

FERRIS RACQUET & FITNESS CENTER POLICIES

Welcome to the Ferris Racquet and Fitness Center

Welcome to the Ferris State Racquet and Fitness Center (RQT)! We are proud to offer a variety of indoor activities. On the fitness side, we offer everything you need to become more fit, gain muscle, lose weight, overcome injuries, tone up, build a healthier lifestyle, or change your eating habits. Whether you choose to work out on your own, attend one of our many group fitness classes, or work with one of our personal trainers, we are confident we can help you reach your personal fitness goals.

As the area's sole indoor tennis facility, we take pride in helping all levels and all ages of players to enjoy the game of tennis. Our program introduces tennis as a lifelong sport starting as young as 4 years old. Our instructors help the intermediate level player to sharpen their techniques and strategies. Advanced players will master their game by our experienced professional staff.

Amenities and Services

- Four indoor hard tennis courts (also can be used as Pickleball courts)
- Ten outdoor hard tennis courts
- Four outdoor 18' X 36' & one 27' x 60' clay court for junior tennis
- Two racquetball courts (also can be used as Wallyball courts)
- Training room with weight machines & cardio equipment
- Weight room with free weights & benches
- Fitness room
- Men's and women's saunas
- Full service pro shop
 - Racquet re-stringing service
 - Clothing & accessories
 - Snacks & beverages
- Rental services
 - Locker rental
 - Racquet rental
 - Court rental
 - Fitness equipment rental
- Tennis
 - All level clinics
 - Leagues
 - Private lessons
- Fitness
 - Group fitness classes
 - U FIT 6 week challenge program
 - Personal training – one on one and small group
 - Body assessment
 - Nutrition coaching
 - Loyalty program

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Vision, Mission, and Values

VISION

To be the leading fitness center that increases the health and wellness of the local community.

MISSION

To provide a safe and welcoming community environment in which to create new and sustainable lifestyle changes that will enhance customers' health and longevity through our innovative programming and customer-centered services.

VALUES


Excellence: We are committed to innovation and creativity that will result in consistently exceeding member expectations.

Collaboration/Involvement: We are committed to building partnerships within the University and in the local community.

Diversity/Respect: We are committed to treating everyone with respect despite their age and ability.

Accountability: We are committed to assisting customers in taking charge of their own wellness.

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RACQUET & FITNESS CENTER

2018-2019 OPERATION HOURS

Normal Hours

Monday – Friday	6:00am – 10:00pm
Saturday – Sunday	8:00am – 10:00pm

Summer Hours

Monday – Friday	6:00am – 8:00pm
Saturday & Sunday	9:00am – 6:30pm

Final Exam Week Hours

Monday – Friday	6:00am – 8:00pm
Saturday & Sunday	8:00am – 8:00pm

Winter Break Hours

Monday – Friday	6:00am – 8:00pm
Saturday & Sunday	9:00am – 6:30pm

Spring Break Week Hours

Monday – Friday	6:00am – 8:00pm
Saturday & Sunday	8:00am – 8:00pm

Summer and winter hours begin after final exam week and end the day before the first day of classes.

Holiday & Event Hours 2018-2019

<p style="text-align: center;"><u>September—December</u> <u>2018</u></p> <p style="text-align: center;">Labor Day 9/1 Saturday, 9am—6:30pm 9/2—9/3 Sunday—Monday, Closed</p> <p style="text-align: center;">Thanksgiving 11/21 Wednesday, 6am—6:30pm 11/22—11/25 Thursday—Sunday, Closed</p> <p style="text-align: center;">Christmas 12/22 Saturday, 9am—6:30pm 12/23—12/25 Sunday—Tuesday, Closed 12/26 Wednesday, Noon—8pm</p>	<p style="text-align: center;">New Year 12/29 Saturday, 9am—6:30pm 12/30/2018—1/1/2019 Sunday—Tuesday, Closed</p> <p style="text-align: center; font-size: 1.2em;">Happy New Year!</p> <p style="text-align: center; font-size: 0.8em;">14342 Northland Drive Big Rapids, MI 49307 (231) 591-2212 www.FerrisRacquetAndFitness.com</p> <p style="text-align: center; font-size: 0.8em;">Receive real time updates from our Facebook page at Facebook.com/FerrisRQT</p>	<p style="text-align: center;"><u>January—August</u> <u>2019</u></p> <p style="text-align: center;">Easter 4/17 Wednesday, 6am—8pm 4/18—4/21 Thursday—Sunday, Closed</p> <p style="text-align: center;">Memorial Day 5/24 Friday, 6am—6:30pm 5/25—5/27 Saturday—Monday, Closed</p> <p style="text-align: center;">Independence Day 7/2 Tuesday, 6am—6:30pm 7/3—7/5 Wednesday—Friday, Closed</p>
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Hours are subject to change based on management's discretion.

