

# IN-SHAPE FITNESS RULES, REGULATIONS AND CLUB ETIQUETTE

## Members and Guests

We're excited to welcome all members and guests to our fitness community, where everyone is encouraged to feel comfortable, supported, and motivated.

### HOURS OF OPERATION

Hours of operation vary by club. Holiday hours vary also. Check with individual clubs or consult our website ([inshape.com/gyms](http://inshape.com/gyms))

### WELCOME DESK

The Welcome Desk is designed to accommodate the needs of all members and guests. Services provided include member check-in, guest check-in, towel service (select locations), personal training reservations and check-in, purchase of retail items and food/beverages, changes to membership, and first aid. Make all payments payable to In-Shape Fitness at the Welcome Desk and get a receipt.

Please note: ISF are cash-less facilities.

### CLUB GUESTS

#### Guest Passes/Trial

To activate a guest pass, either a 1- or 3-day consecutive trial. Club guests must register at the Welcome Desk upon entry to the club, be 18 years of age or older, live within 20 miles of the club and have a valid ID with you at time of registration. Club guests must take a tour and have their pass activated by a team member

If you are not a local resident, a 1-day pass can be purchased to enjoy the club.

#### Member Guests

Members in good standing shall be entitled to invite guests to the Club in accordance with the provisions of this section. ISF may restrict the number of guests a member brings, how many times a guest may use the facilities in a given period of time, as well as the times during which a member may bring them to the Club. Members who bring guests must accompany their guests at all times and are expected to familiarize their guests with the Rules and Club policies. Members shall be responsible for the conduct of their guests. If the manner or appearance of any guest is deemed by ISF management to be unsatisfactory, the sponsoring member shall, at the request of ISF management, require such guest(s) to leave the Club immediately. The Club may at any time, and from time to time, suspend or terminate the guest privileges of any member. Guests are subject to guest fee(s) when applicable guest requirements are not met. Any person who has previously had his/her membership terminated for conduct by the Club or is otherwise prohibited from Club usage may not be a guest at the Club.

## **Kid Zone Guests**

Guests on a 1- or 3-day guest pass may bring their child(ren) to Kid Zone as long as; 1. Space allows, and 2. All guidelines are followed and a waiver must be signed upon entry.

Guests and their child(ren) may utilize other permitted areas within the club while on their pass; swimming pools, courts, outdoor areas.

Members who purchase a day pass for their child(ren) may use Kid Zone as long as; 1. space allows; and 2. All guidelines are followed and a waiver must be signed upon entry.

Members and their guest child(ren) may utilize other permitted areas within the club while on their pass, swimming pools, courts, outdoor areas. Reservations guidelines must be followed by member.

Guests of Members with Preferred packages are not permitted to bring their child(ren) to the club with them and utilize amenities. These guests may purchase a day pass for their child(ren) or purchase a membership.

## **CODE OF CONDUCT**

Our Code of Conduct helps create a positive and respectful environment where everyone can enjoy their fitness journey.

### **CONDUCT**

ISF Management reserves the right to suspend or terminate the privileges of members and guests who do not conform to ISF Rules. ISF adopts a zero-tolerance policy regarding inappropriate conduct. Such conduct may include (but is not limited to) loud, boisterous or obscene language and/or gestures; profanity or other offensive or abusive language; lewd conduct; harassment or abusive conduct towards members or employees; threats of violence or violent acts; attempts to reprimand Club employees; violation of the Club dress code; theft or intentional damage of ISF or member property as well as any conduct that, in the sole and exclusive judgment of ISF management, may endanger the best interest of the Club, its employees, members or guests. Members are also responsible for the conduct of their children and guests.

### **DAMAGES**

Any damage to ISF's property by any member, his/her guest or children shall be paid for by the member.

