



# Member Guide

Techny Prairie Activity Center  
180 Anets Drive, Northbrook, IL 60062  
[nbfitness.org](http://nbfitness.org) | 847-897-6180 | [membership@nbparks.org](mailto:membership@nbparks.org)

The most current version of this information can be found at [nbfitness.org](http://nbfitness.org).



# Techny Prairie Activity Center

## New Member Guidelines and Information

*The information in this guide is subject to change*

Welcome to Techny Prairie Activity Center, **TPAC**! We are thrilled to have you as a member and are excited to assist you in your fitness and wellness journey. In order to provide the best service and experience for our members, we have compiled the following information regarding facility amenities, hours of operations, memberships, policies, procedures and rules. Contact any TPAC team member if you have additional questions.

### Contents

Contact Us.....	5
Meet the Team .....	5
COVID-19 Protocols.....	6
Self-Assessment .....	6
Reporting .....	6
Facility Protocols.....	6
Expectations of All Members and Guests .....	7
Reservation System – Fitness Floor, Indoor Track, Open Gym .....	7
Fitness Classes.....	7
Specialty Classes and Programs .....	7
Fitness-To-Go .....	7
Fitness Floor .....	8
Open Gym Guidelines - Tier 3 Mitigation .....	8
Up-to-Date Information on schedules and registration: <a href="http://nbfitness.org/gymnasium-open-gym">nbfitness.org/gymnasium-open-gym</a> .....	8
<b>Pickleball Open Gym</b> .....	8

Techny Prairie Activity Center Hours .....	9
Regular Facility Hours .....	9
Holiday Hours.....	9
Facility Closures .....	9
Facility Amenity Details.....	9
Fitness Floor – Cardio, Strength and Functional Fitness.....	9
Fitness Floor Expectations and Etiquette for Members and Guests .....	10
Preva .....	11
Bluetooth Connection .....	11
Indoor Track.....	11
Indoor Track Expectations and Etiquette.....	11
Gymnasium .....	11
Gym Expectations and Etiquette .....	11
Locker Rooms.....	12
Locker Room Expectations and Etiquette.....	12
Guest Passes .....	12
Rentals .....	13
Member Engagement .....	13
Monthly Updates .....	13
Park District Promotional Communication .....	13
Social Media.....	13
TPAC Programming .....	15
Strong Start .....	15
Personal Training .....	15
Group Fitness Classes.....	15
Specialty Group Fitness Classes .....	15
Fitness on Demand™ (FOD) .....	15
Kids’ Corner Childcare .....	15
Strong Teen.....	16
Classes and Programs .....	16
The Fine Print.....	17
Photo/Video Policy .....	17
Email Addresses .....	17

ID Cards ..... 17

Age Requirements..... 17

Code of Conduct ..... 17

Lost and Found..... 17

Accident/Emergency Reporting ..... 17

Fire Alarm..... 18

Severe Weather ..... 18

Residency Policy..... 18

Military and Veteran Memberships..... 18

Enrollment Fees ..... 18

Daily Fees ..... 18

Payments..... 18

Account Responsibility..... 19

Annual Payment in Full ..... 19

Monthly Installment Plan..... 19

Leave of Absence ..... 19

Membership Changes ..... 19

Cancellation ..... 19

Full Refunds..... 20

Returned Checks ..... 20

Declined Credit/Debit Cards ..... 20

Discounted Memberships, Short-Term Memberships and Special Promotions ..... 20

## Contact Us

*Visit us in person, on the phone or online.*

**Address:** 180 Anets Drive  
Northbrook, IL 60062  
**Phone:** 847-897-6180  
**Website:** [nbfitness.org](http://nbfitness.org)  
**Email:** [membership@nbparks.org](mailto:membership@nbparks.org)

## Meet the Team

*We're here for you, our members.*



**Angus Shields**  
Recreation Division Manager  
[ashields@nbparks.org](mailto:ashields@nbparks.org)



**Meri Shea**  
Activity Center Supervisor  
Facility, Operations, Rentals  
[mshea@nbparks.org](mailto:mshea@nbparks.org)



