

CONGRATULATIONS!!

WELCOME TO OCHSNER FITNESS CENTER

You have just made a decision for a healthier and happier lifestyle for years to come and you have chosen the best place in the south to accomplish your health and fitness goals!

Please take a few moments to go over the enclosed material, which covers a variety of services and activities offered at Ochsner Fitness Center.

The staff is here to help you, so please call on us with any questions you may have. Our aim is to inspire confidence in your health and fitness!

Sincerely,

Randy Strassel

General Manager



POLICIES AND PROCEDURES

The Management of Ochsner Fitness Centers has created the following general Club Policies and Procedures (“Club Policies”) in order to provide a safe, healthy and happy environment for Members, Guests and Employees. As used throughout, the term “Member” includes the actual paying member, a trade or complimentary member, master or sub-member, his/her family members and any guests. The term “Club” or “Clubs” refers to all Ochsner Fitness Centers which are a service of Ochsner Health Systems, a not-for-profit Louisiana corporation, unless otherwise indicated. These club policies are incorporated into the membership agreement. The Clubs reserve the absolute right to alter and amend these Club Policies from time to time as the Clubs deem necessary. Notice of any such changes will be given to the Member and will, until revoked, be binding on the Member. A complete listing of the Clubs’ policies and procedures is available through individual departments.

- 1.) Ochsner Fitness Center is a private club and as such shall have the right to suspend or withdraw membership privileges from any Member who, in the Club's sole discretion or opinion, engages in conduct considered to be inappropriate or unacceptable, or amounts to a breach of the Club Policies and Procedures, or is in any way detrimental to the Club, any of its employees, or any other Member. Any membership termination or expulsion shall be effective immediately and no part of a Member's previous payments will be refunded. If a Member is suspended, that Member forfeits all privileges to Club membership and shall not be entitled to any repayment of any fees or dues while the membership is suspended. Further, the Club may at any time, with or without cause, for any reason, terminate a Member's membership upon providing thirty (30) days advance written notice of such termination. Only upon such a termination will the member be refunded any membership fees paid in advance or unused.
- 2.) The club offers several types of memberships. Please see a Membership representative for more details. In general, the Clubs have master members (primary) and sub-members. Master members are the first members in each membership and sub-members are additional direct family members on the same membership. A member may cancel his/her membership at any time by giving written notice before the last day of the month that the cancellation is to apply.

3.) All application fees, monthly dues and other Member payments are non-refundable, unless otherwise stated in these Club Policies.

4.) Membership cards will be issued to all Members. They must be presented at the front desk upon entering the Clubs. Membership cards remain the property of the Clubs and are non-transferable. Any lost or stolen cards should be reported immediately and should be replaced as soon as possible for a fee of \$5 plus tax.

5.) A Member is entitled to use the Club's facility provided the Club may, at any time, close all or part of its facilities for any period of time, with or without notice, in connection with any cleaning, repair, alteration or maintenance work or for reasons beyond the control of the Club. The Clubs reserve the right at any time without prior notice to set aside Club facilities for tournaments, exhibitions, or social events. Dues will not be adjusted or credited for closure to any venues.

6.) Members who join under a "Satellite-Only" Membership have access to any club excluding the Harahan location, with the exception of Friday at noon through Sunday. (A "satellite" club is defined as any club excluding Harahan location.) If a satellite Club member wishes to use the Harahan Club on a weekday, they must present their card and pay a half-price guest fee (the price of the regular guest fee). Members who join an All-Clubs Membership may use any club at anytime during club hours.

7.) Children 13 years or younger must be accompanied by an adult at all times at the Harahan and Heritage locations, unless they are registered for a program, otherwise they must be in childcare. For the 24-hour access only at the Heritage location, it is available only to

those 18 years and older. The Downtown and Kenner locations are for adults only ages 18 years and older at all times. Parents who leave their young children (under 14 years old) at the club will be called and requested to come and pick them up. (Repeated abuse of this policy will result in termination of membership). Children over the age of 4 may not enter changing rooms or other areas reserved for the opposite sex, regardless of whether they are accompanied by an adult. A suitable family changing area is located near Studio D at the Harahan location.

8.) All guests must pay the applicable guest fee and provide a valid picture I.D. For the Harahan and Heritage locations, guests who are 13 years or younger must have an adult parent or guardian sign a release form and the adult parent or guardian must remain with the guest for supervision at all times. For the Harahan and Heritage locations only, guests ages 14-17 must have an adult parent or guardian accompany them to the club and sign the release form.

9.) For the Harahan and Heritage locations only, children 13 years and younger are not allowed in the indoor areas of the Clubs unless supervised by an adult or attending a Club sponsored activity or program. For the Harahan location only, children 10 years and older may use the outdoor area unsupervised only when lifeguards are on duty. Parents must remain on club premises at all times.

