

# THE WAVE



**Aquatic & Fitness Center  
Whitefish, Montana**

**Member  
Handbook**

**2018**

MISSION ..... 4

VALUES..... 4

WELCOME TO THE WAVE ..... 4

SECTION I: HOURS OF OPERATION ..... 5

    A. FACILITY ..... 5

    B. HOLIDAY HOURS ..... 5

    C. CLOSURES..... 5

    D. SLIDE POOL HOURS..... 6

SECTION II: CODE OF CONDUCT..... 6

    A. NON-DISCRIMINATION POLICY ..... 6

    B. HARASSMENT, INTIMIDATION, OR BULLYING ..... 6

    C. ATTIRE ..... 7

    D. HYGIENE..... 7

    E. TOBACCO USE ..... 8

    F. WEAPONS..... 8

    G. DETERMINATION OF CONSEQUENCES ..... 8

SECTION III: HOUSE ITEMS..... 8

    A. MEMBERSHIP CARDS ..... 8

    B. CHECK-IN..... 9

    C. CELL PHONE POLICY ..... 9

    D. PHOTOGRAPHY..... 9

    E. PETS..... 10

    F. LOCKER ROOMS ..... 11

    G. TOWELS ..... 11

    H. GENDER IDENTITY NON-DISCRIMINATION POLICY ..... 12

    I. VALUABLES, LOST & FOUND ..... 14

    J. GUEST POLICY ..... 14

    K. SPECIAL EVENTS ..... 14

    L. SOLICITATION/DISTRIBUTION ..... 14

    M. PARTIES AND PARTY ROOMS..... 14

    N. GROUP USAGE ..... 14

O. WIFI INTERNET CONNECTION .....	15
P. PUBLICLY PLAYED MUSIC .....	15
Q. PERSONAL TRAINERS.....	15
R. PHYSICAL THERAPY .....	15
S. PARKING .....	15
T. FOOD AND BEVERAGES.....	15
SECTION IV: FACILITY STANDARDS.....	16
A. EQUIPMENT CHECKOUT .....	16
B. AQUATICS.....	16
C. RECREATION, WARM, AND ACTIVITY POOLS.....	16
D. JACUZZI AND DRY SAUNA.....	17
E. STEAM ROOMS.....	17
F. SUITMATE® .....	17
G. GYMNASIUM .....	17
H. FITNESS AREA .....	18
I. KINESIS STUDIO .....	19
J. GROUP EXERCISE STUDIO .....	19
K. CYCLING STUDIO .....	19
L. COURTS.....	19
M. AGE-BASED GUIDELINES .....	20
N. CHILDREN’S DEPOT.....	21
SECTION V: MEMBERSHIP STANDARDS .....	21
A. MEMBERSHIP FEES/RATES.....	21
B. MEMBERSHIP CLASSIFICATIONS .....	21
C. ACCOUNTS .....	22
D. CANCELLATION .....	23
E. TERMINATION .....	23

## MISSION

The Wave is a non-profit organization dedicated to the health and well-being of our community.

Through a public/private partnership, the community is provided with an exceptional facility that will maintain affordability and not be a financial burden to taxpayers. This project has been a conduit for the community to come together and create a great amenity that will enhance the quality of life for all of the people in the North Valley.

The Wave is governed by a seven-member board responsible for guiding this organization with strategic planning and fiduciary oversight.

## VALUES

- ❖ Financial Stability
- ❖ Transparency and Communication
- ❖ Inclusiveness
- ❖ Workplace Quality
- ❖ Excellence
- ❖ Respect and Integrity
- ❖ Quality of Experience

## WELCOME TO THE WAVE

At The Wave, we have adopted policies, procedures, rules, and regulations ("policies") designed to provide for the safe, enjoyable, and healthy use of our premises and events by you, our members and guests.

These policies apply to your conduct on The Wave's premises, including all outdoor areas, its parking lots, sidewalks, and child center play areas ("premises"), or any use of The Wave's online, mobile, or interactive offerings or websites. They also apply to your conduct during its programs, training, events, or other Wave-sponsored activities off the premises ("events").

These policies supplement those posted or otherwise provided in our facility, on our website, or at our events. In some instances, the law may establish different requirements and may not be outlined here. In the event of a conflict with other policies, the more restrictive policy applies.

If you violate any of these policies, your membership access may be suspended or terminated. Our decision on all questions regarding construction or interpretation of these policies is final.

We may change these policies at any time, without notice, at our sole discretion. You may find the most recent version of these policies at [www.whitefishwave.com](http://www.whitefishwave.com). As a member or guest of The Wave, you are responsible to review and comply with these policies at all times.

## SECTION I: HOURS OF OPERATION

### A. FACILITY

#### Winter Hours

- ❖ Monday through Friday 5:00 AM-10:00 PM
- ❖ Saturday & Sunday 7:00 AM-8:00 PM

#### Summer Hours

- Effective between Memorial Day and Labor Day
  - ❖ Monday through Friday 5:00 AM-9:00 PM
  - ❖ Saturday & Sunday 7:00 AM-8:00 PM

Hours are subject to change. The Wave doors will be open no sooner than the posted times. We ask that all activity cease and you are ready to leave the building by closing time.

### B. HOLIDAY HOURS

**1. CLOSED:** Easter Day, Independence Day, Labor Day, and Christmas Day.

**2. EARLY CLOSURES:** On Christmas Eve and New Year's Eve, The Wave will open at regularly scheduled FULL USAGE hours and close at 2:00 PM. Members will have full access to the facility, staff, and scheduled programs.