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Membership Information

Check In Procedures

The RQT is a monitored facility. No access to the facilities is granted without checking in at the Front Desk and presenting a valid identification (a student ID, Faculty/Staff ID, Membership ID, or other photo ID). A valid form of identification must be left at the desk for any equipment rentals.

Guests

Day passes may be purchased for \$8 and will be charged to all customers not presenting a valid ID at the time of check-in. A patron purchasing a guest pass must present a picture ID with proof of age for use of the fitness facilities. If the guest is under the age of 18, a signed waiver must be on file to use the facility, and the cost is \$5. The receipt will serve as a pass and is valid for the entire day of purchase only at the RQT. Equipment and court rentals are not included.

Application and Renewal for Membership:

Membership covers RQT & University Recreation Center (UREC) but can only be purchased at the Student Recreation Center (SRC). For more information please visit their website at <https://ferris.edu/HTMLS/studentlife/u-rec/polfee/index.htm> or call Val Wells at 231-591-2677.

Lost Cards

If a membership card is lost, stolen, or damaged, the member must purchase a replacement card at Student Recreation Center (SRC). If a lost card is found after a new one has been purchased, the lost card is not valid and may not be used. A fee will be charged for a replacement card.

Refunds/Returned Checks

There are no refunds unless authorized by management. There will be a \$30.00 service charge for returned checks.

Membership Suspension/Termination

RQT has the right to suspend or terminate membership in the RQT for violations of applicable University policies, violations of RQT policies or posted rules or actions which violate federal, state, or local laws.

The decision of RQT to suspend or terminate a membership is final. Individuals suspended or dismissed from the RQT under these procedures have no right to any other hearing or procedures provided under the policies, procedures or rules of Ferris State University.

The University has the right, however, to pursue disciplinary action in accordance with the policies, procedures or rules of Ferris State University up to and including dismissal against any faculty, staff, or student based on charges involving the same conduct that led to the proposed suspension or termination or RQT membership.

Memberships are for the entire commitment period and non-refundable.

Solicitation

Facilities may not be used for private or commercial gain purposes such as giving private instruction or sales.

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Racquet and Fitness Center Policies

Ejection From The RQT:

The Racquet and Fitness Center has the right to eject immediately from the RQT any person who:

1. Engages in actions that pose a significant risk or substantial harm to the health and safety of the individuals or others.
2. Engages in actions which destroy property.
3. Engages in actions which disrupt by physical or auditory means the ongoing operations or activities of the RQT.
4. Engages in actions which violate any federal, state, or local law.

Smoking and Drinking: is prohibited in the RQT and 25 feet away from the building. The RQT reserves the right to remove anyone from the premise for smoking and/or drinking.

Loss & Damage: The RQT is not responsible for injuries, personal damage, and lost or stolen items.

Attire: Tennis attire or gym clothes must be worn. Tennis shoes or gym shoes with no black soles when using tennis courts. The following attire is not permitted: non-sports clothes, topless, sports bra and under shorts, street shoes, bare feet, cut-offs, and swimwear.

Racquetball Eye Wear: is required during play on the racquetball courts at all times.

Etiquette: Players should not enter the court area before their court time and must leave when their time has ended. Profanity, racquet throwing, and hitting the curtains, walls, or nets are not permitted. Any damages that are made will be charged and the RQT reserves the right to ask any customer to leave the building without refund if his/her language and behavior makes other customers uncomfortable.

Food/Drink: Food, gum, and beverages are permitted only in common areas. They are not permitted in activity areas (training, weight, or fitness rooms, racquetball courts, and tennis courts.) Exceptions would include water or a sports drink in a sports beverage container that can be sealed.

Lockers:

RQT is not responsible for lost or stolen articles. Patrons are encouraged to store all personal belongings in lockers. Lockers are available for rent at the front desk. The locks are not provided. If a personal lock is left on a locker overnight, RQT reserves the right to cut the lock and place personal items in the lost & found. Staff members are not permitted to hold valuables or bags for patrons. Clothing and bags must be stored in lockers. Small lockers may be rented for \$10/semester and big lockers may be rented for \$25/semester at the front desk in RQT. Patrons have one week after the end of each semester to move personal belongings out of the locker if patrons discontinue the rental.

Children: All children are the responsibility of the accompanying adult. To minimize the distractions for all players, child spectators are not permitted in the court areas. Children may not be left unsupervised in the lounge areas. If children will be utilizing the weight room and fitness room, a "Minor Liability Waiver" must be completed and on file at the Racquet and Fitness Center Front Desk

Facility Rental: Rooms and areas within the RQT are available for rent for special events and functions during specific times. A reservation form must be turned in to be considered for a reservation. Space is booked on a first-contact, first-serve basis. Additional information regarding facility rentals is available at the RQT 105 office.

Injuries: University is not responsible for injuries. An injury report must be filled out by the individual and submitted to the front desk or the facility manager.

