



PRAIRIE STONE
SPORTS & WELLNESS CENTER

Member Handbook

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SPORTS & WELLNESS CENTER

NORTHWESTERN UNIVERSITY
BEST IN THE

MEMBERSHIP GUIDELINES

The following guidelines have been established to ensure the safety and security of PSS&WC members and employees while promoting enjoyment during visits and workouts.

MEMBERSHIP I.D. CARDS AND CHECK-IN PROCEDURE

All members and guests are required to check in at the Service Desk at the time of each visit. Each member receives a membership I.D. card upon enrollment that must be presented to the Service Desk for entry into the club. The membership I.D. card is also used to access daily use lockers within the member locker rooms. Each member is responsible for the maintenance of his or her membership I.D. card. A replacement charge of \$5 will apply for the creation of a new card. Membership I.D. cards may not be given to a guest or another member to gain entry into the club.

MEMBER LOCKER ROOMS

Our member locker rooms are designed to provide members (*ages 14 and up*) with comfortable and convenient accommodations before and after each workout. Amenities and towels are provided in the member locker rooms free of charge to all members for usage at the facility. Steam rooms are also available for use within each of the member locker rooms.

Daily use lockers are available to all members free of charge. Members may access these daily use lockers with their membership I.D. card. Each member is responsible for the maintenance and security of their locker key. Lost locker keys can be replaced for a fee of \$25. Prairie Stone™ Sports & Wellness Center is not responsible for any lost, stolen, or damaged personal property. Out of respect for other members, please refrain from cell phone conversations while in the locker rooms.

A limited number of permanent lockers are available for rental for a monthly fee in the member locker rooms. Please contact the Member Services team for more details.

Children ages 13 and under are not permitted in the member locker rooms but may utilize the community locker rooms with parental supervision during visits.





FAMILY RULES & REGULATIONS

Children ages 13 & under are included in individual and couple memberships. Children 13 & under are required to be supervised by a member (*must be a parent or legal guardian*) age 18 or older at all times.

Children ages 13 & under are limited to the activity pool, gymnasium and Kids Korner. While in the activity pool and gymnasium, children must be supervised by a member (*must be a parent or legal guardian*) age 18 or older at all times. Adults may utilize indoor track, Free Motion equipment and the cardio equipment in the front corridor while children are in gymnasium.

Children ages 10-13 may participate in Family Fitness hours and must be supervised by a member (*must be a parent or legal guardian*) age 18 or older at all times. Family Fitness hours are Thursday, Friday, Saturday and Sunday from 1pm to closing. Children ages 10-13 are restricted to the mezzanine level equipment and track during Family Fitness hours.

Children 13 & under have access only to the community locker rooms. Junior membership begins at age 14 (*for dependents of current adult members*) at an additional discounted monthly rate. Junior members under the age of 18 are not allowed to supervise anyone else. Junior members have access to the member locker rooms.

** For the safety of swim lesson participants, activity pool usage is restricted during select swim lesson sessions. Please contact the Service Desk to obtain specific days/evenings/times.*

CLUB ETIQUETTE AND BEHAVIOR

The following guidelines have been established to ensure the safety and security of PSS&WC members and employees while promoting enjoyment during visits and workouts.

- For the consideration of all members and guests, please allow others to use equipment between sets.
- While working out within the facility, proper attire is required, including closed toe athletic footwear.
- While using free weights, refrain from dropping equipment and/or using chalk.
- After use of equipment, return all equipment and rack the free weights after use.
- For your safety, the safety of others, and the longevity of the fitness equipment, safe lifting practices are expected.
- Use of profanity is strictly prohibited.
- Please be considerate of others while speaking on or using a cell phone.
- Adherence to all facility and district rules and regulations is required.
- Firearms are strictly prohibited within the facility.
- Smoking (*to burn or exhale any cigar, cigarette, pipe, electronic-cigarette or any other device designed to inhale and/or exhale tobacco or any vaporizer related products*) is prohibited in the building at any time.

GUEST GUIDELINES

Guests ages 18 and over: with signed waiver and valid photo identification with birthdate.

Guests ages 16 and 17: with parent or legal guardian signed waiver and valid photo identification with birthdate.

Guests ages 14 and 15: when accompanied by a parent or legal guardian for the duration of the visit and parent or legal guardian signed waiver.

Guests ages 13 and under: when accompanied by a parent or legal guardian for the duration of the visit. Access is limited to the Activity Pool, Gymnasium and Community Locker Rooms. Child care available for an additional fee.

