

Duke Center for Living at Fearington

MEMBER HANDBOOK



IN COLLABORATION WITH


GALLOWAY RIDGE
AT FEARRINGTON



100 Clynelish Close • Pittsboro, NC 27312

Telephone (919) 545-2133 • Fax (919) 545-2687

www.dukefitnessfearington.com

Table of Contents

Welcome	1
Contact Information	2
Hours of Operation.....	3
Covid-19 Specific Policies	4
General Policies.....	5
Cell Phone Usage	5
Check-in	5
Comment Box	5
Communications	6
Emergency Procedures	6
Facility Use Guidelines	7
Food and Drink.....	8
Forms of Payment.....	8
Gift Cards	8
Guest Privileges.....	8
Lost and Found.....	9
Parking	9
Proper Attire	10
Pro Shop.....	10
Tobacco, Alcohol and Drugs	10
TVs and Audio Entertainment Systems	11
Locker Rooms.....	12
Lockers	12
Towels and Amenities.....	13
Membership Information	14
Membership Agreement.....	14
Age Requirements	14
Billing and Fees	15
Account Changes	15
Declined Charges	15
Renewals.....	16

Membership Contract Freeze	16
Cancellation of Membership	17
Termination of Membership.....	17
Online Member Portal	17
Facility Closing.....	17
Facilities and Services	18
Fitness Equipment	18
Fitness Staff.....	18
Complimentary Services	19
Personal Training	19
Pilates Reformer Training	20
Massage Therapy	20
Professional Services Policy	20
Group Exercise	21
Group Exercise Guidelines	22
Group Cycling.....	23
Track.....	24
Pool	24
Lap Lane Etiquette	24
Hot Tub	25
Pool and Hot Tub Guidelines	25
Pool and Hot Tub Maintenance	26
Additional Galloway Ridge WellPlex Services.....	28
Disclaimer	29

Welcome

Welcome to the Duke Center for Living at Fearington, an integral part of Galloway Ridge's WellPlex. We hope you find your membership to be a healthy and enjoyable experience. Whether you are here to relax or to improve upon your health, our staff will be here to support you every step of the way. This handbook is intended to answer questions you may have about your membership and the facility. We recommend that you refer to your member handbook regularly as a resource tool regarding your membership. The member handbook may also be accessed in the "Member Resources" section of our website.

In order to make your experiences more pleasurable, we always welcome your input. Enjoy your time here, and we look forward to getting to know you. This handbook is not all-inclusive so please feel welcome to contact us with any questions or suggestions you may have.

Yours in Good Health,

The Team at DCFL

Contact Information

Member Services Desk

919-545-2133 – main phone

919-545-2687 – fax

Amber Smith

Director of DCFL

Responsible for day-to-day operations of DCFL including all staffing, marketing and budget, policy and procedures.

919-545-2666

asmith@gallowayridge.com

Stephanie Winegar

Member Services Manager

Responsible for oversight of membership, membership sales and marketing, billing, massage, and member services desk and staff.

919-545-2621

swinegar@gallowayridge.com

Taylor Blumenfeld

Fitness Manager

Responsible for oversight of fitness services, fitness staff, group exercise, personal training and programming.

919-545-2620

tblumenfeld@gallowayridge.com

Hours of Operation

Monday – Friday	6:00 AM TO 7:00 PM
Saturday	8:00 AM TO 4:00 PM
Sunday	Closed

- Holiday hours vary. They are posted on the “Member Resources” section of our website: www.dukefitnessfearrington.com.
- The pool and hot tub close 15 minutes prior to the facility.
- The facility will close promptly as posted. Please plan workouts and showers accordingly.
- Hours of operation are subject to change.

Covid-19 Specific Policies

All staff, members, and guests are responsible for taking preventative measures to stop the spread of COVID-19.

This includes, but is not limited to:

- **Wearing a mask covering the mouth and nose at all times while inside DCFL.** Limited exceptions include lap swimming, participating in water-based group exercise classes, and showering. Masks continue to be required in the hot tub, on the pool deck and in the locker rooms.
- Stay home if you have any symptoms of COVID-19 or been exposed to someone with COVID-19.
- Utilize the hand sanitation and disinfecting stations throughout the facility to clean equipment after use.

Reservations are required for all in-person group exercise classes, wellness seminars, and pool lanes one through three. Pool lanes four and five are available for drop-in use.

- Reservations may be made no sooner than 7 days in advance beginning at 9:00pm through the Online Member Portal or Member Services at 919-545-2133.
- Members who call to make their reservation may leave a message when prompted to do so. Messages left after business hours will be addressed the following day. Reservations will be made in the order in which they have been received.

See page 21 for more information on group exercise and page 24 for more information on the pool.

Capacity Limits

- Hot tub: 5 members/guests
- Studio: 20 members/guests
- Aqua classes: 28 members/guests

General Policies

Cell Phone Usage

As a common courtesy, kindly silence the your cell phone while in the facility. If you must take a call, please do so away from other members, preferably in the lobby area or outside the facility. For member safety and consideration, cell phone conversations are prohibited during use of equipment or in group exercise classes.