**3. LATE OPENINGS:** On New Year's Day, Memorial Day, and Thanksgiving, The Wave will open at 8:00 AM, have LIMITED USAGE, and close at regularly scheduled hours (with the exception of Thanksgiving when The Wave will close at 2:00 PM). Members will have limited usage of the facility.

- **LIMITED USAGE** is described as: No scheduled classes or programs unless otherwise posted, aquatic and fitness staff will not be available, and the water slide and administration office will be closed. Service desk staff will be available for check-in, towel service, and juice bar menu items. Childcare will not be available.

### C. CLOSURES

**1. INCLEMENT WEATHER:** While every attempt is made to maintain our operation without disruption, we do have the rare occasion in which facility programming and/or hours of operation are disrupted due to inclement weather or other emergencies. When this occurs, messages will be posted on The Wave's main phone line, 406-862-2444, and in the "alert" box on The Wave's webpage.

**2. MAINTENANCE:** The Wave reserves the right to periodically close all or part of the facility for necessary repairs and maintenance.

**3. CLUB SCRUB:** Once per year, The Wave closes for a short period to perform our “Club Scrub,” which consists of extensive cleaning, painting, repairs, and special projects. This is a very common practice in our industry and is necessary to return your facility to its usual pristine condition. Dues will not be prorated for any closures.

## D. SLIDE POOL HOURS

### Winter Hours

- ❖ Monday through Friday 4:00 PM-7:00 PM
- ❖ Saturday & Sunday 1:00 PM-6:00 PM

### Summer Hours

- Effective on the first day of summer vacation for the Whitefish School District.
  - ❖ Monday through Sunday 1:00 PM-6:00 PM

## SECTION II: CODE OF CONDUCT

The Wave is committed to providing a safe and welcoming environment for all members and guests. To promote safety and comfort for all, individuals are asked to act appropriately at all times when in our facility or participating in our programs.

We expect persons using The Wave to act maturely, to behave responsibly, and to respect the rights and dignity of others.

### A. NON-DISCRIMINATION POLICY

The Wave prohibits discrimination in all of its programs and activities on the basis of race, color, national origin, gender, gender identity and/or expression (including a transgender identity), religious beliefs, age, disability, political beliefs, sexual orientation or identity, and marital or family status.

### B. HARASSMENT, INTIMIDATION, OR BULLYING

The Wave does not tolerate any form of harassment, intimidation, or bullying. If any action (gesture, written, verbal, or physical) that is reasonably perceived as being threatening occurs, the incident shall be reported to a Wave staff member as soon as possible, and the staff member shall take immediate action to ensure the safety of the victim and take appropriate corrective action.

If harassment is committed by a Wave staff member(s), the incident of harassment shall be reported to the appropriate supervisor(s) as soon as possible, and the supervisor(s) shall take immediate action to ensure the safety of the member and take appropriate corrective action.

## C. ATTIRE

The Wave has a diverse community with different ideas of modesty and sensitivity. We ask that clothing be appropriate for a family environment. Any clothing that has writing or symbolism which degrades, humiliates, or threatens another person is not allowed.

If a clothing item does not fall within these requirements, our staff is directed to use positive customer service in finding a solution that allows the patron to continue use if possible. We do reserve the right to ask anyone whose attire does not meet the policy standards to discontinue his or her workout until he or she is in compliance.

### Aquatics Area:

For your safety, shower shoes or sandals are highly recommended in all wet areas.

Attire that is allowed includes:

- ❖ Any article of clothing that was designed for swim use that is chlorine resistant and colorfast.
- ❖ One-piece bathing suit
- ❖ Two-piece bathing suit
- ❖ Swim shorts or trunks
- ❖ Swim skirt
- ❖ Swim shirt
- ❖ Full swimsuit
- ❖ Wetsuit
- ❖ Water shoes

Attire that is not allowed includes, but is not limited to:

- ❖ Thong-style or similar swimwear
- ❖ Swimsuits that are see through when wet
- ❖ Underwear, including sports bras
- ❖ Any type of street clothes:
  - Jeans, jackets, t-shirts, shoes, socks, etc.
- ❖ Cotton clothing
- ❖ Gym shorts, cut-offs
- ❖ Clothing with buttons and zippers

### Fitness and Court Areas:

Since there is such a wide variety of fitness clothing on the market, we reserve the right to use discretion and make determinations on a case-by-case basis. All users must wear proper fitness attire. Examples of inappropriate attire are:

- ❖ Sleeveless tops with the arm holes or gaps modified to open below shoulder blades.
- ❖ Clothing designed to be worn as an undergarment.
- ❖ Street clothing with buttons or snaps, as these will damage equipment upholstery.
- ❖ High heels, boots, open-toed shoes, flip flops, slip-on shoes, or bare feet.

## D. HYGIENE

The Wave cleans and disinfects regularly to keep our members and guests safe. Having our patrons practice good personal hygiene can be the difference between getting in a workout and becoming ill.

