

Bay Colony Club

Membership Policies and Procedures

HOURS OF OPERATION:

Monday – Thursday 6:00 am – 8:00 pm

Friday 6:00 am – 7:00 pm

Holiday hours may vary and will be posted in the club stating closing or shortened hours.

ADVERSE WEATHER CONDITIONS:

For the safety of our staff and members, Bay Colony Club may close during adverse weather conditions or emergencies. In the event of extreme weather, please call the club PRIOR to arriving to confirm that the club is open and that any programs you plan to participate in are being held.

CHECK-IN:

All active members will have a membership card. All cards may be left at the club. On arrival all members are required to deposit their card in the check-in basket on each visit to the club. If your card is missing, please notify staff.

ATTIRE:

Proper attire is required of all participants using Bay Colony Club. Shirts and shoes are required in public areas with the exception of the locker rooms. Appropriate footwear is required for use of all equipment and hardwood floor surfaces with the exception of specific classes designated by the instructor. Please, absolutely no black soled shoes on any hardwood surfaces.

APPROPRIATE BEHAVIOR:

Bay Colony Club is an environment free from discrimination on the basis of race, color, sex, age, religion, national origin, disability or sexual orientation. Discrimination and/or harassment, sexual or otherwise, will not be tolerated. Appropriate behavior is expected at all times. Behavior that is loud, offensive, profane, bothersome or disrespectful of other members or club staff will not be accepted. Membership at Bay Colony Club is a privilege and the club reserves the right to terminate membership immediately.

CELLULAR PHONE USAGE:

As a courtesy to other members, please refrain from using your cellular phone in any fitness area. Please make or receive necessary call from the front desk area. Cellular phones are not permitted in the locker room for any reason.

EQUIPMENT USAGE:

Please be considerate to other members. Limit time on cardiovascular equipment to 30 minutes if someone is waiting or all of those particular machines are full. Please wipe down equipment after you use it. Do not monopolize weight equipment. Allow others to work in with you.

TOWELS:

Towel service is available at an additional charge. The blue towels around the club are for wiping down equipment. Do not use for personal usage. Please see staff or current brochure for information and rates of towel service.

LOCKERS:

Day lockers are provided for members and guests daily usage. All day lockers must be emptied when leaving the club for the day. Please bring a lock to secure your valuables. Bay Colony Club will not be held responsible for lost or stolen belongings. Overnight lockers are available to rent. Please see staff for rates and billing information.

VALUABLES, LOST AND FOUND, SECURITY:

Bay Colony Club will do everything reasonable to help protect the security of your valuables. However, the club CANNOT GUARANTEE SECURITY OF BELONGINGS in your locker, in your vehicle or left unattended in the club, and no guarantees of security are given either expressly or implied. You are strongly encouraged to keep your belongings in your personal control at all times. Please report any missing items or suspicious behavior to club staff immediately. Bay Colony Club maintains a Lost & Found. Items left over 90 days are given to charity. The club cannot guarantee the security of items not claimed promptly after notification.

ORIENTATIONS:

Orientations and general programming are included with your membership. Please schedule an appointment with the staff if you would like to be set up on a program. For basic questions on equipment usage or an exercise, please ask staff, no appointment is needed. We are here to help you get the most out of your workout.

PERSONAL TRAINING:

Personal training is available for an additional fee. Personal training is for the beginner and advanced alike and goes a step beyond general programming. With personal training you will receive a more comprehensive and in depth analysis of your needs. From that analysis you will work with the trainer on a plan to reach your goals. In a session, a wide range of topics can be addressed according to your needs including, exercise schedule, advanced exercises, nutrition, or other wellness areas. Even just one session can completely change the way you look at your everyday workout. Schedule a session today to see what a difference it can make in your workout. All sessions are scheduled with a certified trainer. Please see staff or current brochure for rates.

