

# MEMBER HANDBOOK



**UPDATED November 2024** 

Homburg Centre for Health & Wellness 920 Tower Road, Halifax, NS www.smufit.ca 902-420-5555

# Table of Contents

General Information	4
Building Hours	4
Facility Closures and Class Cancellations	4
Parking	4
Emergencies	5
Lost & Found	
Age Restrictions	
SMUfits Cardio and Weight Rooms are 14+	5
Member Communications	5
Contact Information	θ
Membership Information	6
Membership Categories	
Saint Mary's University Student Memberships	θ
Other Student Membership Groups	6
Community Memberships	7
Day Passes & Multi-Use Passes	7
Jr. Squash Membership	7
Membership Fee Guide	8
Membership Discounts	9
Membership Cancellations	10
Membership Holds	10
Membership Card Replacement/Forgot	11
Payments	11
Member Services	12
Towel Service	12
Locker Rooms & Locker Rental	12
Equipment Loans	13
Gift Certificates	13
SMUfit Member Policies & Procedures	13
Attire	
Bags/Personal Items	
Bicycles and Other Wheeled Vehicles	14
Cell Phones	
Camera Use	14
Card Swapping	
Code of Conduct	
Disturbances	16

Entrance Policies	16
Facility Closing	17
Facility Rules	
Liability Waiver	17
Recycle & Scent Free Policy	17
Personal Training	
Pets and Service Animals	18
Wi-Fi Access	19
SMUfit Program Policies & Procedures	19
Registered Programs	19
Programs - Make-up Class Procedure for Registered Classes	19
Programs - Refunds & Cancellations	19
Facilities	20
Cardio & Weight Room	20
Class & Court Booking Procedures	
Studios A & B	21
Studio C - Multipurpose Studio	21
Gymnasium & Community Room	
Sauna & Steam Room	
Huskies Stadium & Outdoor Track	
Dauphinee Centre Arena	

## **General Information**

### Front Desk- 902-420-5555

The Front Desk is your first point of contact when entering the Homburg Centre. Here you can gain access to the cardio room, weight room, and group fitness studios with your membership card. You can also make purchases, book squash courts, and register for classes/programming.

If you have any comments, suggestions, or feedback, please speak to the staff at the Front Desk by calling the number above or email <a href="mailto:smufit@smu.ca">smufit@smu.ca</a>.

Connect with Us! Twitter & Facebook - @smufit Instagram - @SMU\_fit Webpage - www.smufit.ca

## **Building Hours**

Regular Hours

Monday-Friday: 6:00 a.m. - 10:30 p.m. Weekends: 8:00 a.m. - 8:00 p.m.

Summer Hours - July & August Monday-Friday: 6:00 a.m. - 9:00 p.m. Weekends: 8:00 a.m. - 5:00 p.m.

#### Holiday Hours

Holiday Hours are 8:00 a.m. - 8:00 p.m.

Dates of Holiday Hours may vary. Building Closures will be communicated to members via email in advance.

## Facility Closures and Class Cancellations

- On occasion, certain facilities may not be available due to maintenance, special events, etc. SMU fit will provide notice whenever possible, but memberships will not be extended.
- Classes may be cancelled due to circumstances beyond our control. Please check athletics.smu.ca or call our Front Desk at 902-420-5555 for up-to-date scheduling. In the event of cancellation, we will attempt to make accommodations for registered classes, if possible.
- In adverse weather conditions check our social media channels or call the SMU fit Closure Hotline 902-420-5462.

## Parking

• SMU fit Plus memberships include a 3-hour parking pass for the Homburg Centre parking lot located behind the building. Anyone with a Basic

- membership can Add-On parking for an additional cost.
- If you do not have a parking pass, there are several meters on campus that members can use. Please refer to the campus map at <a href="http://www.smu.ca/about/facilities-parking-map.html">http://www.smu.ca/about/facilities-parking-map.html</a> for the locations of meters and accessible parking.
- ONLY ONE parking pass is available for each membership.