You can do your part in making our facility healthy and safe by:

1. Utilizing a good barrier such as clothing or a towel. This will help reduce incidences of skin-to-skin and skin-to-equipment contact. Seats and benches on fitness equipment, in steam rooms, and the dry sauna are a few examples.
2. Using the disinfectant wipes provided around the facility to wipe down fitness equipment before and after each use. Never assume that the person before you cleaned up after he or she was finished. Infections that may spread without such attention include bacterial staph, MRSA, and fungal ringworm, among others.
3. Wearing clean, fresh workout clothes.
4. Emptying, sanitizing, and drying out your bag or locker and everything in it.
5. Avoiding The Wave if you are feeling ill or believe you have a contagious illness.
6. Keeping your feet covered. It is impossible to clean floor surfaces, such as showers, between every use.
7. Taking a warm, soapy shower before using the pool.
8. Not over scenting with deodorant or perfume, as this can also be an issue for those with chemical sensitivities.

## **E. TOBACCO USE**

The Wave is a designated smoke- and tobacco-free environment. There are no designated smoking areas. This includes chewing tobacco.

## **F. WEAPONS**

Possession of weapons while on The Wave's premises is prohibited. Exceptions include sworn officers of public law enforcement agencies, correctional officers, or other situations when specifically permitted by the director. As used in this policy, the word weapon means any firearm, knife, explosive, aerosol (pepper spray, etc.) or other object carried, possessed, or used which may injure or intimidate any person or which may damage Wave property. Folding pocketknives with blades less than 4" are specifically exempted from this definition.

## **G. DETERMINATION OF CONSEQUENCES**

The Wave will investigate all reported incidents. Suspension or termination of Wave membership privileges may result from a determination by The Wave if, in its discretion, a violation of these policies has occurred.

## **SECTION III: HOUSE ITEMS**

### **A. MEMBERSHIP CARDS**

Members 14 years of age or older will receive a membership card. You may enter The Wave by swiping your membership card at the service desk. Members age 13 and under will not receive cards, but must check in at the service desk with an accompanying adult member. Membership cards are non-transferrable. Sharing cards with another individual is prohibited. There is a fee to replace lost membership cards.



## B. CHECK-IN

Please scan your membership card at the service desk when you enter The Wave. Members under age 13 are not issued cards, but are required to check in by giving their name to the service desk staff and must be accompanied by an adult member. No one will be allowed in The Wave without appropriate identification or payment.

## C. CELL PHONE POLICY

For the personal safety and privacy of our members, cell phone use, which includes calling, messaging (texting and emailing), photography, and video recording, is restricted on the fitness floor, in the locker rooms, and on the pool deck.

### **Fitness Floor:**

Cardio machines and fitness equipment require a high level of concentration. Exercising in crowded or busy areas involves an increased level of awareness of surroundings and space. The use of cell phones takes away from the user's attentiveness and increases the risk of injury to users and those around them. To ensure that all patrons have a safe workout environment, cell phone use is prohibited on the fitness floors. Cell phones may be used strictly for musical purposes.

### **Locker Rooms & Pool Deck Areas:**

Cameras and video recorders are now a universal feature of mobile phones and other electronic devices, making an individual's privacy more vulnerable to being violated. To ensure that all members have the maximum amount of privacy, cell phone use is prohibited inside of all locker rooms and on pool decks within the facility.

While using restricted areas, it is suggested that members secure their cell phones along with their other belongings in an appropriate locker in the locker rooms or in their car. Members may opt to keep their cell phones on their person while using restricted areas but must refrain from use. Members wishing to use their cell phones must exit the restricted areas and proceed to a non-exercise or non-recreation area to use their cell phones. These areas include the juice bars, hallways, and the lobby.

## D. PHOTOGRAPHY

Due to significant security and safety issues, all cell phones, cameras, and/or wireless equipment with camera or video capabilities (iPods, iPads, etc.) are expressly prohibited in the locker rooms and aquatics areas. iPods may be used in exercise areas if kept in a pocket or case. Cell phones may only be used in the lobby, hallways, or at the juice bars.

With prior consent, The Wave allows photographs to be taken under the following conditions:

1. During a special event
2. On the final day of scheduled swim lessons
3. For private parties and group rentals
4. By special permission of the on-call supervisor

With the exception of public or special events, photographs or video are only to include the members and guests in the party. Shots that include other Wave members or guests are not allowed.

The Wave management reserves the right to preview photo shoots, confiscate film or video, or delete digital images that may include individuals not involved in the group activity to ensure the privacy of those individuals.

## E. PETS

1. Pets are not to be tied up anywhere on the premises or brought into the building with the exception of service animals. (Refer to section b for service animals.)
  - a. We care about our members and guests as well as their dogs, so for everyone's safety, we ask that you leave your dogs at home. Please refer to Whitefish City Ordinance 09-20 which states:

Dogs: No owner, keeper, or harbinger of any dog shall permit such dog to run at large on any street, alley, avenue, park, or public ground of the city, or to trespass upon the private property of any property owner not the owner, keeper, or harbinger of such dog, within the city limits, and all dogs shall at all times when not on the premises of the owner, keeper, or harbinger be restrained and under the strict control of some person in charge of such dog by means of a rope, strap, chain, or leash securely fastened to such dog and held by such person so in charge. Any person violating any provision of this subsection shall be guilty of a misdemeanor and punished therefore as provided in the general penalty in section 1-4-1 of this code. In addition, any person violating any provision of this subsection shall be deemed to have committed a municipal infraction, the penalty for which is set forth in section 1-4-4 of this code. For each separate incident, the city shall elect to treat the violation as a misdemeanor or a municipal infraction, but not both. If a violation is repeated, the city may treat the initial violation as a misdemeanor and the repeat violation as a municipal infraction, or vice versa. (Ord. 09-20, 10-19-2009)

- b. In accordance with the Americans with Disabilities Act (ADA), The Wave allows service animals to access most areas within the facility.

