

GENERAL INFORMATION AND SPA

Guest Policies

- Members' guests are welcome at all times. Guests accompanied by a member receive a discounted single visit guest pass rate of \$15 each. A one-week guest pass, valid for seven consecutive days, may also be purchased.
- Quarter lockers are available for guests.
- All guests must sign the guest registry, complete a liability release and submit a picture ID prior to use of the facility.
- Violation of Pavilion rules shall be grounds for refusing that person further guest privileges. Members are responsible for their guests' behavior during their visit.

Locker Rooms

- Locker rooms are accessible to members and guests age 14 and older. A full size locker is provided for members for daily use only. Please do not leave articles overnight on or in the daily, full-size lockers since items will be removed nightly.
- Younger members (6 weeks to 13 years old) and younger guests must use the gender neutral changing rooms or the boys and girls changing rooms adjacent to the lap pool deck.
- A private locker is available for a monthly fee, with or without laundry services for members' athletic apparel. The Pavilion staff is not responsible for shrinkage or fading of color due to the laundering process.
- Bath and exercise towels are available for your use. Please return all soiled towels to towel bins. A towel detector is located near the service desk to remind all members and guests to return their towels before leaving the facility.
- A \$35 charge will be assessed for a lost locker key.
- Camera phones are prohibited.

Health & Safety Rules

- It is the responsibility of each member who experiences a change in health status during membership to notify a fitness specialist to determine appropriate modifications to their exercise program. In some cases, a Medical Consultation form may be required to continue participation.
- For your protection, any accident or incident must be

reported immediately to a Pavilion associate.

- AEDs are located at the top of the stairs on the right hand pillar on the fitness floor, cardiac rehab crash cart, physical therapy department.

Elevator Use

- Members requiring elevator access to the second floor should notify the service desk for assistance.

Outdoors

- Drive cautiously. Upon entering Pavilion property, be aware of runners and walkers crossing the driveway on the outdoor exercise trail. Exercisers have the right of way. Please observe the posted restriction that there be no left turns out of the driveway between 7am-9am and 4pm-6pm.
- A bike rack is available near the Pavilion entrance. We recommend that all bikes be locked.
- Protect your property. Secure your automobiles and do not leave valuables (car phones, radar detectors, purses, laptop computers, etc.) visible in your car. The Pavilion is not responsible for damage to your car or for items stolen in the parking lot.

Lost and Found

- Items in the Lost and Found will be stored for 30 days (maximum). Items not claimed in 30 days are given to a charitable organization. It is the member's responsibility to claim lost articles. Lost items are not available for use (i.e. Headphones, swim goggles). Valuables such as jewelry, phones, ipods, etc. are turned over to TriHealth Security at Bethesda North Hospital.

Dress Code

- Proper footwear and attire for the facilities being used must be worn. No ragged or tattered clothing is allowed. Members must wear shirts in all areas of the Pavilion except the wet areas and the sports arena. Clothing considered offensive by the Pavilion Management will be prohibited. Bathing suits or water aerobic attire is required in the pool areas. Non-marking footwear is required on all Pavilion floor surfaces.
- Closed-toe shoes must be worn on fitness floor.
- We recommend that you wear water shoes in locker rooms and showers to avoid slipping on wet surfaces.

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Parking

- Parking on west side of facility by Rehab/Medical entrance is restricted during medical business hours M-F, 7am-6pm for Rehab patients only. Members should please refrain from parking in this area except at night and on weekends.

Telephones

- For your convenience, private telephone booths are located in the locker rooms. These are phones for **local calls only**. As a courtesy to fellow members, calls should not exceed 3 minutes.
- Pavilion staff are not responsible for incoming calls to members or guests.

Cell Phones

We ask for your cooperation in honoring the following guidelines when using your cell phone:

- Turn the ringer to vibrate or silent.
- Limit your conversation to urgent use only.
- Talk as quietly and as briefly as you can so as not to disturb those around you.
- Do not use your cell phone in certain areas or during activities when it could be disruptive to others. This includes but is not limited to on the exercise equipment, in the exercise studios, the locker room lounges, the Spas or in quiet meeting areas.
- Cell phones may be used in the café, the first floor atrium area, on the indoor track, at the outdoor pool, in hallway reception areas and in locker room phone booths.

Member Comments and Suggestions

- Comment and suggestion boxes are located throughout the facility. The Pavilion welcomes all comments, compliments and suggestions from its members.

SPA POLICIES

- Spa services are available to members and non-members of the TriHealth Fitness & Health Pavilion.
- Please arrive 10 minutes before your appointment and 15 minutes before your first visit or any multi-service appointment. Arriving late will shorten the precious minutes of your spa treatment. Your treatment will end on time so that our next guest will not be delayed.

- You will receive a spa robe to wear between treatments. Please leave jewelry and valuables at home. Undergarments may be worn during treatments, but rest assured our therapists are trained in correct draping procedures for your complete privacy.
- Please help us maintain our peaceful atmosphere by turning off cell phones or pagers or switching them to silent mode.
- Tipping a spa professional is always up to our guests' discretion.
- Products may be exchanged for spa credit, if unopened. No cash refunds.
- We prefer that our clients schedule an appointment, although we do our best to accommodate walk-in appointments. **For appointments, call (513) 985-6772.**

Cancellation and Rescheduling Policies

- Please provide us with at least 24 hours notice of any schedule changes to ensure that all of our guests receive the best service possible. A credit card number is required to reserve your appointments. Services canceled within 6 hours of the scheduled service time or no shows will be charged 50 percent of the cost for the appointment missed.

Child Care

- As a courtesy to our clients, the Pavilion Spa is an adult area for ages 14 and older, unless a younger child is receiving a service. If you are receiving Spa services, child care is available in the Kids' Life Center at no charge. Please see the Spa receptionist for a voucher.

Payment

- We accept cash, check, American Express, Visa, MasterCard and Discover Card. Pavilion members may charge services and products to their house account. TriHealth employees are eligible for payroll deduction. When scheduling same day services an up front payment may be required.