



Member & Guest Policy

Healthy Living OKC is a private/public partnership with the city of Oklahoma City. City funds were used to construct and furnish the facility, but the city does not contribute towards its ongoing operation. The non-profit 501(c)(3) Healthy Living and Fitness, Inc. has been given the responsibility to run this program and facility.

At Healthy Living OKC (HLOKC), we have adopted policies and procedures to provide for the safe, enjoyable, and healthy use of our premises. These policies apply to your conduct on HLOKC's premises, which includes all indoor and outdoor areas, as well as its website and social media platforms.

These policies supplement those posted or otherwise provided in our center or at our events. We may adopt policies applicable to a single event. In some instances, the law may establish different requirements applicable to certain events and may not be stated in this document. To the extent of a conflict with other policies, the more restrictive policy applies.

If you violate any of these policies, your membership or center access may be suspended or terminated. Management's decision on all questions regarding the interpretation of these policies is final.

We may change these policies at any time, without notice, at our sole discretion. You may find the most recent version of these policies on our public website at <https://healthylivingokc.com/member-guest-policy/>. As a member or guest at HLOKC, you are responsible for reviewing, understanding, and complying with these policies. If there are any questions, please contact management.

Membership Types

- Individual – individual members must be 50 or older.
- Couple - two individuals, living in the same household, only one must be 50 years old.
- Corporate memberships – please contact the business office for information.
- Note that there is no “pay as you go” membership option. See the guest policy below for more information.

Payment Procedures

- All memberships are pre-paid each month.
- HLOKC's preferred method of payment is via credit or debit card draft. Drafts will occur on the first day of each month.
- Joining mid-month will require a prorated payment (amount per day). The monthly draft will begin at the start of the next month.
- All membership changes need to be made by the end of the month prior to the month(s) you would like to change (i.e., terminations or credit card changes).
- HLOKC offers a sliding scale fee structure in the event an individual is unable to pay the full monthly dues. Federal Poverty Guidelines are used to calculate payments. Proof of income will be required.
- Should the need arise, payment options may be considered on an individual basis.

Non-payment Procedures

- If your bank draft does not go through, this may be due to insufficient funds, a new credit card, or change of bank account. We will contact you for the updated information so the payment can be processed.
- In the event we do not receive a response from you within 30 days, your membership will be terminated.
- Should the member's debt not be honored by the member's credit card company or bank for any reason, the member is still responsible for that debt.

Payment for Classes

- Any class that is a "for a fee" class must be pre-paid to reserve a spot and to allow for instructor planning.
- See Refunds and Cancellations for the policy for cancellations and/or no shows.

Refunds and Cancellations

- Fees are not refundable unless you have a medical emergency, you call a minimum of 24 hours in advance, or HLOKC has to cancel the class.
- There are no refunds for no shows.
- Cancellations less than 24 hours prior to the art class will receive an Art Credit.
- HLOKC will provide a refund or credit for programs or classes that we cancel if we cannot find a suitable alternate for the registrant.
- Members have 30 days to use Art Credits from the date of cancellation. After 30 days, credits are considered a donation.

Check-in Procedures

- Everyone is required to check in at the front desk on arrival. Members must enter through the front doors and check-in each time they come into the building.
- Members check-in by using the computer kiosks near the front doors or by presenting their membership card or key fob.
- If you have a guest with you, they must check-in with a front desk staff member and fill out a guest form prior to using any areas of the facility or attending any class.
- The front desk staff monitors the coming and going of members and guests and ensures they check-in.
- If you leave but return later, please check in again.
- These check-in procedures are necessary for various reporting requirements of HLOKC and for security reasons.

Guests

- Excluding the lobby, HLOKC and its programs, services, amenities, benefits, programs, classes, and events are for members only or guests of members as permitted by our Guest Policy.
- Periodically, HLOKC will host events that are open to the public, and those will be advertised as such.
- Guests must be 50 years old, unless he/she is the family member of a member, and in the facility for a brief tour.
- Guests may accompany a member one time for no charge; thereafter, the daily guest rate of \$10 will be charged.
- All guests must complete a Request for Guest Pass form and a Participant Waiver, Release, & Indemnification of All Claims form prior to exercising or attending any classes.
- You are allowed to participate in HLOKC member activities one day as a guest. This one day can be the same day you come for a tour or on another day, but you are only allowed one free day to participate in activities, after which you must join and pay membership fees. You may not continue to participate in member activities as a “guest” unless you purchase a day pass each visit. Guests must be accompanied by a member in the lobby.