### **Definition:**

Service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purpose of this definition. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, or companionship do not constitute work or tasks for the purpose of this definition.

## **Permission:**

A service animal is permitted in most areas of The Wave UNLESS one of two exceptions is met: (1) The animal is out of control and the animal's handler does not take effective action to control it, or (2) The animal is not "housebroken." A service animal shall have a harness, leash, or other tether, unless either the handler is unable because of a disability to use a harness, leash, or other tether, or the use of a harness, leash, or tether would interfere with the service animal's safe, effective performance of work tasks, in which case the service animal must be otherwise under the handler's control (e.g. voice controls, signals, or other effective means).

Service animals are not permitted in swimming pools or wading pools.

## **F. LOCKER ROOMS**

1. Day-use lockers are available in each locker area at no charge. Locks are recommended to secure your belongings. Locks are available for purchase at the service desk.
2. Any locks left overnight will be removed, and the contents of the locker will be placed in the lost and found. (See lost and found section for more information.)
3. The Wave is not responsible for lost or stolen items.
  - a. ADULT
    - i. The men's and women's locker rooms are reserved for adult members and guests 14 years of age and over.
    - ii. Rental lockers for storage of personal items are available for an annual fee. Check at the service desk for availability or to place your name on a waiting list. There is a fee for key replacements.
  - b. FAMILY CHANGING ROOMS & COMPANION CARE
    - i. Private changing rooms are available for companion care, parents with young children, and for children with a parent of the opposite sex.
    - ii. Please use the day-use lockers provided in the hallway for your belongings. Locks are recommended for security.
  - c. BOY'S AND GIRL'S LOCKER ROOMS
    - i. Boy's and girl's locker rooms are for all children 13 years of age and younger.
    - ii. The Wave swim team and other youth groups will also be using these locker rooms.
    - iii. Supervision of children under the age of 13 is required by an accompanying adult member.

## **G. TOWELS**

1. Shower towels are available at the service desk for a fee. Annual and daily rates are available. (One towel per member per visit).
2. Please return used towels to any towel drop located on the fitness floor, at the service desk, or in locker areas.

3. Sweat towels are available at no charge.
4. Please do not remove towels from The Wave.
5. Swimmers are asked to dry off when entering lobby areas and carpeted areas in locker rooms.

## H. GENDER IDENTITY NON-DISCRIMINATION POLICY

The Wave is a non-profit community aquatic, health, and fitness facility located in Whitefish, Montana. The following outlines our corporate policy regarding the accommodation of our members in terms of gender identity.

### Terminology:

- ❖ Gender expression: the way a person expresses gender, such as behavior, clothing, hairstyle, activities, voice, mannerisms, etc.
- ❖ Self-reported gender identity: a person's gender-related identity, appearance, or behavior, whether or not that gender-related identity, appearance, or behavior is different from that traditionally associated with the person's physiology or assigned sex at birth.
- ❖ Transgender: an umbrella term that refers to any person whose gender identity as male or female is different than the gender identity typically associated with the person's assigned birth sex.
- ❖ Transgender man: a person whose gender identity is male, but who was assigned female at birth.
- ❖ Transgender woman: a person whose gender identity is female, but who was assigned male at birth.
- ❖ Gender transition: the process by which some transgender persons go from living in their assigned birth sex to living consistent with their gender identity.
- ❖ Gender assignment: the gender assigned to a person at birth.
- ❖ Gender nonconforming: describes people whose gender expression differs from stereotypical expectations of their gender assignment.

For the purposes of this policy, a gender nonconforming individual or a transgender individual is a person who consistently and persistently asserts in all settings a gender identity or gender expression that is different from their gender assignment. This involves more than a casual declaration.

### Policy Provisions:

1. The Wave does not tolerate verbal or physical harassment of any member. If a Wave member, including a transgender/gender nonconforming member, experiences harassment, the incident of harassment shall be reported to a Wave staff member as soon as possible, and the staff member shall take immediate action to ensure the safety of the member and take appropriate corrective action. If harassment is committed by a Wave staff member(s), the incident of harassment shall be reported to the appropriate supervisor(s) as soon as possible, and the supervisor(s) shall take immediate action to ensure the safety of the member and take appropriate corrective action.

2. Transgender/gender nonconforming persons applying for membership shall not be turned away or referred to another fitness facility because of their gender identity, transgender status, the length or extent of their gender transition, or because they do not appear as a typical male or female.
3. Except as otherwise stated in #6, The Wave members shall be treated according to their self-reported gender identity. Notwithstanding the foregoing, it is impermissible for a Wave member to assert a self-reported gender identity not consistent with how they present themselves generally in public, or for fraudulent or other improper purposes. Whenever an issue or conflict arises regarding a Wave member's self-reported gender identity, a Wave staff member who has been trained on The Wave's policy and practices with regard to transgender/gender nonconforming members:
  - ❖ May initiate a conversation with the member in order to ascertain the member's gender identity and any other gender-related concerns.
  - ❖ May request documentation supporting the member's stated gender identity, including a letter from a medical provider, therapist, social worker, member of the clergy, family member, friend, etc.
    - NOTE: Documentation of gender identity for Wave members is **not** generally expected or required. This provision shall only be triggered upon The Wave's staff determining that there is a reasonable concern for calling into question the member's stated gender identity.
4. Private information, including a person's status as transgender/gender nonconforming, the person's gender transition, and any medical information shall be kept confidential by The Wave.
5. The Wave's staff shall strive to address members with names, titles, pronouns, and other terms consistent with their self-reported gender identity if reasonably known to staff members. For example:
  - ❖ A transgender woman shall be referred to by her preferred name and female pronouns.
  - ❖ A transgender man shall be referred to by his preferred name and male pronouns.
6. All Wave members, including transgender/gender nonconforming members, are allowed access to locker room facilities, bathrooms, showers, steam rooms, and all other facilities separated by sex, based on their gender assignment, unless that member has physically and/or medically transitioned to the opposite gender.