**Rachel Tandy**  
Activity Center Supervisor  
Group Fitness, Memberships, Personal Training  
[rtandy@nbparks.org](mailto:rtandy@nbparks.org)

## COVID-19 Protocols

*The Northbrook Park District is committed to a safe and healthy environment for all.*

The Northbrook Park District continues to closely monitor guidelines and orders from the Centers for Disease Control and Prevention (CDC) and the State of Illinois (State) to make determinations to provide recreation opportunities and facilities to the community with modifications. We highly encourage these practices for programs, facilities and park use. [Click here for the district's COVID-19 protocols.](#)

### Self-Assessment

All employees, members and participants visiting TPAC for any reason are required to conduct a self-assessment and should not attend a program or visit a facility if the individual:

- Is ill or exhibiting symptoms of COVID-19
- Has been in close contact\* with anyone who has been exposed to, tested positive for, been diagnosed with or is suspected to have COVID-19
- Has tested positive for COVID-19 and has not been cleared to return

### Reporting

Reporting exposure to COVID-19 to the TPAC customer service representatives is a critical step to maintaining a healthy environment. Members and participants should report if they have received a diagnosis, are experiencing symptoms or have been in close contact\* to someone diagnosed with COVID-19.

\*NOTE: Close contact is defined as being within 6 feet of an infected person for a cumulative total of 15-minutes or more over a 24-hour period, starting from 2 days before illness onset (or, for asymptomatic patients, 2 days prior to test specimen collection) until the time the patient is isolated.

### Facility Protocols

As the Northbrook Park District opens TPAC, our top priority is providing a facility for members and staff that follows disinfection and sanitation best practices. In addition to the standard practices for businesses such as training employees, providing barriers at customer service desks, cleaning of frequently touched surfaces and the availability of hand sanitizing stations, TPAC will also have the following procedures in place:

- A building design that meets the recommended CDC guidelines for increased ventilation and filtration.
- An electrostatic sprayer will be utilized daily to coat non-porous surfaces and hard-to-clean locations in member locker rooms, fitness floor, group exercise studios and throughout the facility.
- An online reservation system for the indoor track, fitness floor and gymnasium will be used to control the total number of building occupants at any given time while following the current State guidelines.
- All employees will be trained with up-to-date protocols for cleaning and operations as defined by the CDC and State.

Though guidelines may change and adaptations may be required, procedures will include the following for members and employees while utilizing the fitness floor, stretching area, group fitness studios and indoor track. Changes will be communicated to members via email and updates to at [nbfitness.org](http://nbfitness.org).

### Expectations of All Members and Guests

- Utilize the reservation system to ensure the proper number of occupants at any given time.
- Arrive at the facility dressed and ready to work out, to minimize locker room use. Locker rooms will be accessible; however, showers will not be available.
- Limit personal belongings brought into TPAC and utilize lockers. Locker use is required for personal items other than phones and the specific items needed to complete a workout.
- Check in at the fitness desk upon arrival to the facility.
- Wear face coverings over the nose and mouth including while exercising. Exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering.
- Follow the physical distancing signage that has been designed to guide members and guests safely through the facility
- Utilize gym wipes and cleaning supplies readily available throughout the facility, disinfecting equipment and areas before and after use.
- Refrain from sharing equipment unless sharing with someone from your household.

### Reservation System – Fitness Floor, Indoor Track, Open Gym

In order to track building capacity, reservations are recommended before coming to TPAC. Use the instructions below or located at [nbfitness.org/home/covid-19 coronavirus](http://nbfitness.org/home/covid-19_coronavirus) to make a reservation. Open gym (individual skills training), pickleball open gym and fitness floor protocols are noted on page 8. If you need assistance, contact us at 847-897-6180.

[Instructions for fitness floor and track reservations](#) – Fitness members registering for the fitness floor do not need to register for the track.

[Instructions for open pickleball reservations](#)

[Instructions for open gym reservations](#) – Individual Skills Training Open Gyms are scheduled.