10.) Parents must drop off and pick up children at the sites of team sports and/or classes. Ochsner Fitness Center is not responsible for children dropped off or picked up at the door.

11.) Members must notify the Club of any circumstances affecting their health which may

be exacerbated through continued use of the Club's facilities or equipment.

12.) Before using any exercise equipment the Member has the right to meet with one of the Club's trainers, free of charge, for instruction. The trainer will provide instruction at a mutually convenient time on the proper use of all equipment the Member intends to use. If at any time while using any equipment at the Clubs, the equipment breaks or malfunctions, the Member must stop immediately and report any and all equipment problems to the club.

13.) Use of personal trainers, coaches, or instructors who are not employed or retained by the Club is prohibited while on Club premises (i.e., Members cannot use outside trainers inside the club). If a Member requests additional training or instruction from a Club personal trainer those arrangements, fees, and payments must be made through the Clubs. No fees or money are to be directly paid to any individual Club employee for any training, exercise or fitness services, classes or programs. Personal training sessions are non-transferable and non-refundable. There is a 24-hour notice of cancellation policy. Full payment of services will be charged for cancelled appointments with less than 24 hours notice. There are no refunds for untimely cancelled or unused sessions.

14.) All members may either bring their own towel or enroll in the Club's towel service for an additional charge. Towel service is complimentary for Members who pay for private lockers.

15.) Child care is available for Elmwood members with children from six (6) weeks old through five (5) years old and for Heritage members with children six (6) weeks old through thirteen (13) years old.

Reservations are required and there is a two hour limit per child for a maximum of 6 days a week. Parents/guardians must remain on Ochsner Fitness Center premises at all times. Further,

a.) The Club reserves the right to deny access to any child who appears to be sick.

b.) Children kept home from school due to illness are not allowed in Child Care.

c.) All baby bottles and drink containers must be non-drip and labeled with the child's name.

d.) Parents/guardians will be notified of any misbehavior. The clubs reserve the right to prohibit any children from child care due to behavior problems.

e.) Club employees will try their best to console any crying children. If their efforts are ineffective after a reasonable time, Club reserves the right to page the parent/guardian.

f.) Children under nine months old must be in a car seat or stroller.

g.) The following are not allowed in the child care area: Sharp or pointy objects, glass objects, plastic bags, markers, food or snacks (other than that provided by the parent/guardian and approved by the Club).

16.) Smoking or the use of any other tobacco product or e-cigarettes is strictly prohibited anywhere on Club premises or within 50 feet of Club entrance.

17.) No outside alcoholic beverages or illegal drugs or narcotics of any kind are allowed at the Clubs. No outside food or drinks are allowed. Food and beverages must be consumed in the designated café areas or in the designated pool areas. The Clubs reserve the right to deny serving or selling alcohol to anyone who they deem may be a risk to themselves or others. No one under the age of 21 years old may buy or consume alcohol at the Clubs.

18.) Pets are not permitted on Club premises (except guide dogs).

19.) The use of cell phones in all training areas, exercise studios, and locker rooms is strictly prohibited. Cameras or other image-capturing devices are strictly prohibited in all areas of the Clubs, except with prior Club approval. You are welcome to use cell phones in the lobby and entrance areas and in other unrestricted areas as posted in the Clubs.

20.) No soliciting, horseplay, violent or aggressive behavior is allowed inside Clubs or within 50 feet of any Club premises.

21.) Valuables and personal property should not be brought to the Clubs. Personal items should be locked in lockers at all times. The Clubs will not be liable or in any way responsible, for any direct or indirect loss, theft, or damage to any property brought onto Club premises or placed in any lockers.

22.) Shirts and shoes must be worn at all times inside the Clubs. No black-soled or street shoes are permitted on any court surfaces or in any exercise areas. Members must wear a form of dress appropriate for the time of day and place on all occasions while inside the Clubs.

23.) The Harahan Club has an indoor café and a pool-side café with seasonal hours. There is a \$10.00 per month minimum food or beverage charge for Harahan memberships. The satellite Clubs offer beverages and other items at the front desk.

24.) Should questions arise regarding a billing statement or other charges, please contact the club's business office. The hours are listed in the Membership Guide under the general information section. Account statements will be sent electronically on a monthly basis or can be printed at the club's front desk upon request. Account statements contain all charges on the account for the previous month and all current Dues. Members are responsible for all charges on the statement. All disputes must be addressed within 30 (thirty) days of the statement date. A Member may change the method of payment at any time by filling out a Change of Payment Form. The new method of payment will be effective the first day of the next month. If an account becomes delinquent, the membership may be terminated. All account changes can only be done in writing. All returned payments will be assessed a \$32.00 fee.