## **Emergencies**

In the event of a serious emergency, SMU fit staff will direct members to a safe area. For your safety, and the safety of others, please follow all instructions given by the staff.

#### Lost & Found

- Please contact the Front Desk for lost or missing items.
- All items turned in will be logged and must be signed for to claim.
- Lost items will be kept for 30 days; items that remain unclaimed will be disposed of.
- SMU fit is not responsible for lost or stolen items.

# Age Restrictions

#### **SMUfits Cardio and Weight Rooms are 14+**

- Members must be 14 years or older to purchase an individual membership.
- Children under 14 can be included in a family membership and may use the community room and gymnasium when accompanied by a guardian.
  - o Guardians will be required to sign a waiver and consent form.
- Children ages 7-19 years are eligible for a junior squash membership.
- Children aged 7-13 may access the community room, gymnasium and squash courts with the purchase of a day pass or multi-visit pass, provided they are directly supervised by a guardian.
  - o Guardians will be required to sign a waiver and consent form.
- Children aged 0-6 can use the community room and gymnasium at no charge, provided they are directly supervised by a guardian.
  - o Guardians will be required to sign a waiver and consent form.
- Children under 14 attending programs or camps must be escorted by a guardian to their instructor or coach. If the guardian is not a member, they will be asked to sign a guest access tracking sheet.
- Children ages 12 years and under do not require a ticket to enter SMU Huskies games.
  - Children ages 12 and under should always be accompanied by an adult.

## **Member Communications**

- The main method of communication with SMU fit members will be by our social media channels, email, website, and notices in the building.
- Members are encouraged to provide their email and to keep it current so that they will receive all member communications.

#### Contact Information

Front Desk	902-420-5555
SMU fit Closure Line	902-420-5462
Facility Rentals	902-420-5440
LifeMark Physiotherapy Cli	nic902-420-5061
Fitness Coordinator	902-420-5556
Athletics & Recreation Mair	n Office 902-420-5429

# Membership Information Membership Categories Saint Mary's University Student Memberships

All students receive a complimentary Basic membership for all services at SMU fit. Drop-in classes are free to students and Registered Programs require registration with an additional fee.

- Students must present their valid student ID card to obtain access to SMU fit. Student cards are validated at the Patrick Power Library.
- Student memberships are valid as outlined below:
  - o Full- and part-time students in the fall and winter semester receive the summer semester included in their membership.
  - o Full- and part-time students in the fall but not the winter semester DONOT get the summer semester included in their membership.
  - o If the student withdraws from school their membership is withdrawn.
  - o If the student has outstanding fees with the University the membership is withheld/put on hold.
- All students must complete a 'Membership Waiver' to gain access to SMU fit. The Membership Waiver is signed electronically at the Homburg Centre front desk prior to your first entry. Students under the age of 18 must have a parent/guardian sign the form.

## Other Student Membership Groups

• Fred Smithers Centre for Students with Disabilities – students enrolled in

the centre must self-disclose at the Front Desk to receive their student membership.

- Graduate Students
  - o Must be registered in at least 2 courses in the fall and winter term to receive a membership.
  - o Must be registered in a least 1 course in the spring and summer term to receive a membership.
- Co-Op Students students enrolled will be given memberships based on the list that is provided by the Co-Op Department each term.
- All other association with SMU including interns and research assistants will not be granted a free SMUfit Membership unless they are enrolled in classes.

An active SMU fit membership is required to participate in intramurals and clubs.

#### Community Memberships

- Individuals must be at least 14 years of age to purchase a membership.
- Members may be asked to present proof of their age to obtain access to SMU fit.
- All members must complete a 'Membership Waiver' to gain access to SMU fit. Forms are available at SMU fit Front Desk or online. Members under the age of 18 must have a parent/guardian sign the forms.
- Children under the age of 14 are permitted in the facility as part of official camps or training groups but must have adult supervision.
- Children under the age of 14 in the facility must always have immediate adult supervision and are not permitted to use facility equipment and machines.