### Fitness Classes

As of November 20, the Illinois COVID19 Tier 3 mitigations prohibit in-person group fitness classes. However, TPAC is providing several program options for members. The most up-to-date information can be found at [nbfitness.org/group-fitness](http://nbfitness.org/group-fitness).

### Specialty Classes and Programs

The Northbrook Park District seasonal recreation guide includes virtual options including specialty classes and programs. These classes will be offered to both TPAC members and non-members and the current guide can be accessed at [nbparks.org](http://nbparks.org).

### Fitness-To-Go

Fitness-To-Go is a lending program for small fitness equipment such as hand weights and exercise bands for use at home. TPAC members will be notified when equipment is available for their virtual class. If

additional equipment is available, non-members can also utilize the lending system when they are registered for a specialty class or program. Email Meri Shea at [mshea@nbparks.org](mailto:mshea@nbparks.org) for more information.

### Fitness Floor

The 6,000 square foot fitness floor has ample space to allow for physical distancing from others during workouts. In addition to the procedures noted in the All Members and Guests section, the following will be in place for the Fitness Floor.

- Select cardio and strength equipment may be marked as “Not In Use” to allow for physical distancing and sanitization.
- Smaller fitness accessories such as mats, balls and bands will be available for checkout and should be returned to a Member Associate after use for sanitization.
- Aisles between cardio equipment have been designed to be 5 feet wide, allowing more than 6 feet between members when actively exercising. Final placement of equipment follows all guidelines for fitness facilities, minimizing direct or indirect contact of members.
- Cleaning supply stations are available in convenient locations throughout the fitness floor for ongoing member use.

### Open Gym Guidelines - Tier 3 Mitigation

Up-to-Date Information on schedules and registration: [nbfitness.org/gymnasium-open-gym](http://nbfitness.org/gymnasium-open-gym)

#### Pickleball Open Gym

- A maximum of 4 individuals will be allowed in the gym at a time.
- Participants must be 14 years and older.
- Restricted to singles play.
- The gym curtain will be lowered to divide the gym in half making 2 courts.
- Participants are encouraged to bring their own equipment. Those without equipment may borrow sanitized equipment.

#### Individual Skills Training (Open Gym)

A maximum of 6 individuals will be allowed in the gym at a time and will be assigned a designated area.

- Participants 8 years and younger must be accompanied by a parent/guardian. Participants 9 years and older may participate without parent/guardian supervision. Supervising parent/guardian will not be charged admission.
- Each person must reserve a space. Members of the same household can practice together but everyone must pay/reserve an open gym timeslot.
- Participants are encouraged to bring their own equipment. Those without equipment may borrow sanitized equipment.
- Parents who are supervising children may do so without paying the open gym fee and must supervise from the lobby/hallway.



## Techny Prairie Activity Center Hours

*We can't wait to see you!*

Our normal operating procedures for facility use will be implemented as allowed by the state of Illinois.

### Regular Facility Hours

Monday – Friday 5:30am-9:00pm

Saturday & Sunday 7:00am-8:00pm

### Holiday Hours

TPAC will be open on most holidays and hours may be modified. Modified hours will be posted one week in advance of the following holidays: New Year's Eve, New Year's Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving and Christmas Eve. TPAC will be closed on Christmas Day.

### Facility Closures

TPAC will be closed the last week of August each year for deep cleaning and repairs. In the event of an unforeseen facility closure, TPAC members will receive a notification by email. Additionally, nbfitness.org and TPAC social media pages will be updated as information is received. Membership dues will not be prorated, refunded or extended due to facility closures.