### **OBSTRUCTING TEAM MEMBERS**

It is unbecoming, and shall be grounds for disciplinary action, including termination of membership, for members or guests to abuse any of the Club staff, verbally or otherwise. Members shall not instruct any Club staff, nor shall members request any of the staff to leave the Club for any purpose whatsoever. Members are requested to report misbehavior or violations of rules or laws committed by employees, and other members or guests, to the General Manager. Violations will be subject to disciplinary action as deemed necessary by ISF. Members are not permitted to request special personal services from employees.

### **PHOTOGRAPHY**

Photography or video in **locker rooms** is strictly prohibited at all times. The Club reserves the right to photograph and/or videotape at any time in members' presence for promotional or other purposes. This photography may happen without their knowledge or consent. At all times In-Shape will make every effort to protect members' privacy and comfort.

## DRESS CODE

**Club:** shirts must cover the back and chest; Shorts/pants must cover the entire bottom; Close-toed shoes are required at all times. Bare feet are permitted in the wet areas, locker rooms and exercise studios only. Stockings (or socks) covering feet, sandals, hard-soled dress shoes and jeans are not permitted. Please refrain from wearing strong perfume/cologne. Proper personal hygiene is required and will be addressed as needed.

**Sauna and Steam:** Workout attire or bathing suits are required. No gym shoes or sneakers allowed in steam rooms or saunas.

**Pools and Spas:** Proper swimwear required in all bodies of water; no cotton clothing. Polyester and synthetic attire are permitted. Members should rinse in a shower before entering a pool or spa.

**Courts:** Protective eyewear and non-marking athletic shoes are recommended where applicable.

**Kids:** Children must wear proper clothing and socks or shoes at all times. (Socks must be worn in the Playscapes and mazes) Wet clothes or swimsuits are not permitted in Kid Zone.

Messages and images on attire or facial coverings that, in the sole and exclusive judgment of ISF management, violate ISF's policies against harassment or discrimination, are prohibited.

The Club may in its sole and absolute discretion disallow use of the Club to any person not in compliance with this policy.

## HEALTH & SAFETY

**Health:** ISF strongly recommends that all members and guests have a complete physical examination prior to using its facilities. ISF provides a PAR-Q form to members to assist you and your physician assessing your physical readiness to commence an exercise program. Please ask a team member for a Par-Q form. Additionally, stop exercising if you experience dizziness, pain or unusual discomfort. Accelerated weight loss clothing or anabolic steroid use is not permitted.

**Safety:** Weapons and illegal drugs are not permitted on Club property. Alcoholic beverages are not permitted, except at authorized club-sponsored social events. Personal workout equipment is not permitted.

## UNAUTHORIZED TRAINING OR INSTRUCTION

Members or guests receiving unauthorized training or instruction of any kind, weight, cardiovascular or racquet sports will be asked to leave the Club and future Club privileges may be suspended or terminated.

# CLUB RULES, REGULATIONS AND ETIQUETTE

To ensure a safe, clean, and enjoyable experience for all, we ask everyone to follow our club guidelines and practice good etiquette.

## CARDIO, FREE WEIGHT, RESISTANCE AND FUNCTIONAL AREAS

1. Please wipe down equipment after use. Spray disinfectant on towel only; do not spray directly on equipment.
2. Please be mindful of others and refrain from loud conversations and music from cellular devices.
  - o Speakers are strictly prohibited. Headphones must accompany music playing devices.
3. Report any maintenance issues to the front desk.

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4. No food or glass in workout areas.
5. Return all weights to racks after use and equipment to its rightful location.
6. Do not drop weights or lean Olympic weights on walls.
7. Always use weight safety clips. Make sure all seats are secured and all pins in place.
8. Proper workout attire and shoes are required (see dress code).
9. Members must be at least 12 years of age.

## **STUDIOS AND RECOVERY**

1. Reservations are required for Studio scheduled classes and recovery amenities. Please check in for reserved class or amenity upon arrival.
2. Proper workout attire required (see dress code).
3. No food or glass containers.
4. No portable music devices (e.g., MP3, iPod) during class.
5. Please listen to the instructor.
6. Please turn off cell phones.
7. Please return equipment to storage racks.
8. Please refrain from entering the studio before the current class has finished.
9. Please be on time, entering a class in progress is not recommended.
10. Please be considerate of other members' exercise space and not crowd a member who arrived before you.
11. Please wipe down equipment after use.
12. Children under 12 years of age are not permitted unless they are participating in a club-sponsored activity specifically for children.

