

Conway Regional Health and Fitness Center | Rules and Regulations

All members and guests agree to abide by the posted rules and regulations.

Management reserves the right to revoke membership privileges for disregard of these rules and regulations.

GENERAL GUIDELINES

- 1. Independent Access:** For member and employee safety, CRHFC staff members are not required to physically assist members with the use of any equipment or facilities on CRHFC premises. Members must be able to independently gain access to the facility, access freely onto and off of exercise equipment, utilize the equipment as it was designed for use and ambulate in and out of pools, showers and locker room facilities. If this is not possible, a personal assistant may be used.
- 2. Risk of Use:** All members and guests use CRHFC at their own risk. CRHFC is not responsible for any pre-existing conditions or injuries, or injuries sustained while using the center. We strongly encourage prospective members to obtain physician clearance before beginning an exercise program at CRHFC.
- 3. Age Requirement:** For the safety of all, there are restrictions on access to certain areas of the facility based on age. Age-specific guidelines must be followed without exception. Children under 11 are not allowed in fitness areas on the first or second floor and may only access the pool during Family Recreation/Swim times. See the pool schedule for details.
- 4. Guest Policy:** Guests are welcome at CRHFC. Guests must have their photo taken, complete a guest registration form and pay a guest fee prior to using the facility. Guests under 18 must have parental consent and guests under 14 must be accompanied to the center by an adult. Members and guests who bring others into the facility are responsible for their conduct at all times.
- 5. Payment of Dues:** A member's obligation to pay monthly dues is not dependent on their usage of or availability of CRHFC facilities or equipment. Special programs, seminars, educational events, repairs/maintenance of facilities/equipment, public health crises or other unforeseen circumstances may make it necessary for CRHFC to restrict use of equipment or one or more areas of the facility or to temporarily close the facility, which will not reduce or suspend a membership obligation for payment of dues. It is our intent to notify members of these situations as far in advance as possible.
- 6. Check-in:** Proof of membership or program participation is required for facility usage. All members must check-in using their membership key tag or mobile app. Members observed not checking in will be asked to do so to verify membership before being allowed to access the facility. All members must have their photograph on file for security reasons. Memberships are not transferable.
- 7. Play Center:** The Play Center is available for child members and paying guests 6 weeks to 10 years of age. Infants may remain in the center for up to 70 minutes. Older children may remain in the center for up to 120 minutes. Parents may not leave the premises for personal errands after checking children in to the center. **Effective January 1, 2026, the two-hour time limit will apply only to children who are 18 months and older. Children younger than 18 months will have a maximum stay of 70 minutes.**
- 8. Member Conduct:** CRHFC is meant to be a place of enjoyment for our members and guests. All guests should treat each other with respect and expect to be treated as such. Harassment of guests and staff, inappropriate behavior, and inappropriate language will not be tolerated. Management reserves the right to ask disruptive members to leave the premises and to revoke membership privileges if deemed necessary.
- 9. Appropriate Use of Equipment:** All new members are encouraged to participate in a fitness assessment and orientation. Exercise equipment should be used according to its intended purpose and design. CRHFC reserves the right to prohibit members from using equipment incorrectly and using equipment that increases risk of injury.
- 10. Member Safety:** Members and guests should observe all posted signs and exercise caution when using fitness equipment. Members and guests should report any accidents at CRHFC to a staff member immediately. CRHFC reserves the right to call for emergency services if a member becomes ill or injured on the premises. CRHFC reserves the right to exclude any person who presents a health or safety concern to himself/herself or others utilizing the facilities.
- 11. Equipment Etiquette:** Members should rerack all weights, return all equipment to its designated place and wipe down equipment before and after use. Weights, dumbbells, and barbells should be lowered to the ground in a controlled manner, not dropped. Equipment may not be reserved, and members are expected to be courteous to others allowing for equal access.
- 12. Pets/Animals:** Pets or animals of any kind are not allowed on the premises except for service animals as defined by the Americans with Disabilities Act. Emotional support or comfort dogs are not service animals.
- 13. Personal Training:** Personal training services are available for an additional fee to members who desire individualized or small group fitness instruction. Our private personal training studio is available by appointment only. For insurance and liability reasons, use of non-CRHFC trainers, coaches and instructors in the facility is not allowed. Anyone who is not a CRHFC instructor or trainer and who is observed or suspected of providing outside fitness or sports related instruction may be approached and questioned regarding their activities.
- 14. Group Exercise Classes:** Class participants are expected to arrive before the class begins. Members arriving after classes have begun are asked to be respectful to the instructor and other participants and minimize disruption while getting in place. Participants are required to follow class routines and teacher instruction. Classes and instructors are subject to change. Group fitness activities may only be led by CRHFC employees, and the studio is not open for use outside of scheduled classes. Equipment should not be removed from the studio unless authorized by an instructor for class. Classes are open to members age 11+ and members age 11-13 must be accompanied by their parent to class.
- 15. Racquetball Courts:** Racquetball courts are prioritized for racquetball playing and may be reserved. See the membership staff for details.
- 16. Valuables and Personal Property:** CRHFC is not responsible for lost, stolen or damaged property. Members are discouraged from bringing valuables into the club. Lost and found inquiries should be made through the Membership Desk.
- 17. Photography:** All persons on CRHFC premises are prohibited from recording or transmitting any photo, video or voice of any member, guest, or employee while on the premises of CRHFC without the express consent of the person being photographed, videoed, or recorded.
- 18. Locker Rooms:** Lockers are for day use only unless a member is renting a locker. Management will remove articles left in non-rented lockers overnight. Locker rooms are accessible during facility operating hours unless otherwise noted. All guests must vacate the locker rooms by the facility closing time.
- 19. Towels:** Towels are provided for the convenience of CRHFC members. To avoid towel shortages, please only use as many towels as absolutely needed. CRHFC towels must remain in the facility and should be returned to a towel return after use.