25.) Notwithstanding anything in the Agreement to the contrary, if the parties are not able to resolve any dispute, claim or controversy by negotiation, the parties agree to make a good faith attempt to resolve such dispute, claim or controversy by mediation, on such terms as the parties find acceptable, including venue in Jefferson Parish, Louisiana, or other location mutually agreed upon by the parties. If mediation is not successful in resolving the matter, the parties agree to binding arbitration. For any

claim (excluding claims for injunctive or other equitable relief) where the total amount of the award sought is less than \$10,000, Member or Club may elect to resolve the dispute through binding arbitration conducted by telephone, on-line and/or based solely upon written submissions where no in-person appearance is required. In such cases, the arbitration shall be administered by the American Arbitration Association in accordance with their applicable rules, or any other established ADR provider mutually agreed upon by the parties. Any judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. In the event any action, suit, mediation or proceeding is brought under or in connection with the Agreement, the prevailing party shall be entitled to recover and the other party's cost of suit, including but not limited to reasonable attorney's fees. All claims (excluding requests for injunctive or equitable relief) between the parties must be resolved using the dispute resolution mechanism that is selected in accordance with this section by the first party to file a claim. Should either party file an action contrary to this Section, the other party may recover attorney's fees and costs up to \$1,000, provided that the party seeking the award has notified the other party in writing of the improperly filed claim, and the other party has failed to withdraw the claim.

26.) Member agrees that this Agreement and all incorporated agreements may be automatically assigned by the Clubs in their sole discretion. Headings are for reference purposes only and in no way define, limit, or construe or describe the scope or extent of such section. The Clubs' failure to act with

respect to a breach by a Member does not waive the Clubs' right to act with respect to subsequent or similar breaches.

27.) The Clubs may, if a Member requests, communicate with a Member by electronic mail ("email"). By providing an e-mail address to the Clubs, the Member consents to receiving email communications from the Clubs, including notices pursuant to the Club Policies. The Member also accepts the risk that email may not be a secure and confidential means of communication. The Clubs will not be liable for any loss or damage as a result of communicating with a Member by email.

28.) Club merchandise that has not been washed or worn may be exchanged within 7 days of the date of purchase with a receipt.

29.) Members must give written notice to the Clubs of any change of address. Failing such notice, all communications shall be assumed to have been received by the Member within 3 days of mailing to the last known address given to the Clubs. Changes can also be made on the website of www.ochsnerfitness.com and clicking on "My Account."

30.) The Member certifies that he/she has read these Club Policies, has received a copy of the Club Policies and agrees to be bound by them in connection with Club membership and with the use of the Clubs' facilities and equipment. Nonconformity to or repeated abuse of any clubs policies will result in suspension or termination of membership.

I.) GENERAL INFORMATION

- A. Before beginning any new exercise routine, please consult your physician. It is also recommended that use of the exercise equipment not begin prior to personal instruction from your personal trainer.
- B. Ochsner Fitness Centers are private clubs and are only to be utilized by members, their guests, and other authorized personnel. Front Desk Staff is authorized to enforce all rules governing access to the facilities. Members must present their membership cards to gain entrance to the clubs. Any lost or stolen cards should be reported immediately and should be replaced as soon as possible for a fee of \$5 plus tax. Please understand that this is for the protection of all members. In the event a member violates any of the rules and regulations posted in the Clubs regarding conduct and/or use of facilities, the Club may immediately terminate the member's membership under this Agreement and member's right to use any Club facilities may be revoked immediately. The Club may also automatically and immediately terminate a member's membership for

failing to make any payment due under this Agreement.

If a membership is terminated for violation of Club rules and regulations or failure to make payments, no part of the member's previous payments will be refunded. Additionally, the Club may at any time, with or without cause, terminate a member's membership upon providing the member within thirty (30) days written notice of such termination, the member will be refunded any membership fees paid in advance and unused by the member.

- C. **Memberships never cancel automatically.** All memberships must be cancelled in writing, as explained in Section B under Membership information.

D. **Club Hours:**

***Harahan:**

Mon.-Fri. 5:00am – 10:00pm

Saturday 7:00am – 7:00pm

Sunday 7:00am – 7:00pm

Heritage: Staffed Hours:

Mon.-Fri. 5:00am – 10:00pm

Saturday 8:00am – 4:00pm

24-Hour Service

Downtown:

Mon.-Fri. 5:00am – 9:00pm

Saturday 8:00am – 2:00pm

Sunday Closed

Kenner: Staffed Hours:

Mon.-Fri. 7:00am- 8:00pm

Sat. 9:00am – 12:00pm

24-Hours Service

****Hours may vary depending on seasons or unforeseen circumstances.***

E.) Club Usage

Members who have a “Satellite-only” membership may use those clubs at any time they are open. They may use the Harahan club after 12:00 p.m. on Friday, and all day on Saturdays & Sundays. If a satellite club member wishes to use the Harahan club on a weekday, they must present their card and pay 1/2 the price of the regular guest fee. Members who have an “All- Club” membership may use any club at anytime during club hours.