## Day Passes & Multi-Use Passes

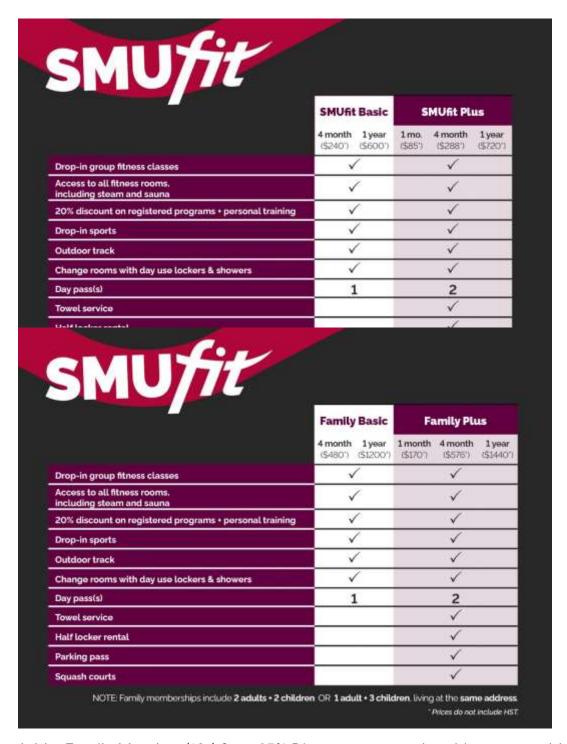
- Members of the public (14 years of age and older) can purchase a day pass to gain access to the facility for the day.
- Day Pass users must sign a waiver at the door before entering the premises and show official identification (name, age to be verified) or have Parent/Guardian sign if between 14-17 years of age.
- The multi-use pass is non-refundable, and expire after 365 days.
- The multi-use pass user cannot use squash courts during prime time which is Monday Friday from 4pm-close.
- You must let the front desk know that you possess a Multi-Visit Pass on your account, and they will deduct one visit before granting entry.

## Jr. Squash Membership

- Membership is open to children aged 7-19 years.
- Children under the age of 14 must always have adult supervision.
- Speak to a Front Desk Clerk for the Jr. Squash membership fee.

# Membership Fee Guide

Membership Package Pricing & Inclusions:



Note: Add a Family Member (18+) for a 25% Discount on membership rate or add a

Child (14-17) for a 35% Discount on membership rate.



#### Pass Pricing:

- Day Pass ... \$11.55 +HST
- 5 Punch Pass ... \$50 +HST
- 10 Punch Pass ... \$89.25 +HST

## Membership Discounts

Membership Group	Discou	unt
Full-time SMU Faculty & Staff	50%	(Must be verified with HR)
Part-Time SMU Faculty & Staff	25%	(Must be verified with HR)
SMU Alumni	25%	(Must provide Alumni Card or be verified before purchase)
60+	15%	(Must provide valid ID)
Outside Students	15%	(Must provide valid student ID)
Corporate/Groups	15%	(Must provide work ID or proof of employment)
Heart for Life	15%	(Must be registered for Heart for Life program)

Please note: Only one discount can be applied to a membership. There are no discounts offered on 1month memberships.

## Full-time SMU Faculty & Staff

- Full-time and Part-time SMU faculty & staff must provide their official letter from Human Resources upon registering for a SMU fit membership.
- If they do not have the letter their status must be verified with HR before receiving the discount.

#### SMU Alumni

- Must present their Alumni Card/Number to receive discount.
- Alumni can contact the Alumni Office to get their Alumni Card.
- Their status must be verified with Alumni before receiving the discount.

#### 60 +

• Must show official proof of age.

#### **Outside Students**

Must show valid ID from another school.

#### Corporate/Groups

- Must be on Corporate List provided by Fitness Coordinator.
- Must show valid company ID or provide proof of employment.

#### Heart for Life

- Must be enrolled in the Heart for Life Program and attend the class on Mondays and Wednesdays from 6:00 p.m.- 7:30 p.m.
- Members of Heart for Life are encouraged to bring a support person with them any time they come to the Homburg Centre free of charge.
   However, the support person must also be registered and complete a registration form and be given a SMU fit Membership card for access with the Heart for Life Member.