Check-in

All members, guests, and visitors are required to check-in at the Member Services desk upon entering the facility. Members must scan their membership card at the Member Services desk upon arrival for each visit. Your photo will be taken and kept on file in our membership software program for identification.

Please Note:

Membership cards are nontransferable and are to be used only by the assigned member.

Comment Box

Your feedback is important to us. A comment box and cards are located near the Member Services desk for your convenience in offering us feedback, accolades, suggestions and concerns. All comment cards are collected and reviewed by our management team for appropriate action and follow-up. We often have further questions and would like to hear more detail regarding your thoughts. Leaving your name and contact preferences is always helpful to us in evaluating member feedback.

Communications

Keeping our members apprised of the latest information pertaining to facilities, programs, and services is important to us. Members should be aware of these key sources of facility information:

- **DCFL Website** [www.dukefitnessfearrington.com] – includes a variety of information, including our most current group exercise schedule and member handbook. Facility hours, including holiday schedule and facility closure information, can also be found on the website.
- **“News in the Center”** – our bi-monthly newsletter; includes health and fitness information, ongoing and upcoming program and event information, and other facility related information. The most current issue, as well as prior issues, are available on the home page of our website –www.dukefitnessfearrington.com – Click on “Newsfeed” under the “Membership Info” drop-down tab.
- **News and Events Board** – found in the front lobby; includes program announcements, services brochures and group exercise/pool schedules.
- **Announcements** – posted at various locations throughout the facility, including the exercise studio and at the Fitness and Member Services desk areas.
- **Outgoing Phone Message** – In the event of unexpected facility closure due to extenuating circumstances or inclement weather, members should call ahead (919-545-2133) for information and updates.
- **Email** – Facility updates, program information, promotions and important notices are sent directly to your inbox. You can update your email address via the online member portal located on our website or by completing a “Change of Information” form located in the self-service area just beyond the Member Services desk.
- **Facebook**- Follow us on Facebook for facility updates and information.

Emergency Procedures

Our members’ safety is our number one priority. A number of parameters are in place to provide a safe environment for all. All facility staff are trained in first aid and certified in cardio pulmonary resuscitation and in the use of an Automated External Defibrillator (AED). There are two AED units in the facility. First aid kits and emergency call boxes are located throughout the entire facility. Fitness Staff, managers and the Member Services desk have two-way radios and emergency alert phones for quick communication regarding emergency situations. Fitness Staff

circulates throughout the facility including the track, pool, and locker rooms to ensure the needs and safety of members at all times.

Facility Use Guidelines

The safety and enjoyment of every member is important to us. Please adhere to the following general rules so that each person has the best possible experience:

- Return weights and other equipment to their designated places.
- Be willing to share equipment and machines by inviting others to “take turns” with you between sets or exercises.
- Equipment may not be reserved except occasionally by staff for the purpose of a class or seminar. Remove all belongings from mat tables and other equipment when not in use.
- Limit your time on cardiovascular equipment to 30 minutes when others are waiting. Varying your workout by using other pieces of equipment will benefit everyone.
- Bags, coats and other personal belongings should be kept in a locker, on the coat rack or in a cubby in the front lobby. Please do not bring these items to classes or leave them throughout the facility. DCFL is not responsible for lost or stolen items.
- Hand sanitation dispensers and disinfection stations are provided throughout the fitness center. Members should use the provided supplies to clean equipment after use. The best defense against germs is clean hands, so please use the hand sanitation stations provided.
- Shirt and shoes must be worn at all times throughout the facility. Athletic shoes are recommended. Sandals and open-toed shoes are not permitted. Choose clothing that will not be too revealing depending on the exercises you are doing.
- Do not wear scented fragrances, including but not limited to perfume and cologne, while in the facility. Scented fragrances can trigger respiratory problems for those with COPD, allergies, asthma and other pulmonary disorders.
- Do not enter the group exercise studio when classes are in session. Otherwise, this space may be used for individual exercise or personal training.
- All members, guests and staff are expected to treat others with respect and courtesy. Behavior that detracts or interferes with the safety or enjoyment of others, such as profanity, aggression and/or general rudeness, will not be tolerated.

Food and Drink

Closed top, non-breakable bottles are the only beverage containers permitted in the fitness areas. All other food or beverages must remain in the lobby area. Drinking fountains with filtered bottle filling stations are located in the pool area, on the track, and next to the exercise studio entrance. Water and other beverages are also available for purchase. We encourage all participants to have water with them during all activities.

Forms of Payment

All memberships are either paid in full or by electronic fund transfer (EFT). Cash, check, Visa, MasterCard, American Express and Discover are all acceptable forms of payment. Checks should be written to: Galloway Ridge Inc.

Members can avoid having to carry cash, checks or credit cards by providing a credit card number to keep on file.