## Facility Amenity Details

*TPAC is a state-of-the-art facility with amenities to meet your needs.*

### Fitness Floor – Cardio, Strength and Functional Fitness

The 6,000 square foot fitness floor includes cardio, strength and functional fitness equipment along with scenic views of Techny Prairie Park and Fields and Anetsberger Golf Course through large windows that bring in natural light. With 26-foot-high ceilings, the space is airy, light and the perfect setting for your workout. Most cardio equipment is equipped with Wi-Fi, TV and smart connectivity for your personal entertainment. Cardio equipment includes the following:

- 12 Precor treadmills
- 6 Precor ellipticals
- 3 Matrix climbmills
- 3 Precor recumbent bikes
- 3 Precor upright bikes
- 2 Precor Adaptive Motion Trainers (AMTs)
- 2 NuStep recumbent cross trainers
- 1 SciFit Upper Body

The expansive strength area is well appointed with:

- TAG free weights ranging from 2.5-100 pounds

- Six benches for the use of free weights and plate-loaded weights
- Thirteen muscle isolation machines for upper and lower body

Take your workout to the next level with the following functional fitness equipment:

- Life Fitness Synrgy180™ offers battle ropes, heavy bag, resistance bands, kettlebells, medicine balls and exercise mats
- 2 Concept2 rowers
- 2 Air Assault bikes

For everyone's safety the following expectations apply when using the fitness floor:

### Fitness Floor Expectations and Etiquette for Members and Guests

1. Check in at the fitness desk and present a valid TPAC membership card, guest pass or pay the daily fee before using the facility.
2. The TPAC fitness floor is open to members age 15 years and older.
3. Members ages 13 and 14 years are required to complete the Strong Teen program before independent access to the fitness floor is granted.
4. The use of private personal trainers not employed by the Northbrook Park District is prohibited. If members utilize an outside trainer for services at TPAC, membership privileges may be revoked.
5. Use one piece of equipment at a time and allow others to work out in between sets.
6. Refrain from loud conversations (in person or on the phone) while on the fitness floor.
7. Use provided disinfectant wipes to clean equipment before and after each use.
8. Treat equipment with care; no dropping of weights or banging of plates. Re-rack all weights when finished.
9. Always use appropriate language.
10. Wear appropriate, tasteful attire. Shirts must cover the torso from mid-stomach to above the chest and cannot contain offensive wording or graphics. Athletic shoes must be worn at all times while in the fitness center. Shorts must provide coverage from the waist to the thigh.
11. If you are unfamiliar with the operation of the cardio and strength machines or strength equipment, seek assistance from TPAC staff.
12. Report equipment malfunctions, personal injuries and concerns to a TPAC staff member immediately
13. Listen to music or other entertainment using headphones or earbuds; personal speakers are not allowed.
14. Bottled water/sports drinks must be capped while not in use. Food, other beverages and gum are not allowed on the fitness floor. No spitting is allowed into water fountains or bottle fillers.
15. Plan your TPAC visit with posted facility hours in mind by completing your workout and use of the locker room by the time the facility closes.
16. Abuse of equipment, other users and staff will not be tolerated; offenders may have membership revoked without refund.
17. The Northbrook Park District is not responsible for lost or stolen items.
18. Memberships may be suspended or revoked for rule infractions.

## Preva

Preva is a personalized fitness experience specifically designed to help you achieve your goals. The Preva app provides entertainment and motivation along with more interesting workouts through access to the best web content and entertainment apps such as Netflix (requires member to login into their account) and on demand video channels. The Run TV app which allows you to run or ride on real courses throughout the world is also included. At your next visit to TPAC, set up your Preva account on the cardio equipment screen then sign in on the console when using cardio equipment so Preva can help you track your workouts. See a staff member if you need assistance.

## Bluetooth Connection

Logging into the Preva app is required to use the Bluetooth feature on applicable cardio equipment.

## Indoor Track

The indoor track offers sweeping views of Techny Prairie Park and Fields and Anetsberger Golf Course through oversized windows at every corner. Use of the 8-laps-per-mile track requires a TPAC membership, track only membership or payment of a daily fee. Coat hooks and cubbies are available for indoor track users on the second floor.