## Membership Cancellations

- If not fully satisfied a full refund will be issued within five (5) days of purchase. There will be no Cancellation Fee applied.
- Refunds are applicable to one-year memberships only. There will be no refunds on one- or four-month memberships.
- There will be a \$50 Cancellation Fee applied to all membership refunds except for monthly memberships.
- Refunds will not be processed retroactively. They will be prorated as per the remaining portion of the membership fee.
- Occasionally, certain areas of the Homburg Centre and Athletics Facilities may not be available due to maintenance, special events, etc. SMU fit will provide advanced notice whenever possible, but memberships will not be extended or refunded.
- Memberships that are suspended or cancelled by Management are not eligible for refunds.
- Memberships paid by credit card will be issued back to that card.
- Memberships paid by debit will be issued by University cheque. Please note, this may take one or more months to process and mail out.

## Membership Holds

#### ONLY AVAILABLE FOR ONE YEAR MEMBERSHIPS

 Members may request a membership hold once per year for a minimum of one (1) month up to a maximum of four (4) months.

- Membership holds cannot be processed retroactively.
- If paying via agreement billing, monthly payments will continue while the membership is on hold and the additional months will be added at the end of the original membership term.
- Memberships Holds are not transferable.
- For SMU Faculty/Staff, membership holds are permitted on annual memberships for academic sabbaticals or temporary employment leaves.
- Please speak to Athletics Administrators re: payroll deduction changes.

# Membership Card Replacement/Forgot

- Lost or damaged membership cards can be replaced for \$15.00 +HST per card.
- When damage to the card does not allow staff to verify information, the card will be deemed invalid, and a replacement card will be required at the fee above.
- A member can forget their membership card 3 times per month. On the 4th time the member may not use the facility unless the retrieve their current card, purchase a new membership card, or buy a day pass.

## Payments

- Memberships can be paid by cheque\*, debit, or credit card (MC, Visa, AMEX). All memberships must be paid in full or be on an official payment plan.
- To assure no interruption of memberships, your payment plan must be officially renewed at the Front Desk in advance to the end of your membership term.
- Agreement Billing and Payroll Deductions can be arranged.
  - Agreement Billing is a one-year membership paid monthly for the membership term. Agreement Billing rates will be as follows:
    - Agreement Billing for Basic Membership = \$57.5+HST/month for one-year
    - Agreement Billing for Plus Membership = \$69+HST/month for one-year
    - Agreement Billing for Family Basic Membership \$115+HST/month for one-year
    - Agreement Billing for Family Plus Membership = \$138+HST/month
  - o Agreement Billing can be set up via credit card or direct bank withdrawals.

- o There will be a \$50 Joiner Fee applied when starting a membership via Agreement Billing.
- o Once cancelled, the card will no longer be charged. If your card was already charged, your membership will be active until the end of that paid month.
- o Memberships' payments will be processed within the first five (5) days of each month.
- Memberships will be suspended if there are issues with receiving payments.

## Member Services

#### Towel Service

- Members can Add-On Towel Service to a Basic membership, or it is included in a Plus membership.
- Members can collect their towel from the Programs and Services desk daily.
- A member must scan and leave their membership card at the Programs and Services desk, and staff will provide them with a towel.
- Once a member is finished with the towel, they must return it to a collection bin at the Programs and Services Desk.
- There will only be one towel per guest per entry unless an additional towel is purchased.
- If a member loses their towel and cannot return it, there will be a \$3 fee charged to the member to retrieve their membership card.

