

MEMBERSHIP

General Information

- It shall be the policy of the TriHealth Fitness & Health Pavilion to accept applications for membership from any person or business of good character and responsible credit background without regard to race, creed, color, sex or national origin.
- Members must contact a Member Services Representative to add or drop individuals from membership or if membership status changes. Additional enrollment fees will be required when adding family members.
- Dependent children on their parent's membership can remain family members with their parents through age 21. If the child is a full time student and provides proof of their student status, they can remain on the family membership up to the age of 24 years old. When the child becomes 24 years old, that child will be required to establish their own membership account. No enrollment fee will be charged to convert to this new membership account.
- Grandparents are eligible to add their grandchild(ren) to their membership accounts up through age 21, or through age 24 when they provide proof of full time student status. Applicable membership enrollment, processing fees and monthly membership dues will apply. In addition, if the grandparent is the legal guardian of the child, the grandparents will be required to provide their signature on the membership change form, as well as provide a copy of proof of their legal guardianship, if the grandparents are indeed the legal guardian of the child(ren). If the grandparents **are not** the legal guardian of the child(ren), they will be required to obtain an original signature from the child(ren)'s parents who are legal guardians of the child(ren).
- Couples can join on the same membership account if they share a joint mortgage or a joint checking account, **or** they are legally married. Membership dues must be drafted from one account or credit card. Current Pavilion members who experience a change in status as indicated above, need to provide proof of documents to Member Services. If current members are paying a different membership rate, a refund will only be given for the current month membership dues when the appropriate documentation is provided.

Senior membership discounts begin at age 65. It is the **member's responsibility** to notify the Member Services office when a family member turns 65 and is eligible for the senior rate. Refunds will not be given for late notice.

- For membership records and mailing purposes, members are required to notify the Pavilion of address, phone, name and/or credit card/banking changes and email changes with an approved signature.
- **Dues will be withdrawn the tenth of the month.** If the tenth falls on a weekend or holiday, the monthly dues transaction will take place on the first business day following the tenth.
- **A \$35 service charge will be assessed for a returned check or credit card transaction due to insufficient funds, closed account, unavailable credit line or other similar circumstances.** If you have a lost or stolen credit card, please notify us immediately to change billing process and avoid service charges.
- Dues are subject to adjustment by management with written notice to the membership.
- Memberships are not transferable.
- The Pavilion is not responsible for lost or stolen, damaged items in facility or on grounds. Please keep your valuables at home.

Membership Cards

- Membership cards must be presented for admission to the Pavilion and Kids' Life Center and are necessary for daily locker entry.
- Replacement of a lost, stolen or destroyed membership card will require a \$6 replacement fee. A Member Services Representative should be notified when a new card is needed.

Membership Can Be Placed "ON HOLD" for the Following Reasons:

- **A medical leave of absence** requires a physician's note documenting the reason for the leave and the amount of time the leave needs to be. A physician release form and an updated Health History form is also required for member to return from leave and resume exercise

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indicating any restrictions. There is no charge for the medical leave of absence.

- **A work-related leave of absence** requires a notice from the member's employer stating that you will be out of the area for business reasons. This leave is restricted to a time period of two months through six months and is subject to a fee.
- **A leave of absence for extended vacation** requires that the member submit a forwarding address. This leave is also restricted to a time period of two months to six months and is subject to a fee.
- **The college leave of absence** is restricted to a time period of two months to nine months and is also subject to a one time \$30 fee per individual per academic school year. The college leave requires proof of school enrollment.

All members are required to fill out a Leave of Absence form at the Member Services office in order to activate a "frozen membership" status. You will receive a duplicate copy of the Leave of Absence form for your records.

Leave of Absences can not be backdated.

Leave of Absence forms submitted after the 25th of a given month will not take effect until the last day of the next month due to the timing of the EFT process.

Upon return from a Leave of Absence, the member must stop in the Member Services office, although billing will begin automatically on the designated date given at the time the leave is first processed. There is no charge to reactivate your membership and unlike a reinstatement from Resignation, no enrollment fee is charged upon a reactivation from Leave of Absence.

Loss of Membership Privilege

• The TriHealth Fitness & Health Pavilion along with TriHealth Security and Senior Management reserves the right to discontinue membership privileges for any of the following reasons:

1. Intentional misuse of Pavilion equipment or facility.
2. Destruction of Pavilion equipment or property.
3. Theft on Pavilion property.
4. Failure to follow proper safety practices and

precautions, or any membership/facility policies or procedures.

5. Fighting on Pavilion property.
6. Use of profanity.
7. Unauthorized possession of alcohol on Pavilion property.
8. Possession of illegal drugs or drug paraphernalia.
9. Smoking or use of tobacco products on Pavilion property.
10. Failure to pay membership fees or outstanding payments for any Pavilion Service.
11. Sexual harassment towards other members or staff.
12. Repeated violation of club policy or belligerent, suspicious, or harassing behavior threatening to members or staff as deemed so at the discretion of management and TriHealth Security.

Membership Cancellation

• A **30-day written and signed notice** to a Member Services Representative via a **resignation form onsite or a certified letter is required** for membership cancellation. Turn in your membership card at your last visit to the Pavilion to complete the cancellation process and deactivate the fee collection. If you cancel your membership at any time, and decide to rejoin the Pavilion at a later date, you will be required to pay an enrollment fee at the prevailing rate.

Food and Beverage Services

• Food and beverages are available at the Atrium Café, vending area and outdoor concession stand. Food and beverages (except water) are prohibited beyond these areas, with the exception of the Conference Center. Food may not be brought in from outside the club. Only water (no food or power drinks) is permitted throughout the facility if it is contained in plastic containers with spill-proof caps.

- No one under 14 years of age will be allowed in the café without adult supervision.
- The Atrium Café is available for your catering, birthday or party needs.