### Indoor Track Expectations and Etiquette

1. Track use is reserved for members and guests paying the daily fee.
2. Proper running/walking attire required.
3. Athletic shoes must be dry and free of debris. Street shoes are discouraged. Boots are not allowed.
4. Observe the posted lane direction signage.
5. Look in both directions when entering and exiting the track.
6. Slower-paced users should use inside lane and use caution when passing to the outside lane.
7. Lane use is limited to two users, side-by-side.
8. Strollers, inline skates and shoes with wheels are not permitted on track.
9. Organized groups are not allowed on the track without prior permission.
10. Bottled water and sports drinks must be capped while not in use.
11. The Northbrook Park District is not responsible for lost or stolen items.

## Gymnasium

The bright and colorful gymnasium is used for a variety of youth and adult athletic programs and events including basketball, volleyball, pickleball and rental opportunities. Open gym schedules change monthly. Updated schedules are available at nbfitness.org or at any customer service desk. Open gym admission is included with a TPAC membership. Non-members can attend open gym by paying the daily facility fee, a drop-in open gym fee or by purchasing a swipe card. Cubbies and coat hooks are available for gym users; TPAC members also have access to the member locker rooms. For everyone's safety, the following expectations apply to gym use:

### Gym Expectations and Etiquette

1. Members and guests can use the gym when programs or events are not scheduled.
2. Viewing areas are available in the hallway or, when permitted, inside the gym.

3. Bottled water and sports drinks must be capped while not in use. Food, other beverages and gum are not allowed.
4. Appropriate athletic attire is required.
5. Hanging on rims and abuse of equipment are prohibited.
6. Offensive language, fighting and disruptive behavior will not be tolerated.
7. Report equipment malfunctions, personal injuries and concerns to a TPAC staff member immediately.
8. The Northbrook Park District is not responsible for lost or stolen items.
9. The gym schedule is available at [nbparks.org](http://nbparks.org), [nbfitness.org](http://nbfitness.org) and is subject to change.
10. Open gym is available on a first come, first served basis and may have limited capacity.
11. Members have open gym privileges. Non-members must pay a daily fee.
12. All gym patrons must check in at the front desk.
13. Team or private practices, coaching sessions and drills are not permitted at TPAC.
14. Specific rules and ages for open gym can be found at the front desk, [nbparks.org](http://nbparks.org) and [nbfitness.org](http://nbfitness.org).
15. Violation of rules or policies may result in loss of gym privileges.

## Locker Rooms

TPAC locker rooms include keyless lockers, private changing areas, sinks, showers and restrooms. Bring your own personal items and bath towels if you use the shower. For the consideration of other members, please abide by the following:

### Locker Room Expectations and Etiquette

1. Locker rooms are only available for those who purchase a TPAC membership or track only membership, use a guest pass or pay a daily fee.
2. Lockers may not be rented and are only available on a per-visit basis; items found in lockers at closing will be placed in the facility lost and found. Ask a team member for assistance with lost and found items.
3. Err on the side of modesty while in the locker room and remain generally covered.
4. Use of cell phones is not permitted in locker rooms. No pictures or recordings may be taken.
5. Share space at vanities with others.
6. The Northbrook Park District is not responsible for lost or stolen items; members are expected to leave valuables at home.
7. Bottled water/sports drinks must be capped while not in use. Food, other beverages and gum are not allowed.
8. Avoid the use of perfume, cologne and body sprays. Deodorant is encouraged.

## Guest Passes

Guests passes are for non-members who are at least 11 years old for open gym and track use or 15 years old for full membership access. Guests must be accompanied by a member for the duration of their visit. Guests visits are limited to three visits per year (from the date of their first visit).

Each TPAC fitness membership includes the following annual guess passes:

- Individual memberships will receive three guest passes
- Add-on memberships receive two guest passes each

To utilize a guest pass, members will:

- Scan their card to check in
- Scan their card a second time and verbally authorize a guest pass to be utilized from the account
- Upon their first visit, guests will be asked for name, phone number, address, birthdate and to sign a participation waiver. A parent signature is required for guests under the age of 18.

The individual adult or primary member is responsible for all guest passes within the household. All membership access and use of amenity guidelines apply. Additional guest passes are not available for purchase. Members wishing to bring a guest without guest passes available are able to purchase a daily pass at the current rate.