F.) Parking

Downtown club:

Validated parking is available.

Mon. – Fri. 4:30pm to 10:00pm

All day Saturday

Heritage:

Validated parking is available.

Mon.-Fri. 5:00am – 8:00pm

Validated parking is not needed from the hours of 8:00pm-5:00am

G.) No outside food or drink allowed.

H.) No soliciting allowed on premises without management approval.

I.) GUEST POLICY:

All guests must pay the applicable guest fee and provide a valid picture I.D. Guests 13 years old and younger must have a parent/ guardian (18 years of age or older) sign the release form and remain to supervise the children. Guests 14-17 years old must have parent/ guardian (18 years of age or older) accompany them to the clubs and sign the release form. A member may bring in a maximum of 5 guests per visit. Guests under the age of 18 are allowed in the Harahan and Heritage location only.

J.) The Clubs are not responsible for any lost or stolen items of members or their guests.

K.) For everyone’s safety, horseplay is not allowed at anytime.

L.) These policies are designed to help maintain members’ privacy and to create the best workout environment for our members.

II.) MEMBERSHIP

A.) Master members are the primary members in each membership. Sub-members are additional family

members on the same membership. Sub- members are spouses or immediate family members under 21 years old, and living in the same house hold or grandchildren under age 14 only, where the primary member is a grandparent. A grandchild shall only be added as a sub-member to grand- parent's membership with the consent of the grandchild's parent or legal guardian. A grandchild's parent or legal guardian must personally appear with the grandchild and grandparent when the grandchild is registered as a sub-member in order to provide adequate consent and documentation. Full-time students between the ages of 21-25 may also be included as sub-members. Sub- members may be added or deleted from a membership on a month-to-month basis. Application fees will apply every time a sub-member is added/ reactivated to primary member's account. All changes to membership status will become effective on the 1st day of the next month.

- B.) A member may at any time put their membership on medical hold. All medical holds must be accompanied by a doctor's notice detailing the medical reasons for placing the membership on hold. This request must be submitted in writing prior to the 1st day of the month that the membership is to be placed on hold. A member who has his/her membership on hold may not use the club or charge anything to his/her account. Also, if the master member is on hold, all sub-members will be on hold as well. When the membership

is reactivated, all of the sub-members will be reactivated unless deleted at time primary member reactivates.

- C.) A member may cancel his/her membership at any time by giving written notice prior to the 1st day of the calendar month that the termination is to be effective. Termination fees, if any, are printed on contract signed by member. The member is also responsible for dues and any charges incurred prior to the date the termination becomes effective.

III. BUSINESS OFFICE:

Harahan: 504-733-1600:

Hours: Mon.-Fri. 8:00am -5:00pm

- A.) Statements are processed monthly; See page 5 (email). Members will be notified via e-mail as to the availability of monthly statements. It is important to note that the Business Office does not mail a paper statement except in extreme cases.
- B.) Statements contain all charges made to the account in the previous month and current month's dues.
- C.) Member is responsible for all charges on the statement. Any disputes must be addressed within 30 days from statement date. Disputes will not be reviewed or considered after 30 days of statement in which charge appears.
- D.) Accounts may be prepaid (minimum of 6 months), paid by credit card draft or checking account draft on

- the 19th of each month or the first business day thereafter. Manual payments made after the first of the month for the current month will not prevent a draft from taking place. Prepayments of dues must be for a minimum of 6 months. Should you elect prepayment, you must continue prepayments or set up drafting. For example, if you have pre-paid dues for June through November, you must pay again for at least 6 months before December 1st. MEMBERSHIPS NEVER AUTOMATICALLY CANCEL. If a member chooses to prepay, membership will not automatically cancel once the prepayment is depleted and the member will be fully responsible for any balance on the account, which may include additional months of dues beyond the 6-month initial prepayment.
- E.) If an account becomes delinquent, or a monthly draft is declined, the membership will be terminated. Any collection fees incurred in the collection of this account will be the responsibility of the member.
- F.) While telephone calls to the Business Office are certainly encouraged for any account questions you may have, any changes to be made to an account can only be done when requested in writing. Any and all changes (billing information changes, additions / deletions to membership, etc.) to a membership must be concluded prior to the onset of a new billing cycle in order to be effective for

that billing cycle. A billing cycle runs from the 1st of the month to the last day of the month. For example, if you need to change your checking account number for the draft which takes place in the month of August, you must do so before August 1st or it will not be effective until the September draft. These requests for changes must be submitted in writing. Forms for all changes can be obtained from Membership Services, or you may write your own letter. If you mail or fax a request for change, it is imperative to make sure that it was received. Please note that the effective date of the request will be the date on which we receive it, not the postmarked date. We are not responsible for requests lost in the mail. Only master members may make changes on a membership.