Gift Cards

Gift cards are available for purchase at the Member Services desk. Gift cards may be purchased for any dollar amount and redeemed for all goods and services. Gift cards must be presented at the time of redemption. We are not responsible for lost or stolen gift cards.

Guest Privileges

The Duke Center for Living welcomes all guests. Daily guest passes, as well as weekly and monthly guest passes are available for purchase at the Member Services desk. Guest passes are nontransferable and nonrefundable. Guests are granted full access to the facility, including group exercise classes, during the period covered by the guest fee. Guests are also invited to participate in additional services such as personal training, massage therapy and other programs that may be available. Guests may be subject to additional non-member fees for such services.

Please Note:

All guests must present a valid photo ID prior to using the facility.

Each guest must complete a ***Guest Registration and Waiver and provide a valid photo ID*** prior to using the facility. Weekly and monthly guests will be given a guest pass, which must be presented at each visit. Weekly and monthly guests will also be required to sign-in upon each visit. If the guest is under 18 years of age, the guest waiver must be signed by a legal guardian. Guests under the age of 16 years of age must be accompanied by an adult. We do not accommodate guests under the age of 13 unless registered in a special program for this age group. Please note that the same ***facility use guidelines (See page 7)*** apply to guests as they do for members.

Guests of DCFL are not permitted to work with or instruct members in any way that resembles professional services including but not limited to personal training or physical therapy.

Management reserves the right to revoke guest privileges without question for anyone appearing to violate any rules or policies. Fees will not be refunded in these cases.

Lost and Found

A lost and found collection and log are located at the Member Service desk. It is important to us to get your lost items back to you. Please check with the Member Services desk immediately if you have lost or left an item at DCFL.

Please Note:

Unclaimed items will be donated to charity on the last day of the month.

A reminder will be posted by the Member Services desk one week prior to donating the items. DCFL is not responsible for lost or stolen items. We recommend that you do not bring ***valuables*** into the facility.

Please remember to account for all belongings before leaving the fitness center. Double check the area immediately around the space you occupied, including locker, exercise studio or pieces of equipment you have just used, making certain that you have all of your items with you.

Parking

Designated parking for all members is located at the north end of the building. Please adhere to signs posted around the Galloway Ridge community regarding designated parking.

Designated parking areas will be strictly enforced through the Galloway Ridge Security Department. **Handicap parking** is located directly in front of the DCFL entrance and is legally reserved for those with proper handicap identification. We would greatly appreciate the judicious use of these spaces, giving those with the most critical need priority. A detailed parking map can be found on the “Member Resources” section of our website.

For safety of members, please do not ride bikes down the sidewalk. A bike rack is located near the front entrance of the facility.

Proper Attire

For safety and sanitation purposes, members are required to wear appropriate attire while in the facility. We ask that members consider the type of activity they plan to participate in and dress accordingly.

- Aside from the locker rooms and pool area, **shirts and shoes** must be worn at all times.
- Only athletic shoes are allowed in the exercise studio, fitness area and on the equipment. **For your safety, sandals and open-toed shoes are not allowed.**
- Shoes may be removed for classes such as yoga and Pilates, but must be worn throughout the rest of the facility.
- Maintain comfort with clothes that offer flexibility, but are not too revealing when performing exercises.
- Dressing in layers will allow for comfort with changing body temperatures during your exercise routine.

Pro Shop

A variety of items are available for members and guests to purchase in our Pro Shop. In addition to logo items and a variety of fitness gear, the Pro Shop offers beverages and snack bars. Some of the items offered include swimming gear, yoga products, mats, and headphones.

Merchandise that has not been washed or worn and is in its original packaging may be returned for refund or exchange within 30 days of the date of purchase with a receipt.

Tobacco, Alcohol and Drugs

The entire Galloway Ridge and Duke Center for Living at Fearington campus is designated as tobacco-free. Smoking or the use of any other tobacco products is strictly prohibited. In

addition, alcohol or drugs are not permitted on the DCFL premises. Management reserves the right to remove any member or guest who is under the influence of alcohol or drugs.

TVs and Audio Entertainment Systems

TVs, along with Cardio Theater and Audio Fetch entertainment systems are provided for your enjoyment. Cardio Theater is a wireless remote system that, with certain equipment, allows you to listen to any one of the televisions provided or one of three music selections. Audio Fetch is also a wireless system used to stream the television audio to your personal smartphone. The free Audio Fetch app is available for download in your phone's app store.

Most regular/standard headphones will work with our cardio theater remotes; we also have ***headphones and earbuds for sale in the Pro Shop***. We recommend that members with specific tastes bring their own music with headphones to listen to while exercising.

Please Note:

Members and guests may request a specific channel and we will do our best to accommodate this request when possible using TV #2. Preference will be given to those who are using the equipment on the fitness floor cardio machines.