Special Needs

- Any member or guest with special needs may have a caregiver with them. This caregiver must be 18 or older and sign in at the front desk each time they come and stay with the person that they are caregiving for at all times. A caregiver is here to care for the member or guest, not to be an additional participant in the activities.
- Any member who needs additional assistance in the weight room must have a caregiver (age 18 or older) with them or hire a personal trainer for training on the exercise floor. All trainers must have a current contract with the facility.

- Members with special needs may not be dropped off at the facility or left on their own unless they are capable of being alone.
- Caregivers (age 18 or older) can provide basic assistance, but hiring a trainer is required for personalized training.

Attire

- Appropriate workout clothing must be worn. Shorts, t-shirts, warm-ups, or any loose clothing are acceptable.
- Shirts must cover the entire upper body (no half shirts or sports bras), and shorts must appropriately cover the area below the waist. See Rules of Conduct on page 10 for further information.
- Closed toe shoes must be worn in the Fitness/Weight Room or if handling equipment.
- In classes such as yoga, it is common and allowable to not wear shoes when participating.
- No vulgarity or inappropriate slogans, etc. on clothing.
- Good hygiene is expected of all members and guests.
- Please refrain from wearing any type of perfume, essential oils, or fragrant lotions. As you warm up, the scent becomes stronger and may cause negative reactions to other members and instructors.

Fitness/Weight Room

- Closed-toed shoes must be worn at all times.
- Please return all equipment to the appropriate area after use.
- Do not drop dumbbells.
- There is a 30-minute time limit on all machines.
- Please do not “rest” on the machines in between sets or between use of the two grips. Allow others to “work in.”
- You **MUST** clean off the equipment following use with the wipes provided.
- If you are unfamiliar with how to use any equipment, you are encouraged to sign up for a 30-minute introductory fitness training session with one of HLOKC’s personal trainers or attend a scheduled free introductory session (see program directory for date and time).
- Water is the only drink allowed in the Fitness/Weight room.

Group Fitness Classes

- Most classes are included in the facility membership. Specialty classes are offered at a nominal fee.
- The current monthly program directory with class schedules is available at the front desk and on the HLOKC website.
- Water is the only drink allowed in the group fitness rooms.

Basketball and Pickleball Court

- Do not wear street shoes, high heels, or boots on the floor as damage can occur. Bring shoes to change into for the pickleball court.
- Please return all equipment to the appropriate area after use.
- Balls used for pickleball and provided by the facility are to remain at the facility. If balls become damaged, place them in the container labeled for damaged balls.
- If you see sweat or any kind of fluid on the floor, please wipe it up for safety reasons.
- Water is the only drink allowed in the basketball gym and pickleball courts.

Swimming Pool

- There are **NO** Lifeguards on duty or persons to provide assistance.
- You **must** shower prior to use of the pool.
- Appropriate swimwear should be worn. No see-through swimwear, t-shirts or shorts with fraying or loose threads allowed.
- Only water shoes are allowed in the pool.
- You may not enter the pool area in the same shoes you wear into the facility or plan to wear when you leave the facility.
- People with open wounds are not allowed in the pool at any time.
- Bandages are not allowed in the pool.
- Incontinence products such as adult diapers are not allowed in the pool. This contaminates the water for everyone.
- You will need to provide your own bath towel.
- Lockers are available on a day basis. You will need to bring your own lock and take it with you at the end of the day.
- The pool is a shared space. Please check the schedule available in the monthly program directory for times designated for open swimming with 2 lanes for lap swimming.
- No walking or bobbing is allowed during lap swimming.
- During swim classes for members, no open swimming is allowed.
- Lap ropes will be removed 15 minutes before swim classes start. Only staff are permitted to remove the ropes.

Arts & Crafts Rooms

- Please do not utilize any of the equipment without authorization from a staff member.
- There are designated “lab” times for the arts and crafts rooms. Please check the schedule for class times.

Use of Rooms

- Furniture is not to be moved or rearranged.
- Lights and equipment must be turned off when finished.

- Trash must be disposed of in receptacles provided.
- If needed, tables and/or chairs must be cleaned/wiped off.
- Changing the room location of a class, activity, or event is not allowed without staff permission, even if another room appears not in use at the time.
- Be respectful of the designated time allotted for your scheduled activities and those of others. Please respect your scheduled start and end times for your activity or event. If you would like to start your activity or event early, you may use the lobby area.
- See additional information under Rules of Conduct on page 10.