## **KID ZONE AND LITTLE MEMBERS (3 months to 11 years old)**

Children under 12 years of age are not allowed in any fitness areas apart from Kid Fit (e.g., cardio room, weight room) and must be under constant adult supervision in all other areas. They may use tennis courts, racquetball courts, gymnasiums and swimming pools (where available and during posted Family Swim Hours only) only if accompanied and closely supervised by a parent or legal guardian at all times. Children under 12 years of age are not permitted in the Group Exercise studios unless they are participating in a club-sponsored activity specifically for children. Children are permitted in the locker rooms only when accompanied by a parent or legal guardian. Children four years of age and older may not use the locker room of the opposite sex.

In-Shape Fitness is not a licensed childcare facility and is exempt from licensing pursuant to Health & Safety Code section 1596.792. ISF only provides babysitting and Kid Zone facilities in accordance with the following restrictions:

1. A parent or legal guardian must be on the premises at all times for children to attend the Kid Zone facilities, with the exception of Parent Night Out activities.

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2. Children must be on a membership (along with a current photo) and may only be checked in or out by their parent or legal guardian on the same membership. Members may not bring cousins, friends or children they are babysitting even if the child is on another membership.
3. There is a two-hour maximum for any child (club time limits vary between 90 minutes and two hours).
4. Age limits: (where applicable)
  - Infants/Little Members: 3 months through 4 years old
  - Kids Zone: 4 years up to 11 years old
  - Workout Floor: 12 years old and older
5. Food is not permitted. With exceptions for ISF sponsored events. Drinks are permissible but must be in labeled, spill proof bottles or drink cups with the child's name.
6. Attendants do not assist in diapering, toileting, dressing, grooming, bathing, or other personal hygiene.
7. Attendants do not assist with taking medications. We do not store and/or distribute medications, monitor food intake or special diets, up to and including bottle feeding.
8. A child with cold or flu symptoms (e.g. runny nose, fever, eye or skin irritations, vomiting or diarrhea, etc.) will not be admitted. Attendants reserve the right to turn away children that appear to be sick.
9. If disciplinary action is necessary, a time out will be given as a temporary measure. If a child continues to present problematic behavior, parents will be paged and asked to remove their child from the Kid Zone. If behavior that is deemed violent or harmful to others continues, a suspension may be implemented or membership termination.
10. If a child cries for more than 10 minutes, the parent must pickup the child.
11. For the safety of all children, electronic devices and toys from home are not permitted.
12. Wet clothes or swimsuits are not permitted.
13. Children must wear socks or shoes at all times. (Socks must be worn in the Playscapes and mazes)
14. ISF reserves the right to refuse the care of any child.
15. If an attendant feels that child safety is at risk because of overcrowding, we reserve the right not to admit any more children and implement a waitlist.

### **Additional Procedures**

1. The same member will check their children in and out of the facility. If another parent is going to pick up the child, this must be indicated at the Kid Zone check-in and a note will be placed in the computer system. That parent must also be on the membership with a valid picture.
2. Only a parent/guardian is allowed to drop off or pick up children from the Kid Zone.
3. Grand Parent Membership and Waiver required for Grandparents to drop off and pick up children.
4. If a parent attempts to pick up a child and the picture does not match our system or there is no picture on the system for the parent, Kid Zone Team Member must verify parent's identity with picture ID or with information on computer such as date of birth.
5. It may be necessary for a minor child to be accompanied by a Personal Aide "Attendant" due to medical and/or special needs reasons. a) Parent(s) making the request and the child should be on an active membership. b) "Aide/Attendant" must be Trust Line certified and must present the certification to the

Club Manager for ISF Human Resources Department approval. c) Release waiver must be signed by parent(s) and the "Aide/Attendant".

