

🛡️ FAMILY MEMBERSHIP DEFINITION

One or two adults living in a household and dependents who are eligible up to the age of 17. At age 18, an individual with a disability or an elderly parent who is living in the same household will remain eligible for the family membership. Verification of family status and residency may be required. For example, utility bill, health insurance, etc.

🛡️ ONE-TIME ANNUAL PAYMENT

Annual payments may be paid in full by cash, check, major credit/debit card. Fees are equivalent to 12 monthly payments. The annual fee is due at time of enrollment.

🛡️ INSUFFICIENT FUNDS POLICY

There is a \$20 charge for each insufficient funds transaction. This places your membership on hold until payment is received.

🛡️ GROUP/PERSONAL COACH POLICY

Public drop-in access is intended for inclusive recreational use. Any external personal or group use/training/coaching should contact the rental department of specific group requests.

🛡️ CLASS AND PROGRAM CANCELLATIONS

Full payment is expected at the time of enrollment. No cash refunds are given unless the program is canceled by The Center. If the program is canceled by the Center, you will be given the choice of a full credit or a cash refund. If you request to cancel your class enrollment five or more days prior to the first class, you will receive a full refund minus a \$5 processing fee or you may choose to transfer to another session if available. Requests made less than five days prior to the start date are not eligible for a refund or credit, except in the case of personal emergencies. No credits or pro-rated credits will be issued for missed days of camp or class due to illness, partial attendance, behavior issues, or any other reason.

🛡️ DAY PASS POLICY

Anyone purchasing a day pass will be required to show photo ID (ages 18+). The Center may use this information to consult public sources to help determine whether a guest may pose unreasonable harm to our patrons, staff or visitors. Your safety is important to us. By showing your photo ID at the front desk, you help The Siemon Center to provide a quality, state-of-the-art, facility where individuals and families can work, play and grow together in a safe and nurturing environment. Thank you for your cooperation with this policy.

🛡️ CODE OF CONDUCT & DISCIPLINE POLICY

In order to facilitate positive life experiences while at The Center, mutual respect between members, guests, and staff is required at all times. Failure to observe these policies will result in disciplinary action and/or termination of membership privileges. Center personnel have the right to refuse service to anyone deemed disruptive or abusive.

- Refrain from the use of foul language, abusive actions, and inappropriate behavior.
- Lost membership cards must be reported and replaced within 30 days. There is a \$2 fee to replace a membership card.
- No one under the age of 13 is allowed in the Fitness Area unless participating in a Center program or class. Members 13–17 may use the Fitness Area if they are accompanied by an adult member of the Center.
- Proper workout attire is required in fitness area (no street shoes or jeans.) Any clothing, including logos or messages on apparel, must be acceptable in a family setting.
- Bicycles, roller blades, skateboards, scooters or pets (excluding service animals) will not be allowed inside the facility.
- Alcohol and /or drugs are not allowed anywhere on the premises.
- Smoking and /or use of any type of smokeless tobacco are prohibited in the facility or on facility grounds.
- Weapons of any kind are not permitted on the premises.
- The Center reserves the right to terminate membership in response to any immoral or illegal activity by a member.
- The use of the elevator is restricted to staff and adult members of the Center.