Locker Rooms

Men's and Women's locker rooms are available for your convenience. We appreciate your consideration in understanding that these are shared spaces for all of our members. We ask that you please limit your shower time during high use and when others are waiting. Each locker room is equipped with private showers. Handicap accessible toilets and showers are also available in each locker room. Please keep in mind that these areas are reserved first for members in need of handicap accommodations. Individuals who are not comfortable choosing between the men's or women's locker rooms are welcome to use the gender neutral restrooms located at the entrances for the Group Exercise Studio. For sanitation and safety reasons, we strongly encourage members to wear non-slip footwear or shower shoes throughout the locker room.

Please Note:

Kindly towel off before entering the locker areas from the pool.

Lockers

Complimentary lockers are available in each locker room for daily use. ***Lockers available for use will have the key in the lock.*** Keys are attached to wrist bands for members to wear while using the facility.

Please Note:

Locker keys should be kept with you at all times. Please do not leave your locker key in the locker door while using the facility.

Locker keys must be returned to the corresponding lock before leaving. Members may be subject to a replacement fee for unreturned or lost locker keys. While using the locker rooms, please be considerate of others by keeping your personal belongings gathered together. Be aware the locker room is shared space and that available space is often limited, especially during busy times. All personal items such as shoes, bags, jackets and clothing should be placed in a locker and should not be left on the locker room floor or throughout the facility during your visit. Items which do not fit into the lockers may be placed beneath the benches in the locker

room as long as they do not create a tripping hazard. ***Unattended items may be taken to the lost and found at the Member Services desk.***

The bottom row of lockers in each locker room is available for ***monthly rental***. Please see the Member Services desk for rental information.

Please Note:

We highly advise that members do not keep valuable items in the lockers.

Towels and Amenities

Workout towels are available at the Member Services desk and shower towels are available in the individual locker rooms. **Help us conserve water and prolong the life of our linens** – kindly limit the use of shower towels to ***two per person***. Please return all towels to the designated receptacles provided in the locker rooms and inside the main entrance. Removal of towels from the facility is strictly prohibited.

Hairdryers are located at the vanity area and a weight scale can be found in each locker room. The locker rooms are also equipped with Suitmate® swimsuit dryers located in the shower area. Please do not place shoes or any other items in the Suitmate®. Plastic bags are available for damp clothing and footwear.

Please help us keep the locker rooms clean. Kindly place towels and trash in the proper receptacles and wipe down the sink areas after use. Thank you.

Membership Information

Membership Agreement

Membership at DCFL provides each member full access to all facilities and services including exercise equipment, indoor track, heated saltwater pool, and hot tub.

Types of membership include individual, couple, and family and are offered for either six month or twelve month terms. Individual membership is for one person over the age of 18. A couple membership is for two people (one 18 years or older) living in the same household. Family memberships are available for three or more people (one 18 years or older) living in the same household. Each membership agreement will have one member designated as the primary contact, this individual must initiate or approve any changes to the membership agreement. Members wishing to add a family member to their account may do so at anytime. Upgrading your membership to include an additional person can be addressed at the Member Services desk. The new member will need to complete the pre-exercise participation form and pay applicable fees upon joining.

Members are obligated for the full term of the membership regardless of use. Each member's personal, financial, and health histories are treated as strictly confidential and are kept in secured areas.

Members must notify the facility of any current circumstances and/or changes affecting their health which may be exacerbated through continued exercise or use of facility services and equipment. DCFL reserves the right to ask for updated health information that may be deemed important to your safety.

Age Requirements

Individual members and guests must be 18 years of age or older. Access to the facility is limited to children 13 years of age and older. All children under the age of 16 must be accompanied – and supervised – by a parent or guardian at all times while in the facility. This is to ensure both the safety of the younger members and a comfortable environment for our adult members. Exceptions to the age requirements may be offered as a class or supervised program.

Children are not permitted to be left unattended anywhere in the facility while parents or guardians are working out.

Billing and Fees

Members have the option of paying for membership in full or choosing monthly payments to be electronically debited from a checking, savings or credit card account. Incentives are available to members who pay up front for one year.

Account Changes

Please help us ensure that we have proper information for your account. If there is a change in billing or phone or address information, we ask that you complete a "Change of Information" form located in the Member Self-Service area just beyond the Member Services desk. This information can also be updated via the online member portal, located on our website. All written communications will be assumed to have arrived within three days of mailing to the address on file.

Please Note:

Notifications for billing changes must be made prior to the 1st day of the month for the change to take place for the current month. Failure to notify DCFL of account or credit card changes that result in a declined billing transaction will result in an NSF charge.

Declined Charges

A \$25 non-sufficient funds fee will be charged to the member for all declined billing transactions. It is the member's responsibility to notify Member Services of any changes to his/her billing account prior to the 1st day of the billing month.

Please Note:

Billing changes must be made in writing by completing a billing authorization form.

DCFL is not responsible for any overdraft charges or penalty fees incurred by members.