## Locker Rooms & Locker Rental

- Our locker rooms are equipped with rental lockers, day-use lockers, washrooms, shower and changing areas, sauna, and steam room.
- Day-use lockers are available for users of the Homburg Centre. Must use lockers that are marked as Day-Use Only.
- Users cannot leave their belongings in the Day-Use lockers overnight as all Day-Use lockers will have their locks cut and they will be cleaned out at the end of each day.
  - o Items cleaned out of lockers will be kept at the Front Desk for 7 days and then disposed of. If contents are claimed, there will be a \$10 Cleaning Fee charged to the member.
- If a member requests their locker be cut, they must complete a 'Cut Lock Form'. Staff will inventory items in the locker and check ID to assure it is their belongings and a signed receipt will be issued.
- Rental Lockers:

<sup>\*</sup>Please note, post-dated cheques will not be accepted.

- o Half lockers are available for rent as an Add-On to a Basic membership or included in the Plus memberships.
- Locker rentals expire on the 15th or last day of each month and once it expires and is not renewed a note will be posted, giving the member seven (7) days to clear out the locker before the lock is cut and the locker is cleaned out. Locker contents will be held at the Front Desk for seven (7) days and if not claimed they will be disposed of. If contents are claimed, there will be a \$10 Cleaning Fee charged to the member.
- o Members are responsible for their own locker cleanliness.
- o There will be a mandatory locker deep clean, on an annual basis. As this is communicated, members will empty their lockers for the day as this cleaning takes place. After the clean, members can resume use as per their rental agreement.

## **Equipment Loans**

The following equipment is available for members to loan for a session.

- Basketballs
- Table Tennis paddles & balls
- Badminton racquets & shuttles

Members must leave their membership card at the Programs and Services Desk when loaning equipment. When the equipment is returned to the Programs and Services Desk, the membership card will be returned to the member.

## Gift Certificates

Gift Certificates are available in any denomination and can be used for memberships, programs, personal training, and Pro Shop. Gift Certificates can be purchased at the Front Desk.

Gift certificates do not expire and are non-transferrable.

## SMUfit Member Policies & Procedures

#### Attire

- Students and members are required to wear appropriate indoor footwear and gym attire while using SMUfit facilities. Shirtless is not permitted in any public areas.
- Non-marking shoes are required on all wood floors (i.e., basketball and squash courts, studios). Sandals, clogs, and other open shoes are not permitted in the gymnasium, cardio and strength training areas.
- Because of increased risk of injury, it is recommended that jewellery be

- removed prior to participating in any activities or before using any equipment in the cardio and strength training areas.
- Inappropriate outdoor footwear is not to be worn in program and fitness areas.

## Bags/Personal Items

- Please store all personal items in a locker. Day-Use lockers are available in both locker rooms.
- Locks are not provided but may be purchased at Front Desk.
- Storage cubbies are available in several program areas for member use. Personal items must be in a cubbie or locker and not left lying around, this includes bags.
- SMU fit is not responsible for any lost or stolen items throughout the facility.
- The Front Desk does not hold personal belongings during your workout.

## Bicycles and Other Wheeled Vehicles

- SMU fit supports the use of alternative transportation; however, wheeled vehicles (e.g., bicycles, skates, skateboards and scooters) are prohibited within the Homburg Centre.
- Bicycles racks are located in front of the Homburg Centre.
- Bicycles locked to fences, handrails, trees or signs risk being removed.
- Skates, skateboards and scooters carried into the building must be stored in a locker.

#### Cell Phones

- The use of cellular phones is permitted inside the Homburg Centre provided they do not interfere with others' enjoyment of the facility. Please be courteous and move all cell phone conversations to a lobby or lounge area.
- Phones are not to be used for calls while on fitness equipment or in classes. Please have your phone on silent during these times.
- If you choose to use your phone while in the fitness center, do not sit on equipment just to be on your phone. Be courteous of others who may be waiting to use equipment.

## Camera Use

- For the protection of all our users' privacy, the use of cell phones with photographic capabilities or any other photographic equipment is strictly prohibited in the locker rooms.
- Use of this equipment in other recreation facilities requires departmental and participant permission.
- Failure to comply may result in the suspension of your membership.

## Card Swapping

- Attempting to access the facility using another member's card is strictly prohibited.
- Both the card holder and the person trying to access the facility will be suspended indefinitely.
- No refunds will be given for membership suspensions.