G.) All returned payments (drafts, checks, etc.) will be assessed a \$32.00 fee.

IV.) WEIGHT ROOMS, CARDIOVASCULAR ROOMS

- A.) Before using any equipment for the first time, the member should meet with a trainer. You may book your appointment at the club's front desk or on-line at www.ochsnerfitness.com, click on "My Account" and use your user name and password. Private training is also available at an additional cost.

- B.) No children under 14 allowed for their own safety.
- C.) No food or drinks allowed, except water bottles or closed drink containers.
- D.) Shirts and closed-toe shoes required in all weight room and cardiovascular areas.
- E.) Shirts required in all fitness areas and classes.
- F.) No dumbbells allowed outside the weight room.
- G.) No towels near moving parts of machines.
- H.) Gym or duffle bags are not permitted.
- I.) Please re-rack weights after using plate loaded equipment.
- J.) No cell phone use allowed in exercise areas or locker rooms.
- K.) Outside personal trainers are not permitted.
- L.) Specialized program rooms are off limits to general membership without supervision of EFC employee.

V.) INITIAL PERSONAL TRAINING SESSION

All new members are assigned a Personal Trainer free of charge. Starting with your goals, we design a workout program best suited for your needs and lifestyle. Once your goals are set, your personal trainer is your information source, liaison, and problem solver in the club. You can talk with him/her about anything concerning the Club or your fitness needs. He/she will either help you or direct you to the person who can. In a nutshell, you're not alone. Your Personal Trainer is there to help. (Members can not use outside trainers in any clubs.)

VI.) PERSONAL TRAINING

No matter what your goals, Ochsner Fitness Center's training department is able to design a personalized training and conditioning program to meet your specific health and fitness goals. We offer a variety of programs for all ages and abilities.

Personal Training

Members at Ochsner Fitness Center have the opportunity to work with the most educated and enthusiastic fitness professionals in the country. Whether you are looking to increase motivation, lose weight, improve performance or lean muscle mass, reduce injury or muscle imbalances, or participate in one of our Medical Fitness programs, Ochsner Fitness Center's Personal Training Staff has the experience to help you obtain your desired fitness goals. Our trainers are certified by accredited national organizations such as ACSM, NSCA, NASM, and ACE and/or have a Bachelor's or Master's degree in Exercise Physiology or related field. All clients receive comprehensive exercise testing to determine individual needs and goals.

Personal Training Packages

- One-on-One Personal Training: work in a private setting with your personal trainer
- Group Training: you and your training partner(s) in groups of 2-6 members work with a personal trainer
- 30-Minute Express Training: A 30-minute express workout with a personal trainer for the member with limited time to exercise.

We have volume discounts for certain personal training services. The more you buy the more you save.

Ochsner FIT Program

Ochsner Fitness Center's FIT Weight Management program combines medical evaluation and testing, with nutritional design and personal training to develop a systematic program individualized to meet your specific weight management goals. For more information, contact the club at 504-736-4723.

Boot Camps

The Military Training Program at Ochsner Fitness Center encompasses the type of workout and exercises that you would experience in any aspect of Military Training. Whether you want to become a member of the Military or want to try a challenging progressive workout routine, this 6-week, 3 day per week program has something for you. Call 504-736-4723 for more information.

Olympic Strength and Speed

This new program at Ochsner Fitness Center is an Olympic-lift-based, strength and conditioning program for anyone interested in a new and intense challenge. In addition to providing safe, proper instruction and progression in the Olympic lifts, the OSS program will also utilize kettlebells, heavy ropes, plyometrics, medicine balls, and body weight exercises, while fostering a fun, encouraging environment for which Ochsner Fitness Center is known. Call 504-736-4723 for more information.

Sports Specific Training Program

Train like the pros do with our Sports Performance Team of experts who will design an individualized program to help you improve on-field performance. Each program is designed to meet the goals of each athlete and the sport(s) they are currently participating in, in order to maximize performance. Our certified Strength and Conditioning coach is available for one-on-one training, group training, or team training.

VIII.) YOUTH FITNESS

Youth "I Can Do It" Program

The "I Can Do It" Program is a nationally recognized 12-week weight loss program for children ages 7-17. This program is offered to members and nonmembers of Ochsner Fitness Center. The participants meet 3 times a week for an hour. Activities include: circuit training, nutrition lectures for parents, a cooking demonstration for parents, and guest speakers. For more information, please call 504-842-9524.