As a reasonable accommodation to ensure the broadest possible access to all Wave programming and facilities, any transgender or gender nonconforming member who is, for any reason, uncomfortable using a shared restroom or locker room of their respective gender assignment shall, upon request, be provided with a safe and non-stigmatizing alternative. This may include, for example, use of the private changing rooms located within The Wave, use of a unisex restroom, or the use of a private space for changing purposes, etc. Under no circumstances is a member required to use such facilities because they are transgender or gender nonconforming.

## I. VALUABLES, LOST & FOUND

1. The Wave is not responsible for any items lost, stolen, or damaged in, on, or around the facility or parking lot.
2. It is advised to leave valuables at home. Do not leave them unsecured within the club or unattended in your vehicle.
3. Found items are kept for approximately two weeks and then donated to charity.
4. All items must be claimed in person at the service desk.

## J. GUEST POLICY

1. Each active membership will be given three complimentary guest passes to use each calendar year as an added benefit. These will be added to the primary member's account on January 1 and expire December 31.
2. All guests MUST register at the service desk and pay the appropriate fees. Guests will be logged into our computer system.
3. Minor guests (under the age of 17) must present to the service desk a guest registration form completed, signed, and dated by their parent or legal guardian. In the case of a minor not having a completed and signed registration form, a one-time entrance will be granted if parental permission can be established over the phone. Guest registration forms are available at the service desk.
4. Members sponsoring a guest will be responsible for the conduct of their guest, as well as payment toward any damages and/or charges their guest may have incurred.

## K. SPECIAL EVENTS

Special events will have precedence in facility usage and will be posted as far in advance as possible.

## L. SOLICITATION/DISTRIBUTION

Requests for any solicitation and/or distribution must be made to the facility director.

## M. PARTIES AND PARTY ROOMS

The Wave has two large party rooms. Party packages, guidelines, and rates are available at [www.whitefishwave.com](http://www.whitefishwave.com).

The lobby area is designated to accommodate individual members, family members, and guests for short-term social or professional gatherings.

## N. GROUP USAGE

Groups of six or more intending to meet for a social or professional gathering must get approval from management. Usage fees may apply. Outside food and beverages are not allowed unless previously authorized by a member of our staff.

## **O. WIFI INTERNET CONNECTION**

The Wave provides a wireless Internet connection as a service to our members only. Guests will be allowed to use the connectivity after paying the appropriate guest fees. We ask that participants of this service respect their fellow Internet users. Commercial use (web serving or file transfers) or viewings of illicit adult pictures or websites is prohibited. Abusers of this service may have their member/guest privileges suspended.

## **P. PUBLICLY PLAYED MUSIC**

Music played in group exercise classes will be generally acceptable non-offensive music. If any music is in question as to its appropriateness, the facility director will determine its acceptability.

Members are not allowed to bring into The Wave music playing devices that have common speakers, such as boom boxes. Personal music is allowed if played through headphones and/or is played at a reasonable volume.

## **Q. PERSONAL TRAINERS**

Due to insurance and liability issues, personal trainers/coaches who are not employees of The Wave cannot work with their clients on The Wave's premises or use Wave-owned equipment. The Wave has several options for training and/or coaching sessions. Please see our Member Services Department for details.

## **R. PHYSICAL THERAPY**

We realize there may be times when our members have a need for an off-campus therapist to familiarize them with The Wave's exercise equipment. As a service to our members to assist with their self-supervised therapy programs, we would like to offer the following:

- a. Limited to a ONE-time orientation to The Wave's exercise equipment for a patient newly released to exercise.
- b. The therapist must be preapproved by The Wave as a verified provider. Contact our administration office for a current list.
- c. Sessions must be prescheduled by the member through our administration office.

## **S. PARKING**

Members and guests may use designated parking areas while patronizing the facility. Vehicles left overnight, for carpooling, or ski bus parking may be towed at the owner's expense.

## **T. FOOD AND BEVERAGES**

We ask that you refrain from bringing outside food and beverages into the facility unless previously authorized by a member of our staff. The Wave offers an excellent selection at our juice bars.

## SECTION IV: FACILITY STANDARDS

### A. EQUIPMENT CHECKOUT

The Wave has many pieces of equipment available for member use at no charge. These may include, but are not limited to:

1. Basketballs, volleyballs, indoor soccer balls, etc.
2. Wally ball sets
  - ❖ If equipment is not returned, the member will be charged appropriate fees.
  - ❖ If equipment is returned damaged due to negligent use, the member will be charged appropriate fees.

### B. AQUATICS

1. Water wings and other similar toys are not an approved personal flotation device and are not allowed to be used as such.
2. Swim diapers are required for all children not toilet trained or who, for any other reason, may not be able to control their bodily functions.
3. Please refrain from excessive public displays of affection.
4. Water/deck shoes are recommended.

