

CENTENNIAL PLACE FITNESS CENTRE



MEMBER HANDBOOK



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CENTENNIAL PLACE
EXCLUSIVE * FITNESS * CENTRE

CENTENNIAL PLACE FITNESS CENTRE

HISTORY

The Centennial Place Fitness Centre is owned by Oxford Properties Group and operated by Health Systems Group.

The facility was built in 2010 to provide the tenants of Centennial Place with a first class amenity to promote a healthy lifestyle in a convenient location.

VISION STATEMENT

A first class experience through the power of wellbeing.

MISSION STATEMENT

Centennial Place Fitness Centre offers first class services and amenities to enhance the health and wellbeing of its members therein supporting their highest levels of success.

MEMBERSHIP

Centennial Place Fitness Centre is available for exclusive use by tenants of Centennial Place. We offer two membership options to meet your needs.

FULL MEMBERSHIP

Complete access to the Fitness Center's amenities and services during all hours of operation.

FLEX MEMBERSHIP

Fitness Centre access only during off-peak hours of operation. The Flex Membership is a great alternative for people who have a flexible schedule and would like to save money off the Full Membership cost.

Visit our website www.centennialfitness.ca for details on Full and Flex membership access hours and prices.

All members must complete required paperwork and payment of dues prior to using the facility.

TOURS

It is our pleasure to provide tours for prospective members upon request. Please call the Fitness Centre office at 403-206-6653.

The Fitness Centre was built to accommodate tenants working within Centennial Place; spouses, children, and friends of members are not permitted to use the facility at any time.

Membership fees are collected via monthly pre-authorized debit or credit payments. All deductions occur on the 15th of the month.

Membership is required for a four-month minimum term. We are committed to serving our long-term members and know that it can take at least three months to establish a new routine as habit. We understand that extenuating circumstances occur and exceptions to this requirement include employment termination, transfer, or medical reasons. Appropriate documentation must be provided.

MEMBERSHIP CANCELLATION

You may cancel your membership at any time following the four-month minimum term. A cancellation form must be submitted no later than the 20th of the month to be effective for month end.

Tenants must pay a \$50 administration fee to rejoin the Fitness Centre within six months of cancellation.

FACILITY ACCESS

After joining the Fitness Centre, members may gain access to the facility using their security badge at the main entrance. We ask that all members scan their card on each visit to the facility - even if following another member through the door. Keep your security badge with you at all times during your workout as it is needed to enter the change rooms and main floor studios.

STAFF HOURS

Our facility is staffed during the following hours:

Monday - Friday 6:00 a.m. - 6:00 p.m.

Our staff are here to assist you whenever possible: from answering your health and fitness-related questions to booking appointments and assisting with your membership. Don't hesitate to approach us at any time.

Please be aware that the Fitness Centre is not staffed throughout all operating hours. If you plan on accessing the facility outside staffed hours, ensure you review our safety and emergency procedures.

HOLIDAY HOURS & CLOSURES

The Fitness Centre is closed on New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Heritage Day, Labour Day, Thanksgiving Day, Christmas Day & Boxing Day. All holiday hours and closures will be posted within the facility, on our website, and communicated via email newsletter.

SAFETY & EMERGENCY PROCEDURES

Your safety while using the Fitness Centre is our first priority. If you or another member requires first aid or emergency treatment during staffed hours, please notify a staff member immediately.

Outside staffed hours, or if you are unable to locate staff, phone 911 immediately and notify Centennial Place Security at 403-206-6664. If you cannot reach a telephone, there are duress buttons located throughout the facility which connect directly to building security.

Phones are located at the facility entrance and trainer desk. You must dial '9' to call externally.

If an emergency alarm rings, follow normal building evacuation procedures.

To ensure a safe start to your exercise routine, you are required to complete a physical activity readiness questionnaire or "PAR-Q" prior to using the facility or participating in any fitness classes, programs, or personal training. Your PAR-Q must be updated every 12 months or any time there is a change in health status. PAR-Q forms are available from Fitness Centre staff.