## **GUARDIAN**

Legal Guardian - A legal guardian may be required to provide ISF with documentation showing status of guardianship. Grandparent - Members may allow the Grandparent(s) to bring their children into the club. The parent(s) must have the children on the membership and the grandparent(s) must have current/active memberships with In-Shape. The parent must complete a "Parent Authorization for Child to Accompany Grandparent" waiver. Member must notify ISF in writing if at any time the grandparent ceases to be authorized by the parent to act as legal guardian of said children.

## **SAUNAS AND STEAM ROOMS (where applicable) (co-ed or single sex)**

1. Do not pour water or use essential oils on the heating rocks or steam sensors. These are electric saunas and steam generators. Pouring water on the rocks or sensors will damage the heating element and will be subject to termination of membership.
2. Due to high temperatures (175-185 degrees F. in saunas and 105-110 degrees F in steam rooms) can be dangerous to peoples' health. Members must limit themselves to 10 minutes before using another area with at least 10 minutes in a cooler environment in between.
3. Consult a physician before using. Those with medical conditions such as high blood pressure, heart disease, diabetes, low blood sugar and respiratory problems, and those who are pregnant, should avoid exposure to high heat.
4. Proper attire required (see dress code).
5. Shower before entering.
6. No food or glass permitted.
7. No drying of personal items.
8. Must be at least 14 years of age, children under 14 years of age not permitted in the sauna or steam rooms.

## **POOLS AND SPAS (where applicable)**

### **Pools:**

1. Scheduled organized pool activities (e.g., aqua aerobics classes, lessons, etc.) have priority over open/family swim use. Please consult specific club's weekly schedule and support your fellow members' enjoyment of the pool.
2. Please shower before entering.
3. Proper swimwear required in all bodies of water, (see dress code).
4. No food or drink allowed in the bodies of water. No glass containers.
5. Loud or offensive language is prohibited.
6. Do not sit on, play with, or go over lane dividers.

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7. No diving, running, or playing on deck.
8. Individuals with open wounds or sores are prohibited.
9. Persons having active diarrhea or who have had active diarrhea within the previous 14 days shall not be allowed to enter the pool or spa.
10. Kickboards, pool toys or other flotation/swim instruction aides are not allowed (except life vests), except in ISF classes or in lap lanes while swimming laps.
11. Children under 14 years of age must be under supervision by a parent or legal guardian at all times. Limit three children under 14 per adult. Children unable to swim safely must be accompanied in the water by a parent or legal guardian providing immediate supervision regardless of the presence of a lifeguard. Children who are not potty-trained must wear a swim diaper, available for purchase in our retail offering. Baby strollers must be kept four feet from pools.

### **Lap Swim:**

1. Reservations may be required for lap swimming. Lap swimming etiquette ensures a safe and congenial environment for all swimmers: Lap swimmers must share their lane when reserved.
2. When there are two swimmers in a lane, it is proper procedure to split the lane. Splitting the lane requires that one swimmer stay on the left side of the lane while the other swimmer stays on the right side of the lane, allowing both swimmers to swim up-and-back. Always notify the current swimmer in the lane before entering and split the lane with him/her.
3. Circle swimming is mandatory when all lap lanes are split and a third swimmer enters (or more if the number of swimmers wishing to swim exceeds three per lane). Circle swimming is always counter-clockwise. In circle swimming, a slower swimmer must stay to the right of the lane to allow a faster swimmer to pass by using the center of the lane.

### **Spas:**

1. Scheduled organized pool activities (e.g., aqua aerobics classes, lessons, etc.) have priority over open use.
2. Due to high temperatures (approximately 94 -104 degrees F.) therapy pools and spas can be dangerous to people's health. Members must limit themselves to (10) ten minutes before using another area without at least (10) ten minutes in a cooler environment in between.
3. Consult a physician before using. Those with medical conditions such as high blood pressure, heart disease, diabetes, low blood sugar and respiratory problems, and those who are pregnant, should avoid exposure to high heat.
4. Children under the age of 14 must be under the direct supervision of a parent or guardian while using a spa, children ages 5-11 must be accompanied by a parent or guardian in the body of water. Children under 5 years of age not permitted in the spa.