### C. RECREATION, WARM, AND ACTIVITY POOLS

1. SHOWERING - State law requires that you shower prior to entry into the pool and/or spa. A thorough shower with soap helps keep the experience good for all users by removing perspiration, body oils, perfumes, cosmetics, and traces of urine and fecal matter on the body.
2. CHILDREN - For safety reasons, please keep a ratio of four children per adult.
3. RULES - Please read and follow all posted rules: running on deck, rough play, and DIVING are prohibited. Equipment must be used properly and appropriately.
4. TOYS AND EQUIPMENT - Outdoor toys and small toys are not allowed in the pools. Clean floating toys, four inches or larger in diameter, are generally acceptable, although The Wave management or lifeguards reserve the right to disallow any toy or piece of equipment at any time.
5. SCHEDULING - Please check the current pool schedule for information on classes, lap swim, swim team, adult swim, open swim, and special events. Current schedules are available online and at the service desk. Scheduled classes have priority use of the pool. Members can share pool time with other members where noted on schedules. Courteous and compatible usage is encouraged. Classes requiring exclusive use of the pool will be posted.
  - a. LAP SWIM - Please observe lap swim etiquette. If crowded, please travel in a circular pattern and share the lane with other swimmers.
  - b. POOL CLOSURE - The pools may be closed for special events or maintenance which will be posted with as much advance notice as possible. We reserve the right to close any pool or spa due to contamination or mechanical problems.



- c. FOOD - With the exception of water in a plastic container, food and beverages are not allowed in any aquatics area.
- d. LIFEGUARDS - Lifeguards have the right to ask anyone to leave any pool if conduct is warranted unsafe or facility policies and procedures are not being followed.

## **D. JACUZZI AND DRY SAUNA**

- 1. The jacuzzi and dry sauna are co-ed.
- 2. Heat stroke warning: State law states that children under five years of age are not allowed in the jacuzzi or dry sauna.
- 3. DO NOT add water to the sauna! It is a dry sauna, and the elements will be damaged if water is added.
- 4. Elderly persons, pregnant women, and those with health conditions that require medical care should consult with a physician before entering the jacuzzi or dry sauna.
- 5. Sauna usage and/or hot water immersion while under the influence of alcohol, narcotics, drugs, or medication may lead to serious consequences and is not recommended.
- 6. Avoid using the jacuzzi or dry sauna alone.
- 7. Long exposure may result in nausea, dizziness, or fainting.
- 8. Limit usage to 15 minutes.

## **E. STEAM ROOMS**

- 1. The steam rooms are available in both the men's and women's adult locker rooms during all business hours.
- 2. Towel or swimsuit required.
- 3. A thorough shower with soap helps keep the experience good for all users by removing perspiration, body oils, perfumes, cosmetics, and traces of urine and fecal matter on the body.
- 4. PLEASE READ AND FOLLOW POSTED PRECAUTIONS.

## **F. SUITMATE®**

- 1. A SUITMATE® is available in both adult locker rooms. There is also one located between the entrance to the boy's and girl's locker rooms.
- 2. The SUITMATE® is for swimsuits only. Please do not place swim shoes, towels, or anything else in the drum.
- 3. Parents, please supervise children while using the SUITMATE®.
- 4. Use at your own risk.

## **G. GYMNASIUM**

- 1. Consult the service desk for activity options and times. Current gym schedule is posted outside gym doors.
- 2. Outdoor soccer balls and footballs may not be used in the gymnasium for safety reasons, unless approved by a manager. The Wave has indoor equipment (soccer balls, basketballs, volleyballs) that can be checked out at the service desk for no charge.

3. Athletic shoes must have non-marking soles. Any shoes worn outside the club may not be worn in any fitness area, including the gym.
4. Gym participants are to be respectful of other users, equipment, and the facility. Recklessly kicking balls or abusing equipment/facility is not tolerated.
5. Stay off of the rims.
6. The side basketball rims may be lowered for smaller children at the request of an accompanying adult during open time. Inquire at the service desk.
7. Groups or teams may use the gym for practice during designated hours after approval from the director. Practice may not interfere with member use of the gym.
8. Shirts must be worn at all times.
9. Pickleball
  - a. During scheduled gym times, members may reserve the pickleball court up to three days in advance at the service desk, by phone, or by visiting [www.whitefishwave.com](http://www.whitefishwave.com) and clicking on "Member Access."
  - b. Each member is allowed one reserved time per day. Courts that are not reserved are open to play by any member or guest.
  - c. The court will be held for ten minutes past reserved time, after which the court may be given to another player.
  - d. Non-marking athletic shoes and appropriate clothing are required at all times.
  - e. Equipment may be checked out at the service desk.

## H. FITNESS AREA

1. EQUIPMENT
  - a. New-member orientation sessions are designed to orient members to fitness equipment and etiquette. This service is offered to all new members and is recommended prior to use. Schedule today with our Member Services Department.
  - b. At times, some equipment may be reserved for special classes.
  - c. We request that members clean equipment after use. Cleaning supplies are available in designated areas.
  - d. Shoes and shirts are mandatory. Sandals, bare feet, or other open-toed shoes are prohibited.
  - e. Safety and etiquette:
    - i. Return and rack weights when finished.
    - ii. Always use collars to secure weight plates onto bars.
    - iii. Allow others to "work in" or take turns on weight equipment.
    - iv. Wipe equipment when finished for sanitary purposes.
    - v. Refrain from swearing, grunting, and making loud noises that are distracting or offensive to others.
    - vi. Control weights to avoid dropping them on the floor.
    - vii. Plan ahead to avoid monopolizing several pieces of equipment at one time.
    - viii. Chalk use is prohibited.