Renewals

Members are asked to renew their memberships before the end of each membership term by completing and signing a new membership agreement. Renewal reminders are mailed to the address on file during the first week of the expiring month. As a courtesy, you may receive a reminder email or phone call prior to the end of the membership contract. We ask that you stop by the Member Services desk at the beginning of your renewal month to sign a renewal agreement. Members are welcome to change their membership and payment terms at the time of their renewal. *Membership fees are subject to change without notice. Members who allow their contracts to lapse may be required to pay an enrollment fee upon rejoining.*

Membership Contract Freeze

In the event of extended vacations or temporary relocation, members may place their membership on a vacation freeze for a minimum of one month and a maximum of half of the membership term. There is a fee of \$10 per person for each month that the contract is frozen. Requests for a vacation freeze apply to all individuals included on the membership contract.

Members must notify Member Services in writing 14 days prior to the membership freeze start date.

In the event of an injury or illness that prevents a member from using the facility for an extended period, a complimentary medical freeze of your membership is available. A physician's notice must be received, clearly stating the reason and dates that you will not be able to utilize the facility prior to activating this type of freeze. Medical freezes are granted for a minimum of one month to a maximum of six months. Additional documentation is required for periods beyond half of the membership term. A physician's clearance is required to reactivate your membership if an end date is not documented on the initial documentation form the physician. It is the member's responsibility to notify Member Services immediately of a need for a medical contract freeze at the time of occurrence.

Monthly dues are waived for the period of your membership freeze. Therefore, you may not use the facility during this time. Your membership term is extended by the length of the freeze.

Medical freezes will begin upon receipt of the physician's documentation. It is the member's responsibility to notify Member Services immediately of a need for a medical contract freeze at the time of occurrence. **Freezes are in 30-day increments and cannot be applied retroactively.**

Vacation Freeze and Medical Freeze Forms are found at the Member Self-Service area just beyond the Member Services desk and on the "Member Resources" section of our website.

Cancellation of Membership

A member may cancel his/her membership agreement within three (3) business days of the agreement date. Cancellations must be in writing and submitted to Member Services. A refund of any monthly fees will be granted, however the enrollment fee is non-refundable.

Membership cancellation beyond the third business day is only granted due to relocation more than 20 miles from the facility, or in the event of disability or death. In each of these cases, acceptable written documentation must accompany the cancellation notification. Members who paid in full for their membership will be granted a refund of unused monthly fees upon approval of their early cancellation.

Termination of Membership

Management has the right to terminate a membership at any time for any reason whatsoever, including but not limited to non-payment of dues, misconduct, or non-compliance with facility rules.

Online Member Portal

Members have access to our online member portal where they can enroll in group exercise classes, view class instructors, update personal information, update payment information, and view transaction and check-in history, to name a few.

The “Member Login” button can be found on the homepage of our website, www.dukefitnessfearington.com. Login credentials are automatically generated and emailed upon membership enrollment. Contact our Member Services desk if you should need us to reset your online credentials.

Facility Closing

Management reserves the right at any time to close all or part of its facilities for any period of time, with or without notice, in connection with any cleaning, repair, maintenance, or for reasons beyond our control. Membership fees will not be adjusted or credited for closure to any venues due to reasons noted above.

In the event of unexpected facility closing due to extenuating circumstances or inclement weather, members should call ahead (919-545-2133) for information and updates. This information will also be posted to the DCFL website (www.dukefitnessfearington.com) and DCFL Facebook page (www.facebook.com/DCFLFearington) .

Facilities and Services

Fitness Equipment

The Duke Center for Living at Fearington offers state of the art cardiovascular and strength training equipment. We encourage you to participate in one of our complimentary Small Group Exercise Orientations to learn proper and safe techniques in using the fitness equipment. Exercise Physiologists are also available to assist in learning to use a new piece of equipment at any time.

Please limit your time on equipment while others are waiting or offer for a member to “work in” with you. We request that you wipe down equipment when you are finished as a courtesy to your fellow members. Equipment sanitation stations are available in several areas throughout the facility for your convenience. Please notify a staff member immediately if any equipment is not working properly.

A variety of fitness equipment is available for your use in the exercise studio, stretching area and the pool. Please see a fitness staff member for assistance and instruction with any of this equipment. Please return all equipment to its designated area. All sound systems are for staff use only. Members are welcome to wear personal music devices with headphones when utilizing the facility.

Fitness Staff

Our professional staff is dedicated to assisting you to live a healthy and active life. Our Exercise Physiologists hold a minimum of a four-year degree in exercise science or other health and fitness related areas. Fitness staff members also hold national certifications through industry-leading certifying agencies, such as the American College of Sports Medicine, National Academy of Sports Medicine, and National Strength and Conditioning Association. Many of our staff have additional certifications and training in specialty areas such as cycling, water aerobics, yoga, TRX, Pilates, group exercise, and personal training. All staff are certified in cardiopulmonary resuscitation and in the use of an automated external defibrillator (AED). Brief biographies and credentials of our Fitness Staff members can be found on our website.