Lobby

- The lobby area is provided for you to relax and visit with others. Materials are available for your reading pleasure.
- Coffee and beverages are available for purchase at the Café. If no one is at the Café, ask the front desk.
- Some scheduled activities may be held in the lobby, as indicated by posted signs.
- We appreciate your help in cleaning up after yourself.

Locker Rooms

- Lockers are available for use daily. You must use your own lock to protect your personal belongings in the lockers. All items including the lock must be removed each day.
- At the end of the day, all locks remaining on lockers will be cut off and items removed. Note: Items left in lockers and unclaimed after 30 days will be donated to charity.
- Appropriate behavior is expected in all areas of the locker rooms. For example, no shaving in the sink and no vulgar language.
- Please clean up after yourself. For example, use the swimsuit spinner so that your swimsuit will not be dripping water.

Room/Space Rental

- Rooms and areas are available for rent either during the day or off hours when the facility is not open for membership activities.
- Rental rates are available on the HLOKC website under the Programs tab, Room Rentals page.

Solicitation

- HLOKC has a “no solicitation policy.” You may not solicit, petition, or distribute written materials whether in person or in writing, to any members, guests or team members on the premises or during the “off-premises events.” This includes, but

is not limited to, solicitations for political, charitable, or religious purposes, media interviews, business opportunities, or competitive products or services.

- You may not leave printed materials from other organizations or businesses in the lobby area, information area, locker rooms, restrooms, or on any tables or counters.
- If you have a community event that you feel our members would like to participate in, you may ask the front desk for Velcro to add your flyer to the community board in the swimming pool hallway.
- Companies who pay to rent a room or space in our facility may offer items or services for sale.

Photography & Video

- Professional photography and recording of videos on the premises are not allowed without the advance approval of HLOKC management. Personal photography is allowed in public areas of the center only.
- You must have consent to photograph any member, guest, or staff.
- No photography or cameras of any kind are allowed in the pool or any locker rooms, restrooms, service rooms, or other private areas of the center.

Medical Emergency Situations

- In the event there is a medical emergency, local emergency services (911) will be contacted.
- In this instance, it is expected that you will provide these emergency personnel with adequate space to do their job.

Injuries

- If you are injured while on the premises, please seek immediate assistance from a HLOKC staff member. If you are injured and you can't seek assistance, please ask another member to get help.
- A staff member can provide or arrange for appropriate medical assistance and will complete an incident report.

Fire or other Evacuation

- Staff members are trained in procedures to follow in the event of a fire or other evacuation.
- It is expected that all members and guests will immediately follow directions provided by the staff and any emergency personnel.
- Please make yourself aware of the nearest exits to the areas where you are participating.

Inclement Weather

- In the event of inclement weather, the facility will provide shelter for those already in the building.
- This building is NOT considered a community shelter. It is expected that all members and guests will immediately follow directions provided by the staff.
- If the weather is such that the facility should close, we will post notices on the doors as well as send a text message. In addition, we will post the information on our website.
- The phone message and website information will be updated as time passes and the weather information is updated.

Weapons

- Possession of firearms or weapons, of any kind, is NOT allowed on the premises for any reason.
- Uniformed on-duty police officers may carry service firearms.

Smoking

- HLOK has a “no smoking” policy. This includes the main building as well as parking lots and all surrounding grounds.
- Do not use or distribute tobacco or tobacco products or vaping devices in any form on the premises.

Alcohol/Drugs

- You may not consume alcohol on the premises or use our equipment, services, or programs while under the influence of any controlled substance or intoxicating alcohol.
- You may not use, possess, distribute, or sell any illegal substance or drugs on the premises.
- You may not use our equipment, services, or programs while under the influence of illegal drugs.
- You should not use, or should stop using, any equipment, services, or programs if your over the counter or prescription medication adversely impacts or influences your ability to safely use it.

Animals

- Under Oklahoma law and the federal Americans with Disabilities Act (ADA), people with disabilities have the right to be accompanied by their service animals in our facility.