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Court Rental, Lessons, Classes, and Clinic Programs Policies

Court/Facility Reservation and Cancellations:

- Court/Facility rental fees must be paid at the time of sign-up or prior to entering the court.
- Court reservations have a 15-minute grace period for players running late.
- Members can reserve a court up to 7 days in advance; each court must have at least one member present.
- Court reservations must be cancelled 24 hours in advance or be charged at the posted court rates if the court is not re-sold.
- Maximum court reservations are 1.5 hours for singles and 2 hours for doubles.
- Members needing to reserve more than 1 court must make reservations through the assistant manager.
- PTM students cannot reserve courts in advance from 5:00 PM – 9:00 PM Monday – Thursday; however they can reserve a court after 12:00 noon on the same playing day.
- All Ferris students are only allowed to walk on or to reserve courts during member free court time on the same day of play. Find schedule under Member-No Cost Court Time session.
- PTM students cannot be a part of more than one court reservation during prime time hours.

Class Sizes: All classes have enrollment minimums and maximums. Registration is taken on a first come first serve basis and must include payment. The RQT reserves the right to cancel classes due to insufficient enrollment. If classes are cancelled, participants will be notified as soon as possible and full refunds will be issued.

Payments & Pro-Rating: All participants, including members and non-members must make full payment before the 1st class starts. No pro-rating will be given for missed classes.

Cancellations of Private Lessons:

Cancellations or no shows of private lessons or private groups within 24 hours of the scheduled time will be charged at ½ of the rate.

Clinic Cancellations & Refunds:

- Refunds will not be given due to scheduling conflicts. Please check your schedules carefully before registering.
- Full refunds are available by notifying the front desk no later than 24 hours before the first class date. 50% refunds will be given during the second week of clinics. If a session is cancelled, a full refund will follow for remaining classes. No other refunds are available.
- The Fitness instructors reserve the right to remove any participant from any session for any misconduct they deem detrimental to the class, without refunding any payments.
- All classes must have a minimum of 4 (tennis) and 6 (Fitness) participants or they may be cancelled.

Make-Ups: Make-ups for cancelled classes by the RQT will be determined by the Fitness Instructor/Head Tennis Professional on a class by class basis. The RQT does not offer make-up options for missed classes.

Only RQT Staff and approved PTM students are allowed to teach lessons, clinics, racquet stringing, etc.

- Teaching professionals are not allowed to collect money from customers for a lesson, racquet restringing, or any service rendered, all payment must be made through the front desk.
- For more specific information please refer to the PTM Private/Group Tennis Lesson policy.

Ball Carts: RQT ball carts are not provided for individual use nor are personal ball carts or hoppers allowed at the RQT; if you are feeding balls we consider it teaching a lesson. This rule applies even if no money is being exchanged.

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Billing Options: We accept cash or Visa/Master/Discover card for payments over \$5.00.

Member - No Cost Court Time: Members are allowed to play tennis and racquetball at no cost during the following times, when the courts are open and not booked for events.

Rules:

- Members are allowed to reserve free court time on the same day of play upon court availability
- Walk on is based on first come first served

- Full court fee will be charged for reservation with no shows

Available Times:

Friday	7:00 PM -10:00 PM
Saturday	5:00 PM - 10:00 PM
Sunday	12:00 PM - 3:00 PM

Weight and Fitness Room Policies

Personal Trainers: All personal trainers must be employed by the Ferris Racquet and Fitness Center. RQT holds the exclusive right to all personal training in the facility. Any personal trainers not employed by RQT are not permitted to train clients in the facility. If we suspect that someone is training clients in the facility they may be asked to leave or have their RQT privileges revoked or suspended.

Equipment Use:

- Share equipment and allow others to use your machine when doing multiple sets.
- Perform controlled reps only – do not allow weights to drop on the floor or slam against other weights.
- Clean Equipment After Use:
 1. Get a cleaning towel and cleaning solution bottle (located on the shelves in the training room and outside the weight room) before beginning your workout.
 2. Spray the cleaning solution on the towel and wipe down the pads of the equipment after use.
 3. Return the cleaning solution when finished and place dirty towel in laundry basket.

Participant Conduct:

- Participants utilize the facility "at your own risk".
- Any display of poor conduct, abusive language, fighting, or willful destruction of University property may result in loss of facility use privileges. If appropriate, other actions will be taken including disciplinary and legal action.
- Drugs, alcohol, tobacco, and weapons of all types are prohibited, as well as use of the facility under the influence of alcohol or controlled substances.
- Personal radios may only be used with headphones.
- Please report any facility related injuries or incidents to the Assistant Manager, Staff on duty or Front Desk attendant.
- Personal items (i.e. books, knapsacks, clothing, personal items, etc.) are your responsibility and must be stored in a locker. Nothing can be on the weight or fitness room floor. Do not bring valuable items into the facility. No overnight lockers unless rented.