We pride ourselves on education and continued learning so that we may offer guidance, support and variety to our members with needs and interests in many areas of health and fitness. That is why, as a team, we continue to study and attend workshops on a regular basis.

Complimentary Services

The following complimentary services are designed to enhance your fitness experience by helping you exercise smarter. Each session is conducted by an Exercise Physiologist, giving special attention to your goals, interests, needs, and health status. See flyers throughout the facility and our weekly emails for more information regarding scheduled sessions. Members may register using the Online Member Portal or by calling Member Services at 919.545.2133. We encourage each member to take advantage of these services.

Fitness Assessment Clinics— Fitness Assessment Clinics, held monthly, include a series of fitness tests that help determine your current fitness level and provides a baseline to help chart your progress. The assessment covers all of the components of fitness, including: body composition, cardiopulmonary fitness, muscular strength and endurance, flexibility, and balance. An Exercise Physiologist will review the results using specialized fitness testing software.

Small Group Exercise Orientations— Offered multiple times every month, these 45-minute group orientations provide a general introduction to our facility and demonstrate how to safely operate the exercise equipment. One of our Exercise Physiologists will explain exercise recommendations from the American College of Sports Medicine and be available for additional questions.

Blood Pressure and Heart Rate Checks: These quick and easy screenings can be performed and recorded by any Fitness Staff at almost any time. Stop by the Fitness Desk for more information.

Personal Training

The Duke Center for Living at Fearrington offers one-on-one training that incorporates goal setting and health education into challenging workouts that are specially designed to meet your individual needs.

Our Personal Trainers are committed to providing you with the highest level of service possible. We make it our priority to work with you in reaching your health and fitness goals.

Each of our Personal Trainers hold a bachelor's degree in Exercise Science and other health related fields along with national certifications. Personal training services are offered on land as well as in the pool. A variety of personal training packages are available and can be purchased at the Member Services desk. For more information or to sign up for Personal

Training, speak to any member of our Fitness Staff, or ask to complete a Personal Training Client Interest Form at the Member Services desk.

Please Note:

Personal trainers, coaches, instructors or fitness consultants who are not employed or retained by the Duke Center for Living are strictly prohibited from performing services for members or guests at DCFL.

Pilates Reformer Training

Pilates reformer training helps develop a strong core, including the muscles of the abdomen, low back, and hips. Movements are performed on an apparatus equipped with springs which can provide resistance or assistance based on the needs of the participant allowing for all ability levels to benefit. Emphasis is placed on breathing, alignment, balance, and coordination. Individuals wishing to improve their Pilates technique will also benefit from these sessions.

Private training sessions are available in 30 minute or 60 minute formats. In addition to private sessions, we also offer hour long Duet Training, Pilates training for two.

Massage Therapy

Massage therapy results in an overall improvement of physical and mental health, ultimately improving your quality of life. Our massage therapists are caring, well-trained, experienced professionals with a variety of skills. They will take the time to assess the type of massage that will best fits your needs, while providing a non-intimidating environment in which to relax in comfort. Several package options are available.

Massage appointments can be scheduled at our Member Services desk. Please pick up a massage brochure for detailed descriptions of massage techniques offered and pricing. A brief biography and specializations of our massage therapists can be found on our website, www.dukefitnessfearrington.com.

Professional Services Policy

Please review the following policies regarding professional services (i.e., personal training, massage therapy, special fee-based classes, programs and events):

- Payment for all services must be made in full at the time of scheduling services.

- Payments may be made in person or over the phone at the Member Services desk.
- All programs and services are nontransferable and nonrefundable regardless of use, termination of membership or changes in staffing.
- All services are enforced with a 24-hour cancellation policy. The full price of the service will be charged for no-shows, cancelled, or rescheduled appointments with less than a 24 hour notice.
- Members receive preferred pricing for all services.
- All services are available to non-members, except where otherwise stipulated. Services purchased by or for non-members will incur an additional fee.
- All services must be used within one year of purchase date unless otherwise stated.
- While the intention is appreciated, gratuities and gifts cannot be accepted by members of the Fitness Staff and other DCFL employees. Massage Therapists are the only exception.

Please Note:

All services enforce a 24-hour cancellation policy.

Group Exercise

Our group exercise schedule offers a variety of over 25 classes per week taught by our team of certified and trained instructors. Schedules are posted throughout the facility and on our website, www.dukefitnessfearrington.com. Additional copies can always be found at the information board by the Member Services desk. All classes on the group exercise schedule are free to members unless posted otherwise. Classes are scheduled based on member needs and staffing availability. It is our goal to provide the highest quality classes by utilizing our space and resources wisely for the best interests of all members. ***Consistently low attendance or lack of appropriate staffing may result in removal of a class from the schedule.***

Group exercise classes are primarily offered in the exercise studio (featuring a flexible wood floor), pool and cycling area. Classes may also be offered out on the gym floor, on the track, outdoors, and virtually.