Questions about guest pass balances and use can be answered by Customer Service Representatives.

## Rentals

Several areas of TPAC are available for rent. All renters must abide by Park District ordinances and rules listed on the back of the [Application for Facility Use](#). For more information about renting facility space contact Meri Shea: [mshea@nbparks.org](mailto:mshea@nbparks.org) or visit [nbfitness.org](http://nbfitness.org).

## Member Engagement

*Members of Techny Prairie Activity Center are included in exclusive communications designed to support a lifelong wellness journey.*

Communication you will receive from us includes the following:

### Monthly Updates

Sent straight from our team to you, this communication will provide all members with the group fitness and open gym schedules, members only fitness challenges, member news, inspirational messages and facility updates.

### Park District Promotional Communication

Members who have opted-in to promotional advertising will receive periodic emails about upcoming Northbrook Park District programs and events. Don't miss opportunities for fun for the whole family - sign up today to receive the latest news at [nbfitness.org](http://nbfitness.org).

### Social Media

Follow us on social media!

Facebook:

Northbrook Park District  
Techny Prairie Activity Center  
Northbrook Theatre  
Sportsman's Country Club  
Anetsberger Golf Course

Instagram:  
Northbrook Park District  
Techny Prairie Activity Center

Twitter:  
Northbrook Park District

YouTube:  
Northbrook Park District

LinkedIn:  
Northbrook Park District

## TPAC Programming

*Programming will be available throughout the facility for members and program participants.*

### Strong Start

Members ages 15 years and up receive three, 30-minute complimentary training sessions with a personal trainer. Strong Start sessions will help members start or continue their fitness journey, set goals and engage with a TPAC fitness professional. These sessions include a tailored introduction to cardio and selectorized resistance machines. A Strong Start interest and availability form is available at the fitness desk or can be acquired by emailing [membership@nbparks.org](mailto:membership@nbparks.org).

### Personal Training

Our personal trainers are available to help you develop a personalized and effective fitness experience. Personal, partner and small group training options are available at TPAC. Contact a TPAC team member for more information or to schedule your first appointment. The use of private personal trainers not employed by TPAC is prohibited. If members utilize an outside trainer for services at TPAC, their membership may be revoked.

### Group Fitness Classes

A monthly group fitness schedule is available online at [nbfitness.org](http://nbfitness.org) or at any customer service desk. Classes on the monthly schedule are included with your membership, unless they are denoted as a special class. The schedule is subject to change.

### Specialty Group Fitness Classes

In addition to the group fitness classes included with membership, specialty classes are offered at a discounted rate for members. These classes are contracted, targeted to specific needs, medically based or in a highly focused area of fitness programming that requires specialized instructors with elevated certifications. Specialty classes may be offered at TPAC or other Park District facilities; all will require a separate registration and fee.

### Fitness on Demand™ (FOD)

Members will have access to virtual fitness classes via the FOD app that can be downloaded from the Apple Store or Google Play Store. This flexible fitness option will also be available in Fitness Studio A for members to access when the studio is not being used for a pre-scheduled class.

### Kids' Corner Childcare

The Northbrook Park District has made the determination to delay the opening of Kids' Corner childcare at TPAC. This decision was made out of an abundance of caution to keep our members and participants safe during the unforeseen and ever-changing circumstances related to the COVID-19 pandemic. The intent is to open Kids' Corner when it is safe to do so and the need for this service has been established. When Kids' Corner opens, the large windows, colorful furnishings and caring staff members will offer a fun space dedicated to children. Kids' Corner will be available for children ages 6 months through 10 years old for an additional fee. A reservation system will be used, and a parent or caregiver must remain on-site while children visit Kids' Corner. Hours will be determined based on demand and there will be a two-hour maximum per visit.

## Strong Teen

Strong Teen is required for TPAC members ages 13 and 14 years before use of the fitness floor will be granted. Participants will learn how to exercise safely, use correct form and follow facility etiquette while working out. Completion of three, one-hour sessions and continued adherence to facility rules and expectations provides these younger members the opportunity to work out independently. There is an additional fee for this program. Members will be asked at time of registration to or contacted after registering online to enroll in this program.

