



## **FREQUENTLY ASKED QUESTIONS**

### **When are your busiest times?**

Our peak times are Monday thru Friday from 8:30-11 am; and 5-7:30pm.

### **Do you match prices from other fitness centers?**

We do not match prices because our facility has different amenities than others. Our prices are very competitive, and in most instances less than clubs of the same stature. At many other clubs, you are asked to pay extra for amenities, such as group fitness classes, that are included in your Club Fitness membership at no additional fee.

### **Do I have to join for a whole year or are monthly options available?**

We offer a variety of membership options such as 2-year options, annual options, month to month options, 3-month options and options that do not include a commitment.

### **Can my children work out with me?**

Club Fitness is a membership facility for 7<sup>th</sup> graders through adults. However, some supervised programs are available specifically for children. Club Fitness offers a low-cost Jr. Membership that allows children who haven't reached 7<sup>th</sup> grade the ability to use the indoor track and pool at no charge during scheduled hours and other land and aquatic programs at a drastically reduced rate.

### **Do you have child care?**

Yes, we have a fabulous childcare program that accommodates children 3 months thru 11 years.

### **Do you have memberships for just a few days a week or weekend-only memberships?**

We do not. All Club Fitness memberships entitle the member to use our facility whenever we are open. We do offer a Matinee Membership that offers a reduced rate in exchange for limiting your workout times to the off-peak daytime hours only.

### **Do you offer any pool only, fitness class only or track only memberships?**

Our membership includes the entire facility. Although you may only use the pool, classes or track, our center offers a variety of options to change up your regimen. Therefore, specific memberships are not available.

### **Can I keep my own locker?**

Lockers are on a first come, first served basis and all locks must be removed before the end of the business day. Locks are cut and removed after the club closes. If you prefer to keep the same locker and to keep your lock on overnight, you may rent a permanent locker for 6 months or for a year.

### **Can I put my membership on hold if I go away?**

Most memberships may only be put on hold for medical reasons. The only exceptions are the commitment-free membership options which allow you to cancel or put your membership on hold at any time after you successfully fulfill at least 4 consecutive months.

**Do you give senior discounts?**

Yes, seniors age 62 years and older receive a substantial discount. Discounts are also granted for students, multi-person memberships and daytime-only members.

**Is Club Fitness an Addison Park District facility?**

Club Fitness is owned and operated by The Addison Park District.

**Why do I have to pay a membership fee when I pay taxes to the Park District?**

Club Fitness is run as a private revenue generating facility. Rather than tax dollars, the club is run from the revenue it generates from memberships, programs, rentals and other means.

**Will someone to show me how to use the equipment?**

Yes. All members are encouraged to have a personal trainer consultation and an equipment orientation, which is included with your membership.

**Do your trainers have certifications?**

Yes. Our trainers hold some of the top certifications available and have been educated in Exercise Science at nationally accredited institutions.

**Are classes included?**

Yes, our group exercise and mind and body classes are included; however, some of our specialty classes do have an added fee because they require special instructor certifications and/or separate licensing fees.

**What is Fitness on Demand? Do I need to pay extra for it?**

Fitness on Demand is a revolutionary system that allows you to scroll through a kiosk of approximately 70 group fitness classes and choose a private or semi-private class. After pressing "play," your class will be displayed on a 10-ft movie screen in our fitness studio. This amenity is included at no additional charge with your membership.

**Why do you charge an enrollment fee?**

Your enrollment fee covers the cost of starting your membership such as your orientation, staff time, processing and ongoing billing and notifications. It also helps offset the costs associated with delinquent accounts, forced cancellations and collections.

**Do your classes fill up?**

In very rare instances, classes may fill up. In those cases, they are offered on a first come, first served basis. Also, efforts will be taken to relocate the class temporarily to a larger venue.

**Do you have an indoor and outdoor pool?**

We have an indoor 75-ft, 6 -lane lap pool with depths that range from 3ft 6" to 5ft. We also have a hot tub, a dry sauna and a steam sauna. The outdoor Family Aquatic Center is not included with your Club Fitness membership. It requires a separate membership fee.

**What is the water temperature of your pool and hot tub?**

Water temperature fluctuates based on the usage patterns. Typically, the pool temperature is between 80 degrees and 83 degrees Fahrenheit. The hot tub is typically between 100 degrees and 103 degrees.

**If I am not a member, can I still workout?**

Daily rates are available at Club Fitness. They are payable at the customer service desk.

**Is the basketball court always open or are there certain hours?**

The basketball court is only open during advertised Open Gym hours. Specifically, Open Gym is usually held daily Fall through late Spring.

**Do you have racquetball or tennis?**

Club Fitness does not offer any racquet sports. Outdoor Tennis courts are available adjacent to Club Fitness at Centennial Park.

**I took time off from the club. Can I get a refund for the time that I was off?**

Non-usage is not a valid reason for a refund or cancellation. Your membership may only be frozen or cancelled for medical reasons or if you move away permanently. Your request must be made in advance and you must submit applicable documentation. Regardless of the reason, consideration will not be made for any time off that was not requested and approved ahead of time.

**Do I need to bring a lock?**

We recommend that you use a lock. We can also sell you a key lock or padlock for a reasonable price.

**Do I need to bring towels?**

No. Basic towel service is included with your membership. A premium towel service is also available for \$20/year that will give you access to plush, hotel-quality towels daily.

**Can I wear my outside shoes in the club?**

We suggest clean shoes be worn in the facility at all times.