Please take care whilst using the equipment and machines and do not hesitate to notify staff of any questions or concerns you may have about your health or use of the equipment.

AMENITIES

For your comfort and convenience, the following amenities are provided with your membership:

- Change rooms with private showers, lockers, and space to hang your clothing.
- Towel service.
- Toiletries including hair & body wash, conditioner, body lotion and hair styling products.
- Hair dryers and curling/straightening irons.
- Steamer for clothing.
- A range of popular magazines and daily newspapers.

To ensure these amenities can be enjoyed by all members and are available upon every visit, please do not take them for home use.

EQUIPMENT

With membership at the Centennial Place Fitness Centre, you'll have access to state of the art equipment.

TUNE UP YOUR BODY

- Treadmills
- Ellipticals
- Bikes
- Stepper
- Rower
- Keiser M3 Spin Bikes
- Atlantis Equipment
- Free Weights
- Fitballs, BOSU's & resistance bands
- Padded mats for floor exercises

We encourage all members to partake in a complimentary orientation session to learn about the equipment and how to use it effectively and safely. Please see Fitness Centre staff for details.

GROUP FITNESS CLASSES

Do you enjoy the instruction and motivation provided by a class instructor plus the camaraderie of exercising alongside others?

We offer a range of drop-in group fitness classes throughout the week and access to these classes is included with a full membership.

EXAMPLES INCLUDE:

- Boot Camp
- Cycle
- Step & Core
- Strength & Core
- Butts & Guts
- Sport's Circuit

All of our fitness classes are self-paced. You are in charge of your workout and may decide how little or hard you want to push yourself. If you are new to a fitness class, don't hesitate to speak with the instructor regarding any questions you may have. The fitness class schedule is subject to change from month to month and the most current version is available on our website. www.centennialfitness.ca

Sign-up for drop-in group fitness classes is available on a first-come first-serve basis. Sign-up sheets are available at the trainer desk 15 minutes prior to the start of class until capacity is reached. All participants must sign up for classes in person.

SPECIALTY CLASSES

Specialty classes such as Yoga are offered throughout the year for an additional registration fee. Specialty classes are promoted within the facility and on our website.

Payment must accompany registration in a specialty class to confirm your spot.

PERSONAL TRAINING

Personal training is not just for elite athletes and celebrities. Anyone can benefit from a session with one of our highly qualified personal trainers.

If you're looking for a new workout program, one of our trainers will customize an exercise program based entirely on your fitness needs and time constraints.

If you prefer ongoing help, multiple sessions with a trainer can provide you with motivation and ongoing feedback. Your trainer will continually assess your strength, endurance, and flexibility and adapt your workouts to be most effective. No matter what your needs and goals, our personal trainers can provide you with a safe, informative and results-oriented environment in which to workout.

Our trainers are amongst the most qualified in Calgary. Every personal trainer possesses a university degree in Kinesiology, Physical Education or a similar field, plus holds national and internationally recognized post-graduate certifications in exercise prescription and testing.

For information on our personal trainers, personal training packages and prices, visit www.centennialfitness.ca

To book an appointment with a trainer, call the fitness office at 403-206-6653 or talk directly to one of our qualified staff.

MEMBER CODE OF CONDUCT

We endeavor to provide a first class experience to our members on each and every visit to the Fitness Centre by creating a professional atmosphere and maintaining outstanding cleanliness in our facility. You can help us to maintain this goal through abiding by the following rules:

ATTIRE

We require clean and appropriate attire at all times in the Fitness Centre. Closed-toe, non-marking footwear and shirts are to be worn while taking part in fitness classes or when doing individual workouts. If you are unsure of what is appropriate, please ask one of our staff. Bare feet, open-toed shoes, sandals and torn clothing are not permitted.