## Classes and Programs

TPAC will host a variety of youth and adult programming year-round. Registration and separate fees are required for programs and classes not included with membership. For current programming options at TPAC, view the most current seasonal program guide at [nbparks.org](http://nbparks.org).



## The Fine Print

*Techny Prairie Activity Center members, guests, staff and visitors are required to follow Park District policies. Some highlighted items are listed below. For complete information, visit [nbparks.org](http://nbparks.org).*

### Photo/Video Policy

The District takes photos and video of participants in classes, during special events and in the parks. By signing the membership waiver, you are giving permission to the District to use these photos and video footage in District publications, on the District website and in social media outlets. All photos and video are the property of the District.

### Email Addresses

TPAC Members are required to submit a valid email address to receive notices about facility closures, account information, schedules, promotions and changes to memberships. If you would like to receive general Park District news and emails, sign up for the mailing list at [nbfitness.org](http://nbfitness.org). The District is committed to maintaining member privacy in compliance with all laws. The District's Privacy and Security Policy outlines the types of information the District gathers and is available at [nbparks.org](http://nbparks.org).

### ID Cards

Memberships may not be shared or transferred and membership ID cards can only be used by individuals to whom they are issued. Misuse may result in revocation of membership without refund. Each member is asked to present their ID card at each TPAC visit. A lost or stolen ID card may be replaced for \$5.

### Age Requirements

Minimum member age is 13 years for use of the Fitness Floor. Teens ages 13 and 14 may use the fitness floor independently after completing the Strong Teen program. Youth ages 11 and 12 years must be accompanied by an adult while utilizing the indoor track. Anyone under the age of 18 years will need a parent/guardian signature at time of membership/daily fee purchase or guest pass use. Open gym age rules will also apply. See <https://www.nbfitness.org/gymnasium-open-gym/> for current open gym age restrictions.

### Code of Conduct

The District maintains a Code of Conduct to ensure a positive environment free from discrimination or harassment of any kind. All members and guests must abide by these policies or be subject to revocation of membership without refund.

### Lost and Found

The Northbrook Park District is not responsible for lost or stolen items. Found items should be turned in at the fitness desk or front desk. If you are missing an item, contact a team member for assistance. Items left at the facility longer than 30 days will be donated or discarded.

### Accident/Emergency Reporting

Please report accidents, incidents and/or emergencies to TPAC staff immediately. All TPAC staff are certified in CPR and AED. In the event you cannot locate staff, dial 911 from any phone. First aid kits and

AEDs are located on the first and second floor of the facility. Look for location signage. In the event of an emergency, please follow the direction of staff and emergency personnel.

### Fire Alarm

In the event of a fire alarm sounding while you are at TPAC, you must immediately exit the facility and follow the direction of staff and emergency personnel. All exits are clearly marked. Please familiarize yourself with all emergency exits when you are using the facility.

### Severe Weather

In the event of severe weather, follow the direction of staff to ensure your safety and the safety of others. Should weather become severe while at TPAC, staff will direct members and guests to interior spaces of the facility including member locker rooms, restrooms and possibly storage or staff areas. Please follow the direction of staff and emergency personnel.

### Residency Policy

To receive the resident rate, residency within the boundaries of the Northbrook Park District is required. In addition, membership must meet the age or status requirements of the membership type. Inability to prove resident status will result in the charging of non-resident fees. Acceptable documentation includes a valid state ID, current property tax bill, and/or current utility bill.

### Military and Veteran Memberships

Active duty military personnel and veterans qualify for a 10% discount off standard membership dues. This offer cannot be combined with any other special offers or other reduced rates, including charter membership rates.

### Enrollment Fees

Enrollment fees are one-time, non-refundable fees paid at the time of joining. If a membership lapses for more than 90 days or the member cancels their membership, enrollment fees will be required upon rejoining.