The exercise studio is kept between 66-70 degrees. Temperatures are set based on comfort and safety for the style of class being taught and the majority of participants involved. The temperature may be modified as deemed necessary by the instructor. ***Members are strictly***

prohibited from altering the thermostat in the exercise studio. Please see the instructor for recommendations on comfortable attire and layering techniques.

For your safety and the enjoyment of all participants, we ask that you arrive to class on time. Arriving late is disruptive to fellow participants and the instructor.

Group Exercise Guidelines

The safety and enjoyment of every member is important to us. Please adhere to the following guidelines so that each person has the best possible experience:

- ***Registration for all classes is required.***
 - Reservations may be made no sooner than 7 days in advance beginning at 9:00pm through the Online Member Portal or Member Services at 919-545-2133. Members who call to make their reservation may leave a message when prompted to do so. Messages left after business hours will be addressed the following day. Reservations will be made in the order in which they have been received.
 - **Members should call Member Services to cancel any reservations at least 24 hours in advance of their scheduled reservation time so that we may address any waitlists.**

Please Note:

Chronic no-shows or late cancellations may lose class reservation privileges.

- Outdoor classes are held in the main DCFL parking lot. Any changes to class location or cancellations will be communicated via email at least one hour prior to class start time. Members must bring their own exercise mats for outdoor classes but may use equipment from the facility, as indicated by the instructor.
- Any member wishing to access our virtual Zoom classes will need to register for the program titled Zoom Class Access using the Online Member Portal or at Member Services. A new password is emailed at the beginning of each month to ensure protected access.
- Please do not enter the studio while another class is in session.

- Plan to arrive on time and to stay for the duration of your class. If you are unable to do so, please notify the instructor in advance.
- Please introduce yourself to the instructor if you are new to class.
- Always inform the instructor if you have specific restrictions or will need to modify your exercise in anyway so that they will be able to assist and guide you safely.
- Refrain from conversation during class.
- Store all personal items, bags and coats in a locker or at the coat rack. These items may not be kept in the exercise studio.
- Use of cell phones is strictly prohibited.
- Clean, indoor, rubber-soled athletic shoes are required for all classes with exception of mind-body classes. See your instructor for questions.
- Breathable, loose fitting and/or comfortable clothing should be worn during exercise classes. Layers are recommended for those who tend to be too cold or too warm.
- Water is encouraged at all times but must be in closed, unbreakable containers. Drinking fountains with filtered bottle filling stations are located in the pool area, on the track, and next to the exercise studio entrance.
- Disinfection stations are provided throughout the fitness center for wiping down your mat and other equipment before putting it away.
- The sound systems and thermostats are strictly for staff use only.
- All members, guests and staff are expected to treat others with respect and courtesy. Behavior that detracts or interferes with the safety or enjoyment of others, such as profanity, aggression and/or general rudeness, will not be tolerated.

Group Cycling

Group Cycling classes are held upstairs on the north end of the track.

- Upon registering for a cycling class you will be required to select a bike number. This is the bike you will use when you attend class.
- We request that all new cycling participants come to their first class five minutes early for bike set-up. Please notify the instructor if you are new to class.
- Our Keiser Bikes are equipped with SPD compatible clip-less pedals for use with cycling shoes. Please do not wear cycling shoes with exposed cleats through the facility as they

may damage the floor surface. Change in and out of your cycling shoes only in the cycling area.

Track

A suspended rubberized track can be found on the second floor. The track distance is 17 laps to a mile in the middle lane. The track may be used for both walking and running. ***Track direction will be changed every day***; direction signs are posted at the track entrances. The inside lanes are for walkers/slow joggers. Additional equipment can be found in the corners of the track. The track is open during normal facility hours, however, it is closed during Group Cycling classes. See signs at track entrance for current information.

The track can be accessed by stairs at the south end of the facility and by the elevator near the exercise studio. ***Please refrain from using the north stairs for entering or exiting the track area so as to avoid disrupting classes being held in the exercise studio.***

Pool

The heated, saltwater pool is available for lap swimming, water walking, group exercise classes, physical therapy, personal training, and independent exercise. The pool is 25 yards in length and 3 ½ feet deep with 5 lanes. In consideration of a variety of members and activities, we strive to maintain our water temperature between 83-85 degrees.

Lanes are not available during aqua group classes. All pool equipment is available for members' use. Please put all pool equipment away in its designated space after use.

A pool schedule with designated lap lane availability is available on the information board near Member Services Desk.

Please Note:

The pool area closes 15 minutes prior to the facility closing.

Lap Lane Etiquette

Lane sharing is permitted in all pool lanes. Up to two people may share a lane, however, sharing is not required. Pool users must ask the person with a reservation or the first person in a drop-in lane for permission to share prior to entering the lane. If sharing a reserved lane, the person sharing must follow the reserved time and exit at the end of the time slot.