IX.) APPLIED PHYSIOLOGY AND TESTING LAB DONE WITH THE NUTRITION DEPARTMENT

Metabolic Study

A test designed to determine your resting metabolic rate, which consists of about 70% of the calories your body burns at rest in a 24-hour period. Knowing your metabolic rate takes the guesswork out of determining how many calories you need to lose, maintain, or gain weight, depending on your fitness and training goals.

Body Composition Assessment

A 7-site skinfold assessment to determine your percentage of lean muscle mass vs. fat-free mass.

Lipid Profile Test

This test will determine your Total, LDL, HDL, and VLDL Cholesterol levels, in addition to triglycerides and blood glucose. You will also receive a cardiovascular risk assessment based on the results. One of our registered dietitians can then develop an eating plan to maintain or improve your results.

X.) NUTRITION

When you meet with one of our registered dietitians, you will receive an individually-tailored plan to meet your health, fitness, and nutrition goals. Our nutritionists incorporate clients' favorite foods into a balanced plan, so it's not a diet – it's a plan to fit your lifestyle. They will help you determine appropriate calorie ranges, as well as optimal ratios of carbohydrates, protein, and fat. They follow up with clients as needed for fine-tuning or evaluation.

One-on-one or family consultations are also available. To schedule a nutrition appointment, contact our nutrition team at 504-736-4755 or 504-842-9551.

Additional services include recipe analysis, and grocery store tours, corporate workshops, seminars and a variety of body testing tests as listed and seminars. To schedule a nutrition seminar, contact our Nutrition Program Manager at 504-842-9572.

Ochsner Fitness Center's nutrition team has created Eat Fit NOLA, a free partnership with

local restaurants to identify healthy options on menus. Find out more at www.Ochsner.org/EatFitNOLA.

XI.) AQUATICS

Swim lessons are offered year round for ages 6 months and above. Lessons are held Mondays through Thursdays, and on Saturdays. Competitive U.S. swimming is available for ages 6 through adult. For more information contact the Aquatics Director.

A.) General Pool Rules (Harahan & Heritage only)

- 1.) Shower before entering pools
- 2.) Glass containers of any kind are not allowed.
- 3.) No running or horseplay allowed.
- 4.) No diving or jumping allowed
- 5.) Proper swimming attire for family fitness center is required at all times. (ex: No thongs, skimpy suits, etc.)
- 6.) Infants and toddlers must wear swim diaper under their suits.
- 7.) No inner tubes or rafts allowed. Only safety flotation devices will be allowed.
- 8.) Heritage pool is for members 14 years and older.
- 9.) Follow all other posted rules.

INDOOR

- 1.) There is no lifeguard on duty; swim at your own risk.
- 2.) Children under 14 must be supervised by an adult at all times. (Harahan only)
- 3.) No food or alcohol is allowed in the indoor pool area at any time.

OUTDOOR (Harahan Only)

- 1.) Lifeguard on duty at certain times.
Children 10 and older may use the outdoor pools unsupervised only when lifeguards are on duty, **while parents remain on OFC premises.**
Children under 9 must be supervised by an adult. Check with the front desk for lifeguard hours. The outdoor pools do close for 10 minutes each hour to children 13 and younger. Swim at your own risk.
 - 2.) Lap pools are covered 1 hour before closing and removed the next day upon request. *When the temperature is 39 degrees & below, the lap pools remain covered and closed.
- B.) Lap Pool (Indoor & Outdoor, Harahan Only)
- 1.) Pool temperature is approximately 81 degrees.
 - 2.) Use for lap swimming only (general play is allowed at certain times).
 - 3.) Please share lanes with other swimmers when pool is crowded.
 - 4.) During prime time, swimmers may be required to share lanes utilizing a circle swimming method.
 - 5.) Eight lane lap pool is for people 14 years and older only. This includes the deck areas immediately surrounding the pool.
- C.) Cold Dip Pool (Harahan Only)
- 1.) Water temperature is 58 to 62 degrees.
 - 2.) Children under 14 are not allowed.
 - 3.) Persons with high blood pressure, heart problems, health problems, or pregnant women should not use this pool.
 - 4.) No jumping into the cold dip.
- D.) Whirlpools
- 1.) Water temperature is approximately 104 degrees.
 - 2.) Children under 14 are not allowed for health reasons.
 - 3.) Limit usage to a maximum of 5 minutes.
 - 4.) Persons with high blood pressure, health problems or heart problems should not use this pool.
 - 5.) Pregnant women must follow their doctor's advice.
 - 6.) Alcohol is not allowed.
 - 7.) Proper attire is required.
- E.) Recreational Pools (Harahan & Heritage Only)
- 1.) Water temperature is approximately 86 degrees (indoor only).
 - 2.) Outdoor recreational pool is closed during the colder months.
- F.) Baby Pool (Harahan only)
- 1.) 4 years and younger
 - 2.) Closed during the colder months
 - 3.) Parents must supervise children at all times.
- G.) Splash Pool (Harahan only)
- 1.) Parents must supervise children at all times.
 - 2.) 8 years old and younger
 - 3.) Closed during the colder months.
- H.) Steam Room & Saunas
- 1.) Children under 14 are not allowed for health reasons
 - 2.) Limit usage to a maximum of 15 minutes.