## **LOCKER ROOMS**

1. The Club is not responsible for lost, damaged or stolen articles.
2. Camera or video use of cell phones is prohibited in all locker room areas.
3. Secure lockers with a padlock. Contents left overnight may be removed or discarded/donated after 14 days. Do not store valuables in lockers. Lockers are solely for temporary clothing storage.

4. Children under 12 years of age are permitted only when accompanied by a parent or legal guardian. Children over four years of age may not use the locker room of the opposite sex.

## **RENTAL AND DAY USE LOCKERS (where applicable)**

1. Rental lockers are available for rent or day use. (Rental at select locations).
2. Please use lockers to properly store personal items.
3. The lockers are property of the Club, and the Club reserves the right to clean and/or inspect lockers without notice.
4. Members are not permitted to store food, liquor, weapons, drugs or flammable materials in lockers.

## **GYMNASIUM (where applicable)**

1. Proper workout attire required (see dress code); non-marking athletic shoes are required.
2. No food or glass containers.
3. Loud or offensive language is prohibited.
4. Children under 12 years of age must be under Supervision by a parent or legal guardian at all times.
5. Follow the rules for open court play posted in the gymnasium.
6. Winning teams may remain on the court no more than three consecutive games.

## **COURT SPORTS (where applicable)**

1. Tennis, Pickleball and Racquetball courts are available for reservation in the ISF app.
2. Proper workout attire required (see dress code).
3. No food or glass on the court.
4. When claiming a court, wait until the point in progress has been completed before stopping the game.
5. Please follow challenge court guidelines.
6. Winning teams may remain on the court no more than three consecutive games.
7. Children under 12 years of age must always be under supervision by a parent or legal guardian.

## **OUTSIDE ACTIVITIES PARK (where applicable)**

1. Playground equipment is for children and juniors only.
2. The following activities are just some of the prohibited activities while children are using the equipment: pushing or roughhousing; jumping off high portions of playground equipment.
3. BBQ and picnic areas are available on a first come, first serve basis.
4. For group parties, advanced reservations are required, see website for details.

## **LOST & FOUND**

1. The Club maintains a Lost & Found area.
2. The Club does not assume responsibility for items turned in to the Lost & Found.
3. Members must identify and claim articles in person.

4. All lost and found items will be discarded/donated after 14 days.

## PERSONAL PROPERTY

Personal property (e.g., gym bags, purses, extra clothing) are not permitted around workout areas, it must be properly stowed under/near the equipment being used or in a locker. Personal property of members or guests, while in or on the Club's premises or while deposited with the Club shall be at the owner's sole risk. The Club will not be responsible for any loss of personal property left on the premises, including items left in lockers or with a team member of the Club (see Liability section).

## PARKING

1. Members are encouraged not to leave visible items in their automobiles. The Club is not responsible or liable for articles damaged, lost or stolen in or about the Club, or for loss and/or damage to any property including, but not limited to, automobiles and/or the contents thereof.
2. Members and guests must park in designated parking stalls and spaces. Violation of this policy will be subject to towing or membership suspension and/or termination.

## SMOKING

ISF is proud to provide a completely non-smoking environment. Smoking or vaping is not permitted anywhere on Club property.

## BICYCLES

Bicycles are not permitted in the Club.

## ANIMALS

Animals (with the exception of qualified service animals including but not limited to seeing-eye and medical dogs, for persons with disabilities,) are not permitted in the Club.

## SOLICITATION

Members cannot post or circulate commercial advertisements in or around the Club, nor can they solicit funds or services.

# MEMBERSHIP

Our membership options are designed to be flexible and accessible, helping you get the most out of your fitness experience.