General Lap Swimming Safety Guidelines

- Enter and exit only from the end of the lane
- Swim continuously from end to end, staying to one side of the blue line.
- Be aware of other swimmers in the lane.
- Refrain from doing strokes with wide kicks and that take more than half the lane space (butterfly & breaststroke).

Hot Tub

The hot tub temperature is kept at 102-104 degrees, the maximum temperature allowed by the State Health Department. Children under the age of 16 are not permitted in the hot tub. We recommend cooling down after exercising *before* entering the hot tub.

- ***Consult your physician*** prior to using the hot tub if you have the following health conditions:
 - high or low blood pressure
 - heart problems
 - diabetes
 - pregnancy

Pool and Hot Tub Guidelines

For the enjoyment and safety of all members, please observe the following **pool and hot tub rules**:

- Reservations are required for lanes one through three; lanes four and five are available for drop-in use. Lanes are not available during aqua group classes. All pool equipment is available for members' use. Please put all pool equipment away in its designated space after use.
- Reservations may be made no sooner than 7 days in advance beginning at 9:00pm through the Online Member Portal or Member Services at 919-545-2133. Members who call to make their reservation may leave a message when prompted to do so. Messages left after business hours will be addressed the following day. Reservations will be made in the order in which they have been received.
- Health standards require showering before using the pool or hot tub.

- Participants with the following health concerns will not be permitted in the pool or hot tub: ***Abrasions, rashes, open wounds, infections, communicable disease, incontinence, or diarrhea.***
- Hot tub use should be limited to 15 minutes. Long exposure may result in nausea, dizziness, or fainting. Please consult your physician prior to using the hot tub.
- Fitness staff circulate through the pool area to observe member safety. Emergency pull cords are available on the wall throughout the area and an emergency phone is located at the south east door of the pool area.
- Children under the age of 16 years old are not permitted in the hot tub and must be accompanied by a parent at all times while using the pool.
- Proper attire such as swimsuits or athletic attire is required.
- Water shoes are recommended for use during water exercise and throughout the wet areas. Shoes that have been worn outdoors are not permitted for use in the pool.
- Please limit workouts to 30 minutes when others are waiting.
- There is a variety of pool equipment available for member use. Please return pool equipment to its designated space after use.
- Chair lifts are available for those needing assistance accessing the pool and hot tub. Please read the guidelines posted on the chair lifts before use. Notify the Member Services desk for assistance.
- The pool area closes 15 minutes prior to the facility closing.
- All members, guests and staff are expected to treat others with respect and courtesy. Behavior that detracts or interferes with the safety or enjoyment of others, such as profanity, aggression and/or general rudeness, will not be tolerated.

Pool and Hot Tub Maintenance

The pool and hot tub is operated in accordance with the Chatham County Public Health Department and is maintained by a Certified Pool Operator (CPO). County health inspectors perform random health inspections in issuance of our annual public pool permit. All water quality, chemicals, filtration, temperatures and safety guidelines are compliant with health department regulations.

The pool and hot tub water is tested and adjusted as needed daily by a CPO. Daily checks are performed on all pumps, heaters and filtration systems for proper function. A combination of

www.dukefitnessfearington.com

water sanitation, water filtration and vacuuming are used to maintain water cleanliness and clarity. The air quality and temperature are maintained by a complex heating, air and dehumidification system. We strive to maintain the air temperature at 84-88 degrees with a relative humidity of 50-60%.

Additional Galloway Ridge WellPlex Services**Center for Physical Rehabilitation at Galloway Ridge**

The Center for Physical Rehabilitation offers outpatient physical therapy and aquatic therapy at DCFL for a wide variety of patients, including both members and non-members. Treatment is provided for individuals with strains and pains brought on by everyday living to those who have experienced catastrophic events such as strokes and major injuries. Experienced and dedicated therapists work with individuals to return them to the highest possible level as quickly and as safely as possible.

Galloway Ridge will submit all treatment services to the patient's insurance for payment. The patient is responsible for all co-payments and any outstanding balances not paid by their insurance. To refer a patient to the Center for Physical Rehabilitation, a physician's prescription is necessary. Patients or referral sources may call 919-545-2633 for further information, billing questions or to schedule an appointment.

Duke Primary Care Clinic

Duke Primary Care of Galloway Ridge is a comprehensive internal medicine clinic. A wide array of health care services is available at Duke Primary Care, from treatment of illnesses to preventative medicine, with a special focus on senior issues. The Duke Primary Care medical team is committed to supporting patients as they strive for wellness in body and improved quality of life. The Clinic is open weekdays. Call 919-545-2134 to learn more.

Please Note:

Both the Center for Physical Rehabilitation and the Duke Primary Care Clinic are conveniently located on the Galloway Ridge campus, immediately adjacent to DCFL.

Disclaimer

The foregoing policies and procedures are not all-inclusive. Other rules and regulations may be posted in or around the facility and shall be binding on all members. Management reserves the right to change or amend these policies and procedures as deemed necessary for the safety and functionality of the Duke Center for Living at Fearington.