**Guests under the age of 18 must be accompanied by an adult member or guest age 18 or older and are subject to the rules noted under Family Rules & Regulations. Guest fees apply.*

ALL-ACCESS PRIVILEGES

Current members (ages 16 and over) of PSS&WC enjoy complimentary access to the fitness centers located at the Triphahn Center and Willow Recreation Center.* Members must present a valid PSS&WC membership I.D. card at the Service Desk at both locations in order to gain access. Please bring a personal lock to secure your items at the Triphahn Center and Willow Recreation Center.

**Certain restrictions apply; contact the Member Services team for more details. Family privileges do not extend to the Triphahn Center and Willow Recreation Center use.*

MEMBER STATUS CHANGES

Vacation Hold

Members may request to place their membership on a vacation hold for a duration no less than 1 month in length and no greater than 4 months in length. During this hold period, monthly dues are reduced to \$10 per month per member, which eliminates the need to pay a reinstatement fee upon release of the hold. Club access is restricted during this hold period. Written notification of vacation hold requests is required and must be submitted and confirmed with the Member Services team in advance of the start date of the vacation hold. Club access and regular dues automatically resume following completion of the hold. Extensions of a vacation hold will be considered following the same procedures as required for the original request.

Medical Hold

Members may request to place their membership on a medical hold during situations when physical visits to the club are restricted under physician orders. During this hold period, monthly dues are waived in their entirety. Written notification of medical hold requests is required and must be submitted along with supporting medical documentation/physician referral and confirmed with the Member Services team. Club access and regular dues automatically resume following the completion of the hold. Extensions of a medical hold will be considered following the same procedures as required for the original request.





Membership Cancellation

Members may cancel a membership within (3) business days of enrollment and request a full refund. Members are required to submit written notification of their cancellation intention to the Member Services team 30 days in advance of their desired cancellation date. Members are responsible for billing charges incurred during this 30-day notification period and must complete and sign all necessary paperwork to validate the request. Annual prepaid memberships are valid for 12 months and may only be terminated at the conclusion of the agreement term or sooner as required by Illinois State law. Reinstatement of a cancelled membership may be accomplished by either paying a reinstatement fee equal to a full initiation fee or payment in full of any unpaid balance from the previous membership agreement.

MEMBER REFERRAL PROGRAM (i.e. Friends in Fitness)

PSS&WC offers an ongoing member referral program that rewards current members with club cash incentives in exchange for member referrals.* In order to qualify for a club cash incentive, the current member's name must be noted on the new member application at the time of enrollment. Following completion of the first 30 days of membership for the new member, the Member Services team will contact the referring member to advise of the club cash incentive.

* Excludes add-ons within same household and previous members of PSS&WC; contact the Member Services team. Club cash may be applied to future dues or payments for personal training, massage therapy, and Pilates; club cash has no cash value.

COMPLIMENTARY MEMBERSHIP PRIVILEGES

Membership at PSS&WC includes a variety of facility privileges that are designed to optimize your visits and provide a unique and comfortable environment to achieve your fitness goals.

COMPLIMENTARY FITNESS ASSESSMENT

Members (*age 19 and over*) are eligible to participate in a complimentary fitness assessment with a Personal Trainer. The purpose of a fitness assessment is to provide a member with a summary of baseline physiological measurements that include strength, balance, flexibility, body composition, endurance, and optimal heart rate training zone. This information is reviewed with a Certified Personal Trainer during the assessment and is accompanied by a discussion regarding general fitness goals.

PERSONAL TRAINING CONSULTATION

All members (*ages 14 and over*) have the opportunity to meet with a certified personal trainer to discuss fitness goals, review health history, and have a conversation about personal training services.

EQUIPMENT ORIENTATION

An interactive orientation of the cardiovascular and strength equipment on the fitness floor that is led by a fitness team member. Proper use of each piece of equipment is discussed to ensure safe and effective use of the equipment during workouts.

FITNESS EQUIPMENT

PSS&WC offers a variety of cardiovascular and strength training equipment to provide members with a comprehensive and varied workout. All equipment is properly maintained and inspected on a regular basis to ensure optimal performance.