GROUP EXERCISE CLASSES:

All classes are included in your membership unless otherwise posted. Classes are designed to accommodate all levels. Please speak to the instructor if you are new to the class or have any health issues that may affect your participation in class. Some classes do have a sign-in procedure that will be posted outside the group exercise room. Class schedules are located under the window to the office and are posted in the locker rooms and outside the group exercise room.

SERVICES:

We provide a number of services not listed above. We also try to accommodate needs of the members and corporate community as they arise. Please do not hesitate to contact the club with any questions or concerns.

Bay Colony Club

Membership Information

CONTACT THE CLUB:

By phone: 781-890-5797
By fax: 781-890-6750
By email: support@baycolonyclub.net
By mail: Bay Colony Club
1000 Winter Street Suite 1300
Waltham, MA 02451

JOINING FEE:

Each new member may be charged a Joining (Initiation) Fee. A member who terminates his/her membership and returns to join the club will be subject to a full Joining Fee. Please check the current brochure for the current Joining Fee amount.

MONTHLY MEMBERSHIP:

For those participating in the monthly payment plan, membership will continue indefinitely until we receive notice of your intent to cancel. Any membership changes including cancellations must be received prior to the 15th of the month and will be effective the last day of that month. See cancellation below for specifics on how to cancel a membership. See staff with any further questions.

FREEZE:

Full members are allowed to freeze (temporarily suspend monthly dues or extend a renewal date) their membership for any reason. A freeze must be a minimum of one month and can be a maximum of three months per calendar year. A doctor's note is required to freeze a membership for more than three months (see medical freeze for more information). In order to freeze your membership, you must notify the club in writing prior to your freeze and receive an approval. A freeze cannot be retroactive. **NO EXCEPTIONS, PLEASE.** If your membership is withdrawn monthly, you must notify the club in writing and receive approval by the 15th to freeze your membership for the following month. Frozen memberships do not have Club use privileges. Use of the facilities during the frozen period constitutes membership reactivation. Complimentary memberships cannot be frozen for any reason.

MEDICAL FREEZE:

As with any freeze, a medical freeze must be a minimum of one month. A physician's note must accompany your medical freeze request. When possible, please include your anticipated date of return. Bay Colony Club reserves the right, in some circumstances, to request a note from your physician prior to your membership being reactivated. There is a fee to freeze your membership for more than 3 months. Please see staff for more information on a medical freeze.

CANCELLATION:

After any initial minimum time agreements are completed, monthly members may cancel their membership for any reason. Cancellations can only be at the end of each month. You must notify the club in writing by the 15th to cancel the membership at the end of that month. Sending notice by certified mail or completing a termination form at Bay Colony Club are the only accepted methods for cancellation. Phone, fax, or email cancellations will not be accepted. If you cancel your membership prior to the six month commitment, you will be required to pay a cancellation fee. Terminations are not retroactive and will only occur after receipt of written notification.

REFUNDS:

All memberships purchased are non-refundable and non-transferable. Please refer to the back of your contract for specific situations where you may be eligible for a pro-rated refund.

RETURNED CHECKS AND UNCOLLECTED BILLING:

All returned check and uncollected monthly withdrawals will result in a \$25 service charge added to the balance owed by the member to Bay Colony Club. Additionally, all membership privileges are suspended until the outstanding balance is paid.

CHANGE OF PERSONAL INFORMATION:

Members are responsible to keep the club informed of any changes of name, address or accounts, etc. Please keep the club updated on any medical changes as well.

GUESTS:

All guests must register with club staff. Members' guests visiting Bay Colony Club will be charged a guest fee per person. Any program fees are additional to the guest fee. Guests are required to complete a health history questionnaire and may be required to provide physician's clearance and/or identification. Please see club brochure for normal guest fees.

POLICY CHANGES:

Bay Colony Club reserves the right to change fees, dues, services and operating procedures without prior notice to members. The rules, regulations and policies contained herein are not inclusive.