20. **Alcohol and Tobacco Products:** Alcohol and tobacco products (including smokeless products) are prohibited in CRHFC.
21. **Food and Drink:** Food, drink (except for water), and candy are not permitted in the fitness areas, pool, or locker rooms. Glass bottles are not allowed.
21. **Attire**
Members may exercise in attire appropriate for the activity. Clothing should not pose a safety risk to members or equipment. Conway Regional Health and Fitness Center welcomes over 7,000 members and their families, ages 6 weeks to over 90 years old to the facility. Members should choose their attire accordingly.
- A top and bottoms must be worn at all times in all fitness areas, common areas, and outside the aquatic area and locker rooms.
 - Tops must cover the chest. Sports bras, and other similar tops with a strap over the shoulder/neck are allowed.
 - Shorts must fully cover the buttocks. Cutoffs are not allowed for member safety.
 - Clothing with profane or crude language or imagery will not be allowed.
 - Plastic, rubber, or other suits that accelerate fluid loss are not allowed.
 - Cover ups must be worn over bathing suits in common areas outside the aquatic area and locker rooms.
 - While traditional athletic footwear is encouraged throughout the facility, clean shoes with a non-marking sole are required in fitness areas and while walking through the center. Due to safety concerns, heels, open-toed, and backless shoes are not permitted in fitness areas.
 - Members may go barefoot in locker rooms, group exercise studios during yoga or Pilates classes, and in or around the aquatic area.
 - Aqua shoes are strongly recommended in the aquatic area and locker rooms to reduce the risk of slipping.
 - Footwear is discouraged in the sauna and steam room to maintain cleanliness.
 - Appropriate swimming attire is required in the aquatic area. A dark shirt and dark shorts are recommended for participants that do not have a swimsuit. Swimming or fitness attire is required in the sauna and steam room.
 - Attire not permitted in the aquatic area includes thong style or similar swimwear, translucent swimwear, undergarments, cutoffs, and attire with fastenings or closures that could pose a safety risk.

Management reserves the right to decide what constitutes appropriate attire in accordance with our policy.

AQUATIC SPECIFIC GUIDELINES

1. Staff instruction regarding pool use must be followed at all times.
2. The pool is a multi-use area with a schedule that governs member use. This schedule is updated monthly and is posted in the facility and online for member access.
3. Children under 11 are only allowed in the pool area during scheduled Family Recreation/Swim times. See the latest pool schedule for availability.
4. Mobile phones and drinking bottles may not be used in the pools.
5. Lifeguards are not always on duty. Patrons will use the pool at their own risk.
6. All patrons should take a cleansing shower before entering the pools.
7. Family members or spectators should use the bleachers to observe the pool.

8. Aquatic class equipment should not be used for recreational purposes and all equipment should be returned to its proper storage place.
9. Any person having a skin disease, communicable disease, incontinence or who has an open wound such as a blister or cut will not be allowed in the pool.
10. Diving, breath holding games/activities, underwater swimming, running, horseplay and yelling/screaming are not allowed.
11. Always enter the pool feet first. Jumping is prohibited in yellow marked areas. Do not jump in or around other patrons using the pool.
12. Children under 11 are not allowed in the whirlpool, steam room, or sauna.
13. Children under 6 must be accompanied in the pool by an adult. Children 6-10 years of age may use the pool with adult supervision if the child can swim.
14. For health and safety reasons, use of the whirlpool, steam room and sauna is limited to 10 minutes per individual.
15. The use of non-USCG approved flotation devices is prohibited. Water guns and Nerf style guns are not allowed.
16. The pool may be closed when deemed necessary for the health, welfare, or safety of our patrons or for specialized programming.
17. Patrons should dry off thoroughly before exiting the aquatics area.
18. Pool temperatures will be maintained in the following ranges: Whirlpool – 96-104 °F; lap pool – 82-90 °F. The temperature in each pool will be reviewed by aquatic staff on a daily basis.
19. The aquatic area closes 15-minutes prior to facility closing time daily.

AMENDMENTS TO RULES AND REGULATIONS

Use of CRHFC is subject to posted guidelines established by CRHFC management. The guidelines stated here are not all-inclusive and amendments may be made to the guidelines at any time as deemed necessary.

The CRHF member handbook, available on our website, may provide additional detail on many of these rules. Scan the QR code below to learn more:



For all questions regarding interpretation of our guidelines, the decision of CRHFC management is final.