Cardiovascular Equipment

More than 120 pieces of cardiovascular equipment including treadmills, elliptical trainers, stair climbers, step mills, rowers and upright and recumbent stationary bikes are available for member use. Located conveniently throughout the club, this equipment is equipped with audio remotes allowing access to music and sound while viewing televisions mounted throughout the club. Cleaning stations with non-toxic disinfectant spray and towels are located at various locations on the fitness floor; members are encouraged to wipe down cardiovascular equipment prior to and following completion of their workout.

Strength Training Equipment

The selection of strength training equipment at PSS&WC includes free weights, selectorized equipment and cable-driven circuit equipment. Members should always show courtesy to others in the fitness area by sharing weight equipment and allowing other members to work in between sets. Please refer to the club etiquette section for additional usage guidelines.

INDOOR TRACK

Located on the facility's upper level, the indoor track accommodates walkers, joggers and runners. The track is 1/9 th of a mile in distance and is made of a durable cushioned material that reduces impact and increases shock absorption. Directional changes are listed on the sign at the track entrance.

INDOOR AQUATIC CENTER

The aquatic center consists of a 25-yard lap pool, zero-depth activity pool and whirlpool. The pools are open during all facility operating hours, except during select swim lessons, when the activity pool usage is restricted. Aquatic fitness classes are held in the lap pool at which time two or three lanes of the lap pool are closed. We ask that you adhere to the following guidelines while enjoying our aquatic center.





General Guidelines

- There is no lifeguard on duty. All members and guests swim at their own risk. Swimming alone is not recommended.
- Lined swim suits must be worn by all swimmers at all times.
- Members must shower prior to entering any of the pools.
- Food and drink are not permitted in the pool or on the pool deck.
- Running is not permitted on the pool deck.
- Diving is not permitted in any of the pools.
- Community locker rooms are available for families and children under the age of 14.

Activity Pool Guidelines

- Children under the age of 16 must be accompanied by an adult member (*must be a parent or legal guardian*) 18 years of age or older.
- Personal floatation devices including noodles, rafts, and kickboards are not permitted within the Activity Pool, unless utilized during a designated supervised HEPD aquatic class. Only coast guard approved life jackets are allowed.
- Appropriate and courteous behavior must be demonstrated at all times.
- Infants must wear a swim diaper, plastic pants and lined swim suit.
- Due to Hoffman Estates Park District swim lessons, the activity pool will be unavailable Tuesday and Thursdays from 5:15pm-7:15pm and Saturdays from 9:00am-11:45am. Days and times are subject to change.

Whirlpool Guidelines

- Children under the age of 16 are not permitted in the whirlpool at any time.
- The whirlpool will be closed for scheduled maintenance from 7:00am-3:00pm on the second Wednesday of each month.

Lap Pool Guidelines

- The lap pool is available for members (*ages 14 and up*). Members ages 14 and 15 must be accompanied by an adult member (*must be a parent or legal guardian*) 18 years of age or older.
- Children under the age of 14 are not permitted in the lap pool unless under the direct supervision of a PSS&WC swim instructor.
- Members are expected to share lanes as necessary to maximize usage.
- Lane usage may be restricted during aquatic classes, swim lessons, and special events.

KIDS KORNER

Children of current members who are working out in the facility are welcome to visit Kids Korner for supervised child care. Our childcare professionals provide an engaging and enjoyable experience for children ages 6 weeks through 13 years within a fun, safe and nurturing environment. Visits are limited to a 2 hour maximum per child per day. Reservations are required for infants and children who are not yet walking.

GROUP FITNESS

The fitness center offers a wide variety of ongoing instructor-led group fitness classes that are available to members during operating hours. Participation is included for all membership types at no additional fee. Advanced registration is not required for these classes, however, members are encouraged to arrive early prior to the designated start time to ensure an effective warm-up and to secure a position in class. Bike tags for spinning classes can be picked up from the Service Desk prior to the class to reserve a bike in the studio. Class schedules are available at the Service Desk and are also visible online at prairiestonesports.com. Adults and junior members are welcome to participate in all group fitness classes. Children ages 13 and under may not participate in classes nor be present in the studios during class times.

CLIMBING WALL

The 40-foot indoor climbing wall simulates natural rock features and offers climbing routes to challenge climbers of all abilities. Members are welcome to climb during the open climbing hours offered throughout the week. Children ages 4-13 and guests are subject to a \$5 nominal fee. PSS&WC members and guests can also take advantage of our Belay Certification Class for an additional fee. In this class personal instruction is provided that teaches proper belaying techniques, general safety guidelines and other climbing fundamentals. Certified climbers enjoy the option of belaying for their family and friends along with independent climbing using our auto belay device. Climbers must be able to demonstrate all techniques and pass instructor's criteria to become certified. Contact the Service Desk for more information regarding open climb times and certification opportunities.