### Daily Fees

Daily fees are only valid for the date of purchase. Refunds will only be issued if the District cancels a program and/or closes an area in the facility and participation is not possible. The daily fee may be applied to membership dues if you purchase a membership within 7 days. Present your daily fee receipt at time of membership purchase to receive the discount.

### Payments

All members are required to provide credit card information or checking/savings account routing information for monthly payments and annual renewal. It is the responsibility of the member to provide the District with accurate, up-to-date credit or banking information. Payments are required regardless of facility use. Acceptable forms of payment include personal check, cash, American Express, Discover, Visa and Mastercard. Cash is acceptable for annual payments. Cash, checks and credit cards may also be used for daily fees.

## Account Responsibility

If a payment status is out of date or monthly payments are not provided, the individual member on the household account (not add-on members) is responsible for providing current information for each member of the household.

## Annual Payment in Full

TPAC members wishing to pay in full for an annual membership will receive a discount. Payment in full for a 12-month annual membership is due at the time of purchase. Memberships paid in full will renew automatically each year using the payment information provided upon initial membership registration, until changed or cancelled by the member.

## Monthly Installment Plan

TPAC members wishing to make monthly installments on their membership may do so with an initial 12-month installment commitment. Monthly installments are deducted from a checking/savings account or a credit card and withdrawn on the first of every month. Payment for the first month's membership is due at the time of purchase. If purchase is not on first of the month, the initial payment will include proration for the partial month and will automatically renew on the first of the following month until cancelled or changed by the member. Monthly installments will continue after the initial 12-month period until membership is changed or canceled by the member.

## Leave of Absence

Members may take a leave of absence for a minimum of one month and maximum of four months during a 12-month period. Leaves of absence must be taken in one-month increments. A monthly fee of \$15 will be charged per month. To use the leave of absence feature of your membership, complete and submit the *Membership Change Form* available at nbfitness.org or any customer service location. Members who use the leave of absence feature due to medical reasons will not be charged the \$15 monthly fee if a doctor's note is provided. For annual memberships, a one-time payment of \$15 per month will be added to the member's account; payment in full will be due prior to re-establishing membership privileges. Membership end dates will be extended if the leave of absence takes place during the initial 12-month commitment. Refunds will not be given. Track only memberships do not qualify for a leave of absence.

## Membership Changes

A member may request changes to their membership at any time. Changes may include, but are not limited to, adding/removing a household member, leave of absence, changing membership type or changing payment method. Completion of a *Membership Change Form*, available at any customer service location or online at nbfitness.org, is required to make any adjustments to a membership. Prorated refunds after the initial 12-month commitment period has ended are determined by date of the change and/or receipt of the *Membership Change Form* and will not be retroactive.

## Cancellation

To request a membership cancellation, members must complete a *Membership Change Form* 15 days prior to the first month of cancellation. If a member cancels within the 12-month commitment, a fee of \$15 per month from membership start date will be assessed. After the initial 12-month commitment, members may choose to cancel their membership for any reason without penalty. Track membership

may be cancelled at any time with an assessed cancellation fee of 10% of the annual fee. Cancellation due to moving more than 15 miles away or for medical reasons will require documentation prior to processing.

### Full Refunds

A full refund will be issued if a *Membership Change Form* is submitted within three (3) days from the membership start date.

### Returned Checks

If a check is returned to the Northbrook Park District as a result of non-sufficient funds (NSF); the member is required to submit payment for the original transaction amount plus a twenty-five-dollar (\$25.00) service charge, in the form of cash or credit.

### Declined Credit/Debit Cards

If for any reason a credit/debit card payment is declined, the member will be notified of the balance due on their account. A second consecutive declined payment will result in the member's household account being placed on hold and a twenty-five dollar (\$25.00) late fee added to their unpaid balance. Memberships can be reactivated after declined payments and late fees and charges are paid in full. Registration for other District programs will not be available until the balance has been paid in full.

### Discounted Memberships, Short-Term Memberships and Special Promotions

All payment, cancellation and membership rules and policies will apply unless otherwise noted. Membership benefits may vary.

***Prices are subject to change. The Northbrook Park District reserves the right to change or cancel membership options.***