SCENTS

As many people have allergies and sensitivities, we are a scent-free facility and ask that all members refrain from using perfumes, colognes, or scented lotions within the facility.

COURTESY TO OTHERS

While using the Fitness Centre, please be courteous to other members as well as Fitness Centre staff. This includes being polite and refraining from the use of profanities.

Avoid using the Fitness Centre while under the influence of alcohol or other drugs.

CLEANLINESS

It is our goal to maintain five-star cleanliness within the Fitness Centre. There are a number of ways that you can help, such as putting equipment in its designated area once you have finished using it.

To avoid spills and unsanitary equipment, food and beverages (except water) are not permitted in the Fitness Centre.

Paper cups are provided for drinking, but in support of sustainability and minimal waste, you are encouraged to bring your own non-breakable water bottle with you.

CELL PHONES

If you must bring your cell phone into the Fitness Centre, please ensure usage is discreet and does not disrupt other members using the facility. If you need to use your cell phone while in the Fitness Centre, please utilize the lounge area by the entrance doors.

EQUIPMENT

All equipment is available on a first-come first-serve basis. Please be courteous to others and limit your cardiovascular equipment use to 20 minutes per piece during peak times or when others are waiting. This allows everyone the opportunity to complete their workout.

EQUIPMENT HYGIENE

When you are finished using equipment, please wipe it down. Towels and spray bottles as well as environmentally friendly and recyclable disinfectant wipes are available within the facility for this purpose. Please remember to spray the cloth and then wipe the equipment. Spraying the equipment directly may cause damage.

Hand chalk and other products that leave a residue on equipment are not permitted.

HANDLING WEIGHTS

When using resistance equipment, lift and lower weights carefully and avoid dropping weights.

PERSONAL TRAINING

Only HSG staff and contractors are permitted to train members. Members are not to "train" or instruct other members, whether pre-arranged or unplanned, regardless of whether the member feels they have sufficient knowledge to do so.

Members are not permitted to bring a non-HSG personal trainer, class instructor, or other therapist into the facility; any member found doing so will have his/her membership suspended until further notice. If you are interested in working with a personal trainer, please speak with one of our qualified staff.

LOCKER ROOM ETIQUETTE

These considerations apply to both the Fitness Centre locker rooms and P1 locker rooms.

LOCKER ROOM ACCESS

Locker room facilities are reserved for the exclusive use of Centennial Place tenants who have purchased a membership or pass.

The Fitness Centre locker room is available to Fitness Centre members only. P1 locker room access is included with a Bicycle Room pass or covered separately. The pass is non-transferable and non-refundable.

SAFETY & EMERGENCY PROCEDURES

If an emergency alarm rings, follow normal building evacuation procedures and alert others using the showers.

PRIVACY

In consideration of others, no cell phones, camera phones, cameras or camcorders are to be used in the locker rooms.

COVER UP

Cover up with a towel on your way to and from the shower.

PROTECT YOUR FEET

Wear flip flops in the shower to protect yourself from slips and falls as well as to reduce the risk of infection.

SHOWERING

Keep showers short, between 5 and 10 minutes. If there are plenty of showers available, then you may take a longer shower, however, if the locker room is full or there are only a few shower stalls available, keep your showers as short as possible so others can shower as well.

Clean up after yourself in the shower. This includes taking everything out of the shower and placing your towel in the proper receptacle.

CONTAIN YOUR STUFF

Contain your mess in the locker room. Limit yourself to one locker and avoid spreading your clothing and gear around on the benches. Make sure everyone has plenty of room around you and ensure to leave your space clean and tidy for the next person.

KEEP IT SANITARY

Place a towel down on the benches underneath when you are seated without clothes on.

Avoid taking uncontained food or beverages into the locker rooms.

Glass bottles are not permitted within the locker rooms. Only water bottles that are unbreakable may be used.