- Under the ADA, a service animal is a dog that has been individually trained to perform tasks or do work for the benefit of a person with a disability. The tasks or work the animal does must be directly related to the person's disability.
- Only service animals performing their duty in the care of a person (who requires assistance) or on-duty law enforcement animals ("exempt animals") are allowed.
- All exempt animals must be fully vaccinated.
- They must remain leashed or caged and under a responsible person's control.
- Oklahoma law states that signal dogs (those that assist deaf or hard of hearing people) must wear an identifying orange collar.
- The animal must be removed immediately if it causes a disturbance, interrupts the work of others, or poses a health or safety risk to those who are exposed to it.
- The animal's owner must promptly remove animal waste and is liable for any damage caused by the animal.
- Neither the ADA nor Oklahoma's equal rights law covers what some people call "emotional support animals" which are animals whose presence provides a sense of safety, companionship, and comfort to those with psychiatric or emotional conditions. Although these animals often have therapeutic benefits, they are not individually trained to perform specific tasks for people with disabilities and are therefore not allowed.
- Pets are also not covered and therefore are not allowed.

Parking Lot

- Handicapped parking is available near the front of the facility. Please display your decal indicating this designation. If no handicapped designation is visible on the vehicle, it is subject to being towed at owner's expense or ticketed at owner's expense.
- The speed limit in the parking lot is 5 mph. Stop for pedestrians entering or in the crosswalks.
- For your safety, please use sidewalks between the rows of parked vehicles and do not walk behind parked vehicles.
- The church next door graciously allows us to use their parking lot during the week. Please feel free to park in the church parking lot when no other parking is available.
- If a ride is needed from a parking space to the front doors, please call 405-773-6910.
- Parking is not allowed on the west side of the building. This space is reserved for delivery trucks and safety vehicles.
- Vehicles in violation are subject to being towed at the owner's expense.

General

- If you are not feeling well, please let a staff member know immediately or ask another member to let the staff know.

- If you know of any broken equipment or problem in the facility, please fill out the 'To Be Repaired' sheet at the front desk. We appreciate your help!
- Every effort is made to create a safe and comfortable environment for all; however, you participate at your own risk in all areas of the facility.
- The facility reserves the right to cancel any class due to insufficient enrollment. Every effort will be made to contact those who did sign up prior to the start of the class. See cancellation policy related to class fees.
- Refrain from leaving personal belongings unattended. The facility is not responsible for items lost, stolen, or damaged. Valuables should not be left in lockers or sitting out in the locker rooms. Items turned in and not claimed within 30 days will be donated to charity.

Rules of Conduct

To ensure the safety and comfort of all our members and staff, the following rules of conduct are in place:

- Smoking, alcohol, firearms, and illegal drugs are prohibited.
- Refrain from disruptive behaviors that interfere with others' use of the facility or with the facility's operation, such as talking loudly or making loud noises, using personal electronic devices (if you must take a cell phone call during a class, please take it out to the hallway as to not disrupt the class for the rest of the members), strong body odor, or strong perfume.
- Do not remove, damage, or misuse any facility property including fitness equipment, sports balls or equipment, furniture, and supplies.
- Do not rearrange furniture in rooms or common areas.
- Anyone who commits willful damage to the facility, its confines, or equipment will have his/her membership immediately revoked regardless of excuse or length of membership. At the discretion of the Executive Director, criminal charges may be filed.
- Avoid disrespectful language. Profanity will not be tolerated.
- Disagreements should be resolved between the people involved in a respectful and nondisruptive manner. If not resolved, management will assist. Each instance will be handled on a case-by-case basis.
- Refrain from exhibiting abusive or threatening behavior (including vulgar language or gestures) with the intent to intimidate or harass staff, volunteers, or members.
- Do not use the facility's restrooms or locker rooms for bathing (unless showering immediately before or after pool or fitness use), shaving, laundering clothing, or washing dishes or any area of the facility for sleeping.
- It is prohibited to deposit bodily fluids (including via an open wound) or excrement anywhere on the property including but not limited to equipment, flooring, pool or pool area, furniture, or decor.
- Members and guests must exit the building as directed (including adhering to the facility's posted hours of operation) at or before closing time (unless permission from an authorized facility staff member), during an emergency evacuation, or

upon receiving direction to leave the building due to a violation of the policies. Violators are subject to arrest for trespassing under the Oklahoma City code.

- HLOKC uses a three-strike rule – if policy violations or problem behavior is frequent, the third instance will result in termination of membership.
- Management reserves the right to immediately exclude anyone without first giving two warnings, if the violation of policy is unlawful, criminal, threatening, or damaging to people or the facility.
- Egregious behavior (such as sexual harassment, physical altercations, or sexual conduct) will result in immediate removal from the facility.