#### Code of Conduct

SMU Athletics & Recreation is committed to creating a safe, inclusive, respectful, comfortable, and enjoyable experience for students, faculty, staff, and community members.

This Code of Conduct applies to all SMU *fit* patrons. All patrons are expected to be aware of and comply with the Code of Conduct and its related policies. The Code of Conduct cannot anticipate every possible event or situation and patrons are expected to use their best judgement in the spirit of this Code of Conduct.

Contravention of this Code of Conduct is a serious matter and will be treated as such. Any violation of the Code of Conduct may result in discipline, up to and including programs and services suspension.

This Code of Conduct is a dynamic document meant to reflect SMU fit's changing needs, realities, and responsibilities. Therefore, as SMU Athletics & Recreation operations evolve and new issues arise, the Code of Conduct will be periodically reviewed and modified to reflect the current environment.

#### Patrons are required to:

- 1. Adhere to the standards described in this Code of Conduct.
- 2. Treat everyone with respect, honesty, integrity and dignity, regardless of their race, ethnicity, ancestry, place of origin, religion, gender, sexual orientation, age, or physical and mental ability.
- 3. Members and Students are expected to not engage in inappropriate and/or unprofessional conduct in the facility. Examples include;
  - Profanity
  - Verbal Assault (sexual comments, threats, comments on appearance, repeated and unwanted social invitations for dates or physical intimacy, inappropriate language, insults, racist and/or discriminatory comments)

- Unwelcome Physical Contact
- Explicit or suggestive gestures
- Learingardurapproxedatingosphotosoviotos
- · Discrimination and harassment of any kind
- Ignoring facility rules and regulations
- Insulting or negative comments that can affect other members and SMUfit staff
- Demonstrating little or no respect for others and/or their personal belongings
- Conduct that is unsporting
- Obtaining entrance without valid identification or under false identification

#### Disciplinary Actions:

Breaches of this Code of Conduct may result in discipline measures. Saint **Nary's** Athletics & Recreation Department reserves the right to suspend the programs and services without a refund.

#### Inquiries:

Should anyone have any questions or comments of the Code of Conduct, please feel free to contact Greg Knight, Assistant Director of Sairt Nary's Athletics & Recreation at 902-491-6553 or <a href="mailto:greg.knight@smu.ca">greg.knight@smu.ca</a>.

#### Ejection:

Sairt Nary's Athletics & Recreation Department reserves the right to eject anyone whose behaviour is unruly or illegal in nature. Membership privileges will be revoked without a refund and the individual(s) will be escorted from the facility.

#### Disturbances

- SMU fit reserves the right to eject anyone whose behavior is unruly or illegal in nature.
- Membership privileges will be revoked without a refund and the individual(s) will be escorted from the facility.
- Disturbance Reports can be filled out by any member, staff or user of the facility in relation to another member, staff or user. Forms are available from the Front Desk.
- Repeated disturbances may lead to memberships being suspended or cancelled.

## **Entrance Policies**

- Students must use their valid student ID cards to enter the Homburg Centre.
- Community members with valid memberships will be provided a SMU fit card to be used for access to the Homburg Centre.
- Only those with memberships will be allowed access.
- Varsity Athletes must present a valid student ID card in order to access the Homburg Centre.
- Visitors to the Homburg Centre much sign in at the Front Desk.
- Individuals sneaking into the Homburg Centre will be asked to leave and will be suspended from the facility.

## **Facility Closing**

- An announcement will be made 15 minutes before the building closes.
- All activities must cease at that time and participants wishing to shower and/or change clothes must do so and exit the Homburg Centre before closing time.
- All members must be out of the building at closing time.
- Members who abuse this policy may be suspended.

## Facility Rules

- Members must always follow facility rules for their personal safety and for the proper management of the facility.
- All rules are posted on the website and updates will be noted as necessary.
- Repeated disregard for the rules may lead to memberships being suspended or cancelled.