USE OF TOILETRIES

Respect others when using toiletries. Avoid using aerosols in crowded locker rooms and keep any powders contained. Colognes and perfumes should be avoided as well.

Please leave the amenities for all members to use and do not take them for home use.

SHAVING

Never shave in the showers since this environment can allow for blood-borne illnesses to circulate. Also follow this rule by avoiding entering the showers with any open wounds.

LOCKERS

Lockers are available on a first-come first-serve basis for use only whilst using the facility. Members must be exercising in the facility or gone outside for a walk or run. Those who occupy a locker beyond their workout will have their lock removed and items taken to the lost and found. Lost and found items will be kept for 30 days after which they will be donated to charity. Members are discouraged from bringing valuables to the Fitness Centre.

Lock your locker. Though locker theft is rare, locking your belongings is an important step in locker room etiquette. A locked locker tells others that the locker is taken and helps you remember where you put your personal items. The Fitness Centre, Health Systems Group and Oxford Properties are not responsible for lost, stolen, or left behind articles.

In the event that you fail to comply with the intent and provisions of these considerations, or if you leave the employ of a company located in Centennial Place, Oxford Properties reserves the right, at its sole, discretion, to revoke your use of the change rooms.

BICYCLE ROOM ETIQUETTE

ACCESS

The bicycle room is available for use by tenants of Centennial Place who have purchased a bicycle room pass. To purchase a pass, please contact the Oxford Properties Office at 403-206-6400.

Your bike parking pass is non-refundable and non-transferable.

Use of the bicycle room is only for the purpose of parking one (1) non-motorized bicycle.

You may enter either the west or east tower bike rooms with your bike through outside entrances only.

PROPER USAGE

When parking your bicycle, ensure to use the bicycle rack provided and do not place bicycles or any other items against the building or walls unless otherwise approved by Oxford Properties.

The use of the bicycle racks is on a first-come-first-serve basis and no guarantee is provided that a space or the same spot will be available in the bike racks. Locks may not be used to reserve spaces, but may be left on the sides of the racks.

Stagger the placement of bikes to provide space for all (i.e. first bike handlebars up, second bike handlebars down and back tire up.)

The bicycle room is not to be used as long-term storage. Any bike left unattended for an extended period of time will be addressed by Oxford Properties and attempts will be made to contact the owner. Should all attempts fail, any bike or equipment will be treated as lost and found.

LOCK YOUR STUFF

While theft is rare, ensure to bring a lock and secure your bicycle and belongings (including helmets) at all times. Oxford Properties does not provide bike locks. Use of the bicycle room is at your own risk and Centennial Place is not responsible for any items left in the bicycle rooms.

RESPECT THE SPACE

To avoid damage to the flooring within Centennial Place, please remove your bike shoes before exiting the bicycle room. Any damage to the floors, mattings, etc. will be charged back to the individual who caused the damage.

CONTAIN YOUR STUFF

Help to keep the area neat and tidy at all times by keeping your items contained and placing any waste in the proper receptacles.

Respect the property of other bicycle room users at all times.

KEEP IT SANITARY

To maintain a clean and sanitary space, do not bring uncontained food and beverages into the bicycle room.

For safety purposes, glass bottles are not permitted within the bicycle room. Only water bottles that are unbreakable may be used.

In the event that you fail to comply with the intent and provisions of these Rules and Regulations, or if you leave the employ of a company located in Centennial Place, Oxford properties reserves the right, at its sole discretion, to revoke your use of the bicycle room.

CONTACT INFORMATION

CENTENNIAL PLACE FITNESS CENTRE ADDRESS

Suite 285, 520 3rd Ave SW
Calgary, AB T2P 0R3

PHONE NUMBER

Fitness Centre Manager
403.206.6653

WEBSITE

www.centennialfitness.ca

Visit our website for information about current programs, services, special events, and membership.

As we strive to continually improve our programs and services, the information in this member handbook is subject to change.

The most current information can be found on our website

www.centennialfitness.ca

