (30) days of the written notice of this cancellation.
3. **Center Relocation/Closure.** LifeWorks will refund the member the prorated cost of any unused services within thirty (30) days if the Center relocates more than twenty-five (25) miles from its present location; becomes permanently materially impaired; or ceases operation. LifeWorks reserves the right to close temporarily for repair and renovation for a maximum of 14 days per calendar year, and member's obligation for dues continues uninterrupted.
4. **End of Term.** After the expiration of the initial contract term, the member may terminate their contract by written notice. If the member does not send notification to cancel, the membership will automatically roll over to month to month until cancellation is received. Termination will take effect **thirty (30) days from receipt of written notification**. Such notice must be emailed, delivered in person, sent by certified mail or faxed to LifeWorks. It's the member's responsibility to confirm receipt of mailed, emailed or faxed cancellation. Immediately upon any cancellation or termination, LifeWorks requires that all outstanding charges must be paid and the membership card returned.

5. Suspension/Termination by Management:

- a. *With cause and at any time:* Management has the right in its sole discretion to suspend and/or terminate any member at any time for nonpayment of dues or fees, for noncompliance with LifeWorks' rules and regulations, or for behavior deemed by management to be adverse to the enjoyment of LifeWorks by other members.
- b. *Without cause prior to expiration of initial term:* Management reserves the absolute right, in its sole discretion, to terminate a membership prior to the expiration of the initial term. A written notice will be provided to the member, in person or by certified mail. If notice is by certified mail, it shall be addressed to member's home address as shown on the membership application.
- c. *Prorated Refund:* Upon termination by management under paragraph (a) and (b) of this Section, a prorated refund will be made to the member based on the effective date of termination.

I. DUES ADJUSTMENT

Dues are subject to adjustment as determined by the management. Sixty (60) days notice will be given to members of any upcoming adjustments.

J. MEMBERSHIP CLASSIFICATION DEFINED

1. **Individual** memberships are for anyone 18 – 59 years of age.
2. **Add On:** Additional member added to an Individual's membership account who is 14 years of age or older that resides in the same household.
3. **Senior** memberships are for individuals 60 years of age or older.
4. **Senior Add On** memberships are for the 1st Add Ons who are 60 years of age or older.
5. **Youth** memberships are for individuals 14 - 22 years of age.

6. **SWGHC Employee** memberships are for those employed by Southwest General and receive a Southwest General pay check.
7. **SWGHC Affiliate** memberships apply to the associates, active volunteers, medical staff, and Board Members of Southwest General Health Center.
8. **Corporate** memberships apply to the employees of a company who have a LifeWorks corporate account.

Membership Status Change: It is the responsibility of the LifeWorks member to notify LifeWorks management of any membership status changes. LifeWorks holds the right to change a membership status according to the classifications defined above.

Section V: Member Etiquette Guidelines

A. Arriving at the Club

- Have your membership card ready for quick check-in.
- Check current class schedules on the **LifeWorks Member App**.

B. Locker Rooms

- Dispose of towels in designated bins.
- Wipe down sink areas after use.
- Use two towels per visit to conserve resources.
- Maintain modesty and wear appropriate attire in spa areas.
- Always use a barrier between your skin and any shared surface.
- Avoid using strong fragrances out of respect for others.
- **Photography is not permitted.**

C. Fitness Floor

- Allow others to work in between sets.
- Rerack weights after use.
- Wipe down equipment after each use.
- Store personal belongings in lockers during workouts.
- Headphones required for all personal music. No music played aloud on the fitness floor.
- Avoid using strong fragrances out of respect for others.
- **Photography and videography is not permitted.**

D. Classes

- Arrive on time to avoid disruptions.
- Claim only your own space and equipment.
- Keep conversations limited to before and after class.
- Reserve your spot in studio, Spin, and yoga classes via the **LW App**.

E. Pool Area

- Shower before entering the pool.
- Wear proper swim attire.
- Headphones required for all personal music. No music played aloud on the pool deck.
- Avoid using strong fragrances out of respect for others.
- Follow all **posted pool rules** to ensure safety and enjoyment for all.

Thank you for helping us maintain a welcoming and respectful environment for everyone!

Section VI: Miscellaneous

A. Facility Age Restrictions:

1. Children 13 years of age and younger are not permitted in the locker rooms, on the fitness floor and on the indoor track.
2. Children 13 years of age and under are restricted from the aquatic center, basketball courts and racquetball courts except: Classes in which the child is enrolled.
3. At all times, children 13 years of age and under must be under direct adult supervision.

B. Your suggestions and input about these policies and procedures are always welcome. They are intended to make LifeWorks an enjoyable environment for all members. Thank you for your involvement.

C. The foregoing policies and procedures are not all inclusive. Other rules and regulations may be posted in and about the facilities and shall be binding on all members.

D. Management reserves the right to change or amend these policies and procedures as are deemed necessary for the safe and functional operation of the facility.

E. LifeWorks does not discriminate on the basis of race, color, religion, national origin, gender, sexual orientation, gender identity and expression, age or disability.

Thank You for choosing LifeWorks



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