- ix. No food in fitness areas. Beverages in closed containers only.
- x. Return towels and magazines to their proper place.
- xi. During peak hours (or while others are waiting) limit your time on the cardio equipment to 30 minutes.

## I. KINESIS STUDIO

1. The kinesis room is generally accessible to members. A current schedule of room availability is posted outside the room at all times.

## J. GROUP EXERCISE STUDIO

1. This space is primarily intended for Wave-sponsored and Wave-scheduled group exercise classes. In addition, it serves an important multipurpose role during unscheduled periods for The Wave-related activities, including use by The Wave's personal trainers.
2. Members are not permitted to access aerobic studio stereo system.

## K. CYCLING STUDIO

1. Complimentary instruction for bike set up is available ten minutes prior to the start of each cycling class. Schedules are available at the service desk.
2. When members formally gather for purposes of collectively using the cycling studio at times when the studio is not officially scheduled for use, the following will apply:
  - a. In the event that a member serves in the capacity of instructor or leader for the group of members during their use of the cycling studio by directing the exercise activity of the group, the instructor must be a certified group instructor as determined by Wave management, potentially applying third-party training certification/standards, and potentially including confirmation of liability insurance coverage.
  - b. The Wave will not pay instructors or leaders who serve in that capacity for a group of members during unscheduled exercise periods.
  - c. If the above said instructor chooses to charge individual members a fee for instruction of a non-scheduled class, The Wave reserves the right to receive compensation from that instructor.
  - d. Members and any instructor or leader who gathers for unscheduled exercise periods are free to use the cycling studio stereo system to play music of their choice.
  - e. The Wave will not schedule or promote these gatherings of members (with or without instructors) for unscheduled exercise periods.
  - f. The Wave reserves the right to enact and enforce any measures during such unscheduled exercise periods in order to protect The Wave's facility, equipment, and/or the health and safety of members.

## L. COURTS

1. Members may reserve a court up to three days in advance at the service desk, by phone, or by visiting [www.whitefishwave.com](http://www.whitefishwave.com) and clicking on "Member Access."

2. Each member is allowed one reserved time per day. Courts that are not reserved are open to play by any member.
3. The court will be held for ten minutes past the reserved time, after which the court may be given to another player.
4. Non-marking athletic shoes and appropriate clothing are required at all times.
5. Safety first! Eye protection is recommended at all times.
6. Equipment such as eye guards and racquets are available for purchase in the pro shop. You may also check out these items at the service desk.
7. Safety precautions and proper rules must be followed.
8. Wallyball is available on both courts. Request for set up at the service desk.
9. Squash is available on both courts. Please read wall-moving directions or check with the service desk for assistance. First-time players, please ask for assistance.
10. Court soccer may be played on all courts. Request equipment at the service desk.

## M. AGE-BASED GUIDELINES

	0 – 4 Years	5 – 7 Years	8 – 13 Years	14 and Older
<b>Hot Tub and Dry Sauna</b>	Not allowed at any time per Montana state regulations.	Allowed under the direct supervision of an adult.	Allowed under the direct supervision of an adult.	Full access.
<b>Steam Rooms</b>	Not allowed at any time.	Not allowed at any time.	Not allowed at any time.	Full access.
<b>Adult Locker Rooms</b>	Not allowed at any time. Additional locker rooms are provided for girls, boys, and families.	Not allowed at any time. Additional locker rooms are provided for girls, boys, and families.	Not allowed at any time. Additional locker rooms are provided for girls, boys, and families.	Full access.
<b>Activity Pool/Slide</b>	Must be under the direct supervision of an adult (18+) at all times. The supervising adult must be in the pool with the children unless deemed water safe by a lifeguard or manager.	When the slide is in operation and lifeguards are in attendance, children 5-7 may use with a responsible adult on premises. All other times an accompanying adult must be directly supervising.	When the slide is in operation and lifeguards are in attendance, children 8-13 may use without a responsible adult on premises. All other times an accompanying adult must be directly supervising.	Full access.
<b>Warm and Recreation Pools</b>	Allowed under the direct supervision of an adult. The supervising adult (18+) must be in the pool with the	Allowed under the direct supervision of an adult. The supervising adult must be in the pool with the	Allowed under the direct supervision of an adult.	Full access.

	children unless deemed water safe by a lifeguard or manager.	children unless deemed water safe by a lifeguard or manager.		
<b>Gymnasium and Courts</b>	Allowed under the direct supervision of an adult (18+).	Allowed under the direct supervision of an adult (18+).	Allowed under the direct supervision of an adult (18+).	Full access.
<b>Fitness Areas</b>	Not allowed at any time.	Not allowed at any time.	Children 12-13 allowed under the direct supervision of an adult (18+).	Full access.