## Liability Waiver

- Members are required to sign a liability waiver prior to using SMU fit facilities, and upon renewal.
- Recreation and fitness activities pose an inherent risk; all users should consult a physician prior to participation. If you have special health considerations, allergies, or serious health conditions, please inform the staff.
- Members under the age of 18 must have a parent/guardian sign the forms.

## Recycle & Scent Free Policy

- Be environmentally conscious, please use the recycle bins provided.
- Saint Mary's University promotes a scent-free environment. The concern of Saint Mary's University for the health of its employees and students is the major reason for this initiative. Since we all share the air around us, no matter whether we are in a classroom, an office, or the corridor, the understanding and cooperation of everyone is necessary to move forward towards a scent-free campus environment.

## Personal Training

- SMU fit only allows SMU fit or athletics hired Personal Trainers or Fitness Coaches to train in our facility.
- Clients purchasing Personal Training must pay in advance of session(s), and sign intake forms including a medical waiver.
- Members & non-Members arriving for Personal Training sessions must check into the Front Desk.
- SMU fit has a 24hr Cancellation Policy, that states if a client cancels their Personal Training session without 24hrs notice, this will count as a used session and the session will be removed from their account.

#### **Authorized Personal Trainers or Coaches**

This policy aims to maintain safety, quality, and accountability within all SMU facilities by restricting the presence of external personal trainers or coaches.

- All personal trainers or coaches providing services in SMU athletics facilities
  must be employed by the SMU Department of Athletics and Recreation, with
  the exception of private rentals.
- Unauthorized individuals found conducting training sessions will be asked to cease immediately and may be subject to further disciplinary action.
- Only trained, insured, and vetted staff employed by the facility are permitted to provide one-on-one training or coaching to customers.
- Members or visitors are not permitted to employ or use personal trainers or coaches who are not employed by the Department of Athletics and Recreation while using SMU athletic facilities.
- The supply of services within the Homburg Centre and other SMU athletics facilities remains proprietary to SMU Department of Athletics and Recreation.

## Rental Agreements

- Any external individual or organization seeking to conduct training or coaching sessions within the facility must enter into a formal rental agreement.
- Rental agreements must include provisions outlining responsibilities, insurance requirements, and adherence to facility policies.
- External trainers or coaches operating within the facility under rental agreements must adhere to facility rules, regulations, and safety protocols.

## Pets and Service Animals

Pets, other than service animals, are prohibited in the facility, stadium and Arena.

#### Wi-Fi Access

- Students, faculty, and staff can access smu-guest Wi-Fi using their S# and password
- Community Members are entitled to free Wi-Fi access while using the facility
- A Wi-Fi Request form must be filled out at the Front Desk and will be processed through the Campus EIT Department
  - oWi-Fi passwords must be renewed every 3 months as per EIT guidelines; however, a verbal request to a Front Desk Supervisor is all that is needed once the account has been created.

# SMUfit Program Policies & Procedures

## Registered Programs

- SMU fit members must have a valid membership for the entire length of the program in order to receive member pricing on Registered Programs.
- All programs must be paid for in advance.
- A day pass permits entry to facility and access to drop-in classes but not registered programs or Pilates.
- There are no "trials" for Registered Programs unless advertised.
- "Make-up classes" are allowed, space permitting. Please contact the Fitness Coordinator for more details.

## Programs - Make-up Class Procedure for Registered Classes

- There are NO REFUNDS for missed classes.
- Participants should let the instructor know, in advance, if they know they will be missing a class.

## Programs - Refunds & Cancellations

- Request for refunds must be made before the second class of the session begins.
- A full refund will be issued if the program is cancelled due to low registration.
- Refunds for cheque or debit payments will be issued by University cheque. Please note, this may take one or more months to process and mail out.
- Refunds for Visa, MasterCard and American Express payments are processed immediately.
- Refunds are at the approval of the Fitness Coordinator.