GYMNASIUMS

The gymnasium area is host to three regulation size basketball courts, which are accessible to members at various times throughout the week. The gymnasium area is also equipped to accommodate volleyball, pickleball and other court activities. The gymnasium area may be rented by individuals or organizations for a fee.

MEMBER APPRECIATION DAY (M.A.D.)

The fourth Friday of each month is designated as Member Appreciation Day on which adult members ages 18 and over are welcome to bring up to 2 adult guests (*age 18 and over*) into the club for a complimentary visit. Guests must be accompanied by a member at the time of check in at the Service Desk. All other guest rules apply.





ADDITIONAL SERVICES

PSS&WC offers a variety of additional programs and services, which are available to members for an additional fee.

PERSONAL TRAINING

Members of all fitness levels who are seeking personalized attention, support and direction for their workouts are encouraged to work with a Certified Personal Trainer. Personal training sessions are either one hour or half an hour in duration and are available in single or package options. Semi-private for two individuals and small group (3-6 individuals) personal training are also available.* The Certified Personal Trainers at PSS&WC possess academic degrees and/or are nationally certified by accredited organizations.

** TRX/Body Weight Suspension Training is conducted as a small group personal training session.*

TENNIS

A variety of tennis programs and lessons are available at PSS&WC on our three indoor tennis courts. Courts are available for reservation for an hourly fee of \$24 during times when programs and lessons are not in session. Certain restrictions apply regarding duration of play as well as reservation privileges. Reservations are limited to 1 hour for singles play and 2 hours for doubles play for all members and guests based on seasonal court availability. Fitness members are subject to pay the applicable court fee and have a 2-day reservation privilege. Tennis members have a 5-day reservation privilege and are exempt from paying the hourly court fee. Guests of members who are utilizing the courts are subject to a guest fee and applicable court fee. All members are required to disclose the names of all players at the time of reservation and must check in at the Service Desk prior to utilizing the courts. A 24-hour notice is required for all court cancellations (*to avoid cancellation fees*). Reserved court time will be surrendered and considered cancelled after 15 minutes past reserved time if those who reserved the court are not present.

PILATES TRAINING

PSS&WC offers individualized instruction on the Pilates reformer, ladder barrel and spine corrector. Private and semi private sessions are available for purchase in one hour durations.

MASSAGE THERAPY

A variety of massage services are offered at Elements Spa, which is located within PSS&WC. Services may be purchased individually or as packages.

CAFÉ SERVICES

Located conveniently within the spacious lobby area of the facility, the juice bar/café area provides a variety of healthy snacks, sandwiches and beverages that will give you the energy needed prior to or following your workout.

ATHLETICO PHYSICAL THERAPY

Athletico Physical Therapy, conveniently located inside the facility, offers complimentary injury screenings to Hoffman Estates residents year-round. This 30-minute assessment, performed by a licensed physical therapist or athletic trainer, includes a detailed report of your musculoskeletal issues and movement impairments. Additional assessments on joint integrity, range of motion, strength and flexibility can also be performed. Our licensed healthcare professionals will discuss how these deficiencies affect your daily activities and allow us to better guide your road to recovery. To schedule your complimentary injury screening, contact Athletico at 847-645-9673, email HoffmanEstates@athletico.com or visit athletico.com/appointments to schedule online.

ADDITIONAL FITNESS PROGRAMS

For information on current fitness program options, please refer to the Hoffman Estates Park District guide or prairiestonesports.com along with internal marketing throughout the club.


TERMS AND CONDITIONS

The rules contained herein are not inclusive. Amendments to the Prairie Stone... Sports & Wellness Center rules and regulations may be made from time to time as necessary. Interpretation of the rules will be at the discretion of Prairie Stone... Sports & Wellness Center. Members are always welcome to visit the Member Services office to obtain additional information regarding member privileges, club services, programs, and events.

THANK YOU FOR YOUR MEMBERSHIP!

You are welcome to contact the Service Desk or Member Services team for any additional information.



The image shows the exterior of a modern building at dusk. A large glass entrance is visible in the foreground, reflecting the interior lights. To the left, a wall is illuminated with a warm red glow. The sky is a deep blue. A dark semi-transparent box is overlaid on the upper right portion of the image, containing white text.

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