## N. CHILDREN’S DEPOT

1. The Children’s Depot is available to members and guests for drop-in care. These services may be utilized for up to four hours per day without reservations. In the rare case that we are at capacity, there may be a short wait. Reservations for infants 17 months and under are appreciated.
2. Parents are expected to be in the facility while their children are checked into The Children’s Depot. If you plan on leaving for an outside workout, the staff must know where you will be and have a cell phone number to call in case of an emergency.
3. Upon checkout, the same parent who checked their child in must be present. If a different person is picking the child up, they must have been preapproved.
4. No bugs allowed! For the protection of staff and other children, please do not ask us to care for your sick child. We reserve the right to refuse admittance of any child who is showing obvious signs of illness.
5. All personal items should be labeled with the child’s name.
6. We will contact parents immediately regarding any child who is disrespectful and/or excessively disruptive while in our care.
7. Please see a staff member in The Children’s Depot for registration paperwork and a complete list of policies.

## SECTION V: MEMBERSHIP STANDARDS

### A. MEMBERSHIP FEES/RATES

The Wave reserves the right to change all membership rates with 30-day written notice. Written notice may be in the form of posted material inside the facility, a mailer, and/or electronic notification via newsletter.

### B. MEMBERSHIP CLASSIFICATIONS

1. Adult memberships are for those 14-64 years of age.
2. Family memberships include married couples, domestic partners, dependent elderly parents, and dependent children ages 5-20. Dependents turning five years of age become an additional family member with zero enrollment fees.

3. Domestic partnership is defined as non-married cohabitating people responsible for each other's common welfare, intending to cohabit indefinitely, who have a financial interdependent relationship evidenced by any of the following:
  - a. Mutually granted financial or health care powers of attorney.
  - b. Designation of each other as primary beneficiary in wills, life insurance policies, or retirement plans.
  - c. Execution of a joint lease, mortgage, or deed.
  - d. Joint ownership of a bank account.
4. Dependent elderly parents qualify if adult child claims parent on current tax return.
5. When a child is no longer a dependent (age 21), he/she may continue their own membership as the primary member. The appropriate monthly rate for a primary member will be applied. Enrollment fees will not be assessed if registration as a primary member takes place within one month of their birth date.
6. Senior memberships are for individuals 65 years of age or older.
7. Temporary membership: 30 consecutive days from the date of origination. Full access to facility and programs are available to temporary members. No charges may be made to a temporary member account unless a credit card is on file.
8. High school, full-time college students (12+ credits), and military qualify for a discounted membership.
9. Corporate memberships are available. Please inquire with our Member Services Department.

## C. ACCOUNTS

1. MONTHLY DUES - Monthly dues are not based upon attendance and may be paid by one of the following methods from our Payment Option Form:
  - a. EFT (Electronic Funds Transfer): Monthly dues automatically withdrawn from a checking or savings account on the 5th of the month.
  - b. Credit Card: Monthly dues charged on the 5th of the month to the credit card authorized on the Payment Option Form.
2. LATE PAYMENTS
  - a. A monthly finance charge will be applied to accounts not paid in full by the next billing cycle.
3. DELINQUENCY
  - a. Delinquent accounts, 60 days past due, will be deactivated and are subject to a "no admit status" or cancellation at the discretion of The Wave management.
4. TRAVEL-HOLD POLICY
  - a. Membership may be placed on hold with a signed "Hold Request Form" submitted by the 25th of the month prior to the month the hold request is to be effective. The hold period is a minimum of two months and a maximum of 12 months following these specifications:
    - i. Member must be out of town for the entire duration of the hold period.

- ii. The dues fee will be \$10 per membership per month. Anyone on hold longer than 12 months will be canceled.
  - iii. If a member cancels and wishes to rejoin at a later date, re-enrollment and fees will be required.
5. MEDICAL-HOLD POLICY
- a. Membership may be put on hold in the event of an injury, illness, or physician's orders to halt your workouts. Written physician's orders stating the months the member is unable to use The Wave is required to implement a medical hold. No hold fee will be charged for a medical hold.

## D. CANCELLATION

1. Cancellation of a month-to-month membership requires a written cancellation form (forms available at the service desk or online at [www.whitefishwave.com](http://www.whitefishwave.com)) submitted to the service desk or administration office by the 25th of the month prior to the month the cancellation request is to be effective. Cancellations received between the 25th and first day of the month of cancellation will be charged a late fee. No cancellations will be accepted after the 1st of the month.
2. Cancellation of a twelve-month agreement requires a written cancellation form (forms available at the service desk or online at [www.whitefishwave.com](http://www.whitefishwave.com)) submitted to the service desk or administration office at the completion of the 12-month agreement no later than the 25th of the month prior to the month the cancellation request is to be effective. (Refer to the 12-month agreement for exceptions.)
3. Additional cancellation requirements (cancellations will not be processed until all requirements are met):
  - a. Accounts must be paid in full.
  - b. Membership cards must be returned.
  - c. Rental lockers must be cleared of personal items and locker keys returned.
  - d. Cancellations are effective on the 1st of the month only. Enrollment fees are non-refundable.
  - e. Cancellation of a 12-month agreement prior to the expiration date obligates the member to pay the remaining monthly dues or difference in enrollment fee at the time of cancellation.

## E. TERMINATION

The Wave reserves the right to terminate memberships based upon the failure to comply with the following:

1. Member accounts past due in excess of 60 days. Account balance is due in full at the time of termination and must be paid in full to reactivate membership.
2. Membership may be terminated or suspended by management for any period of time due to the violation of rules and regulations contained in The Wave Member Handbook or any conduct

which, in the opinion of management, is deemed detrimental to the welfare, good order, or character of The Wave.

3. Termination/expulsion will result without refund of fees and member shall be liable for all damages resulting from such action. Termination by The Wave does not relieve member of dues or other charges applied prior to date of termination.