## **Facilities**

# Cardio & Weight Room

- Cardio & Weight Room Rules & Protocol:
  - o Return all weights & equipment after use.
  - o Equipment must remain in the building.
  - o No food or open drinks in rooms.
  - o Collars are required on free weight bars.
  - Appropriate footwear and gym attire required on equipment and walking thought the facility. Sock feet are acceptable on platforms and stretching mats.
  - o Wipe down equipment before and after use.
  - o Do not drop weights from above the head.
  - o Share equipment when possible.

## Class & Court Booking Procedures

#### SMUfit Group Fitness Classes

- All participants must book their Drop-In class prior to attending via athletics.smu.ca or at the Homburg Center Front Desk.
- Members can book online 72 hours in advance.
- Participants are expected to arrive 5-10 minutes prior to the class start time and do self check in.
- Late participants will be turned away, so they do not disrupt the class flow or join in without being warmed up.
- Day pass/multi-pass users may book for classes at the front desk the day of the class.
- Everyone is expected to check in for class at the Front Desk or Studio C.

## SMU fit Squash

- Players are entitled to 3 outstanding courts per week.
- Players may pre-book up to one week in advance.
- A player may pre-book only one court per day. A second court may be booked that day if one is available. However, it must be after they have finished their first booking. They must check with Front Desk if another court is available.
- The court will be opened to other members 10 minutes after the start of the court time.
- Cancellations should be called in at least three hours prior to the start of the court time.
- We will not be giving out information over the phone on who or at what times people are playing on the courts.

- No one is allowed to book courts for anyone except themselves (i.e. I cannot book a court for Norm).
- Any block bookings should be done by SMU fit employee or the supervisor in charge of that area.
- If a person is a partner on the court, this counts as one booking for that person.

## Day Pass & Multi-Use Pass Use of Squash Courts

- Day pass users may use the courts anytime.
- For Day Pass users, same day booking of the court only, no pre-booking. Day pass users can use the courts to play with SMU *fit* Plus members who have pre-booked a court or if they have booked the day of.
- Multi Use Pass holders can use the courts during non-prime hours only which is Monday - Friday from open to 4:00 p.m. Same day booking of the courts only. Pre-booking courts is not permitted. Multi Use Pass holders can use the courts with SMU fit Plus members or day pass holders during nonprime hours only. Multi- Use pass holders can participate in evening squash leagues they are registered in.

## Studios A & B

- Studio A available to use during open time as posted on the schedule.
  - This studio is not available for advance booking by members or students. However, it can be rented for a fee.
- Studio B is only available to use when staff instructor is present.
- Stereo Systems for Studios A & B are not available to use during open time.

# Studio C - Multipurpose Studio

- Studio C is available to use during open time as posted on the schedule.
- SPIN BIKE RULES:
  - o Never spin the pedals backwards.
  - Do not over tighten any of the knobs on the seat, height and handlebar adjustments.
  - o Do not remove or exchange seats or seat posts from bikes.
  - o Return the tension level to "no tension" when finished so that the cable does not remain stretched.
  - o Clean sweat off the bike and the floor.
  - o Do not remove bikes from Studio C.

# Gymnasium & Community Room

- The Gymnasium is available to use during open times as posted on the schedule at: <a href="https://athletics.smu.ca/">https://athletics.smu.ca/</a>
- The Community Room is bookable via <a href="https://athletics.smu.ca/7">https://athletics.smu.ca/7</a> day's in advance.

- Community Room bookings should be cancelled at least 3hrs prior to the start time of the booking.
- Stereo system in both rooms not available during open times.

#### Sauna & Steam Room

- The steam room and sauna will be turned off 30 minutes before closing time.
- Members are required to wear clothing or towels in sauna and steam room.
- Members will need to bring their own towel if there are not on a Plus membership or have a Towel Service Add-On.
- No shaving or personal hygiene in these rooms.
- No scents in these rooms.

## Huskies Stadium & Outdoor Track

- Huskies Stadium and outdoor track is available to members when there are no rentals.
- Schedule is available at the Front Desk.

## Dauphinee Centre Arena

- Members (adults only) are welcomed to join the SMU Staff/ Faculty/Student open skates.
- Schedule is available at the Front Desk.