- 3.) Persons with high blood pressure, heart problems, health problems, or pregnant women should not use the sauna or steam room.
- 4.) No exercising in steam room or sauna.
- 5.) No shaving in steam room or sauna.
- 6.) Alcohol is not allowed.
- 7.) Proper attire is required.

XII.) GROUP FITNESS

- 1.) Most fitness classes are complimentary for members. Guests are also allowed to attend; however, children under 14 are not allowed to participate in adult group fitness classes.
- 2.) Group Reformer and Barre Fit classes do require pre-registration with the Group Fitness Manager.
- 3.) Aerobics classes range from beginner to advanced levels.
- 4.) Hours vary from early morning through the evening. A weekly schedule is available at the front desk, online at www.ochsnerfitness.com and available through the phone app for Android and iPhones.
- 5.) No cell phone use in classes.
- 6.) Before attending a class for the first time, it is advisable to arrive a little early and introduce yourself to the instructor and let them know this is your first time.
- 7.) Proper attire and closed-toe, closed heel shoes are required.

XIII.) RACQUETBALL

(Harahan & Downtown only)

Leagues and private lessons are available.
Equipment rental is available at the front desk.

- 1.) Children under 14 must be supervised at all times.
- 2.) No dark-sole shoes allowed.
- 3.) Eye guards are required for minors and recommended for everyone.
- 4.) Reservations are recommended and can be made up to 1 day in advance. Reservations can be made at the front desk, by phone, or online at www.ochsnerfitness.com, then click on "My Account" to use your user name and password.
- 5.) May use the court up to 1 hour at a time unless no one is waiting and if no one has reserved the court.
- 6.) Inappropriate language or actions will not be tolerated.

XIV.) TRACK (Harahan Only)

- 1.) 11 laps = 1mile
- 2.) Use for walking, jogging, or running
- 3.) For their own safety, no one under 14 is allowed to use the track.
- 4.) No food or drinks are allowed.
- 5.) Run in the directions of the arrows (changes daily).
- 6.) No side-by-side walking. Everyone must stay in proper lanes.
- 7.) No dumbbells allowed.
- 8.) No cell phone use is allowed.

XV.) BASKETBALL (Outdoor Harahan Only)

- 1.) No food or drink allowed on the basketball court.
- 2.) No dark soled shoes allowed.
- 3.) No hanging on nets or rims. No dunking.

- 4.) The basketball court is subject to club reservation and free play may be suspended at the club's discretion.
- 5.) Follow ALL RULES posted on the court.

XVI.) MASSAGE (Harahan only)

Massage services are available to members and guests as an added service. Treatment options include Deep Tissue, Hot Stone, and the Basic Swedish Massage. To view appointment availability and to book an appointment, please contact the club or go to www.ochsnerfitness.com, then click on "My Account" and use your user name and password.

XVII.) LOCKER ROOMS

Daily use lockers are available at all clubs and free of charge. Members must bring their own lock and be sure to remove all items daily. Possessions cannot be left overnight.

- 1.) Permanent lockers are available at all clubs for an extra charge and includes towel service.
- 2.) No children of opposite sex older than 4 allowed. A family changing area is available near Studio D in the Harahan Club.
- 3.) No cell phone use allowed. Cell phone usage in this area is strictly prohibited and will be enforced.

XVIII.) CAFÉ ZUCCHINI

- A.) Harahan
 - a. Mon.-Fri. 6:00am to 10:00pm
 - b. Sat. 7:00am – 6:00pm
 - c. Sun. 7:00am – 6:00pm
 - d. Poolside Café Hours are seasonal.

- e. \$10.00 Food & Beverage monthly minimum required. (Harahan All Club membership). Each primary membership must spend a minimum of \$10 each month (cash or charge) or the membership will be charged the difference between what was spent and the \$10 minimum. Minimums must be met between the first and last day of every month. There is no minimum charge to members' account during the month a member joins; however, members are responsible for spending the minimum in the final month of membership. **It is important that the member number is given for all food purchases (cash or charge) so that these purchases will apply toward the food and beverage minimum.**

- f. Bulk supplement purchases do not apply to the food and beverage minimum.

- B.) Downtown, Heritage & Kenner
 - a. Smoothies, beverages and other items are offered at the front desk.