## MEMBERSHIP AGREEMENT, RELEASE OF LIABILITY AND RISK

Each member must have a membership agreement with ISF or be listed as an additional member on an agreement. All minors, under the age of 18 years old seeking access to ISF facilities must have a parent or legal guardian sign a Release of Liability waiver on their behalf. All adult persons 18 years of age and older seeking access to ISF's facilities as a member or guest are required to sign a Release of Liability waiver to use the club.

## CATEGORY OF MEMBERSHIP

**Single.** A single membership is defined as Holder of 18 years of age or older.

**Single with Add On allows additions** of up to (5) adults and up to (8) children. Child add on must be main members children or wards under 12 years of age who reside as permanent members of the Holder's household. The primary member is financially responsible for all members (add-ons) on the account as well as any Care-Of memberships. Primary will be required to pay an additional fee for each "Add On".

## CLUB ACCESS

Many levels of club access exist to allow members to choose the price and access level right for them. You are entitled to access and use the clubs available at the specific club level indicated on your membership agreement when you joined. Clubs included in access levels are subject to change. Future clubs developed by ISF may not be included in your current level of access. Please visit the [Club Networks page](#) to view club level access by network.

## RESERVATIONS

Reservations are required for group fitness classes, and select amenities including pool lanes, tennis, pickleball and racquetball courts. Amenity reservations can be made up to 3 days in advance and each amenity may be reserved up to 3 times per day. [Click here](#) for full reservation detail.

## DUES

The obligation to pay dues is not dependent on the availability of all the Club's facilities, amenities and equipment or the member's frequency of use. Tournaments, repairs, maintenance of some facilities, amenities and equipment and/or other occurrences may make it necessary for the Club to restrict the use of one or more facilities or to close the Club temporarily. The Club will not reduce or suspend dues during the time when facilities are not available.

## ANNUAL FEE

The Annual Fee is aggregated and used by ISF in its sole discretion for maintenance and capital improvements at all or any of its clubs. The Annual Fee is not dues or prepayment for any services. It is fully earned when charged/billed and is not refundable. This fee excludes paid in full memberships. See our [Annual Fee FAQs](#) for more info.

## PAYMENTS

Payments can be made in the app, under the Profile section. Any payments made within the club should take place at the Welcome Desk and get a receipt. Please note: ISF are cash-less facilities.

## PROFILE PHOTO

Every member must have a photo on file so we can identify you in our system. If you do not have a photo on file for one or more members on your account, please follow the steps here: [inshape.com/profile-photo](https://inshape.com/profile-photo).

## CHANGE OF ADDRESS

Members must notify the Club of any change of address and can do so easily by updating their contact information under the *Profile* section in the [In-Shape app](#). Members who fail to do so shall be deemed to have received any communications sent by us and properly addressed to the address we have on file for the member at the time of sending, and such members shall be deemed to have waived any claim that notice was not properly given.

## **HOLD STATUS CHARGE**

Certain membership types may qualify for a membership hold. Refer to your agreement for details. Members may not use any club while on hold.

## **CANCELLATION**

Your membership agreement outlines your cancellation rights. Please refer to it for specific details. In most cases, Month-to-Month Memberships can be cancelled at any time upon 30 days' notice to ISF given in one of the 3 ways described in the membership agreement. Except as specifically provided in the membership agreement, Paid-in-Full or Prepaid Memberships may not be cancelled by the member prior to the end of the term, but thereafter are automatically canceled. An early cancellation while still in a term membership may result in an early term cancellation fee. See agreement for full details. Main Member must provide an email address to receive club updates and other information, regarding their account state, member statements, correspondence, etc.

[Click here](#) for more information.

## **FEEDBACK**

We value your feedback and are always here to listen, learn, and improve your experience with us.

## **COMMENTS OR SUGGESTIONS REGARDING FACILITY OR STAFF**

Direct comments concerning operations of the Club, its staff and other matters may be reported to the Club General Manager or to the Support Center via the Internet [inshape.com/contact-us](http://inshape.com/contact-us).