XIX.) PRO SHOP

Ochsner Fitness & Running Store is located in the Harahan location and is stocked with the latest in running shoes and apparel that may enhance your workout. Our staff is trained to

assist you in choosing the right equipment for your needs and goals. We look forward to serving you. Operating hours are as follows:

Monday – Friday – 9:00am – 7:00pm

Saturday – 9:00am – 4:00pm

Sunday – 10:00am – 3:00pm

XX.) CHILD CARE

Child care at Harahan is located in Kidsports and available to Ochsner Fitness Center members 6 weeks to 5 years of age.

- 1.) Hours:
 - a. Mon.-Fri. - 8:00am – 8:00pm
 - b. Sat. – 9:00am – 4:00pm
 - c. Sun. – 9:00am – 2:00pm
- 2.) Reservations are required for all children, Can be made 1 day before and can be made online at www.ochsnerfitness.com or by calling 504-733-1200.
- 3.) Two hour time limit per child per day and twelve hour limit per week. Parents must remain on EFC premises at all times.
- 4.) Hourly charges apply to all nonmembers and to members over 2-hour daily limit.

Heritage Plaza Child Care

For children 6 weeks to 13 years of age. Call 504-832-1600. Reservations are required and can be made 1 day before. Must call to reserve.

Mon.-Sat. – 8:00am – 1:00pm

Mon. – Thurs. – 5:00pm – 8:00pm

Hourly charges apply to all children except children who are club members.

XXI.) KIDSPORTS (Harahan Only)

For Ochsner Fitness Center kids, 5 to 13 years of age, the news gets even better. In addition to basketball, racquetball, XRkade and swimming (must be accompanied by an adult) we offer unique opportunities for children to explore the exciting world of fun and fitness in our fabulous facility. Included with your family membership are special programs, including the Adventure Challenge. These programs are specifically designed to be fun for kids while providing you with a “worry free” workout. Kidsports also now has XRKade, the latest in virtual games for kids to enjoy. Other activities such as gymnastics, youth fitness, birthday parties, parents’ day out, field trips, and Summer and holiday camps are also provided for an additional fee. For more information on all programs, call 504-733-1200.

Gymnastics

The Elmwood Gymnastics Academy offers comprehensive instructional and competitive programs for children of all ages and abilities. The Gymnastics Academy is professionally staffed with certified coaches and instructors, who take pride in offering classes of the highest quality in a positive and caring atmosphere. These classes include Preschool, Artistic, Tumbling and Trampoline. Other activities include Birthday parties, Camps, National

Gymnastics Day, and Friday Night Kids Night. For additional information, please call 504-733-4496.

Youth Fitness/I Can Do It Program

I CAN DO IT PROGRAM is a nationally recognized 12-week structure weight loss program for children ages 7-16. This program is offered to both members and nonmembers of Ochsner Fitness Center. The participants meet 3 times a week for an hour. Activities include: circuit training, Nutrition lectures for parents, a cooking demonstration for parents, and guest speakers. For more information, please call 504-842-9524.

YOUTH FITNESS is a general fitness program designed for children ages 7 – 13. Children workout on custom-made weight training equipment designed for them in our open gym classes. Other classes offered include Kids Spinning classes on custom-made bikes, Salsa Dancing, Cardio-Kickboxing, Step, CardioCamp, and more! Youth Fitness is offered after school and after camp. Members and nonmembers are welcome! Hours of operation are Monday through Thursday, 4:00pm – 7:00pm, Saturday classes begin at 9:30am. For more information call 504-842-9524.

*****Parents must drop off and pick up children at the site. Elmwood Fitness Center is not responsible for children dropped off or picked up at the door.*****

XXII.) OUTDOOR PLAYGROUND

Designed for children ages 3-13. Adults must supervise children at all times.

XXIII.) WEBSITE –

Please visit our website at www.ochsnerfitness.com to stay up to date or get all of your questions answered about programs and services at Ochsner Fitness Centers. Our state of the art website will help you easily navigate from site to site answering all of your questions. You can also keep up to date on events and happenings by becoming a “Fan” on Facebook and also downloading our FREE application for your Android or I-Phone, keyword: “ochsnerfit.”

XXIV.) Ochsner Fitness Center Loyalty Rewards Program

Your membership at Ochsner Fitness Center is never pointless! Ochsner Fitness Center is the first health and fitness facility in the New Orleans area to offer a reward and loyalty program for its members. The Ochsner Fitness Center Loyalty Rewards Program rewards members points to reach Bronze, Silver, Gold, & Platinum Levels based upon their spending in all Ochsner Fitness Center locations in a 6-month time periods. Members can receive free bottled waters, free towel service, and percentages off services throughout the club, just to name a few of the rewards that can be received through this program. Members are notified via e-mail when they have reached these levels every 6-months.