



**SHEPHERD**  
UNIVERSITY

# *Wellness Center*

**Member & Guest  
Information, Policies,  
and Procedures**

*Updated 3/01/2025*

## *Member Benefits*

- Unlimited access to the Wellness Center during operational hours
- Child add-on memberships
- Free parking permit
- Free live and streaming group exercise classes
- Discounts on all private services (e.g., massage, personal training, swim lessons, Photobiomodulation, and pickleball)
- 15% off all facility rentals
- Free WIFI

## *What's Included in Your Membership*

- Indoor heated pool
- Basketball courts
- Indoor track
- Racquetball courts
- Pickleball courts
- Weight fitness area
- Locker rooms
- Group exercise classes
- Free equipment to checkout
- Towel service
- Audio Fetch service for TV audio

# Membership FAQ

**Q: Do I have to be a member to use the Wellness Center?**

A: We offer day pass options for non-members. Please see the [Guest Information](#) section for fees and details. Guest passes can be purchased online at [myshepherdwellness.com](http://myshepherdwellness.com) or in person.

**Q: Why am I charged a prorated fee?**

A: All recurring membership options are charged a pro-rated fee for access from date of purchase until the next 1<sup>st</sup> of the month. The full monthly payment is then applied.

**Q: Can I put my membership on hold if I go out of town or for medical reasons?**

A: Yes, and no. All members who purchase an ANNUAL (12-month) membership are allowed one membership hold per membership purchase not to exceed more than two (2) months. Holds may be used for medical, and extended travel purposes. All membership hold requests must be in writing and sent via email to [wellnesscenter@shepherd.edu](mailto:wellnesscenter@shepherd.edu). Month-to-month (recurring) or one month cannot be frozen.

**Q: Can I renew my membership online?**

A: Yes, some memberships may be renewed through the online portal at [myshepherdwellness.com](http://myshepherdwellness.com) or the SUWC app. These include Community, Senior, and Alumni Memberships.\*Memberships that require verification or have a change in status (i.e. an add-on child turns 22) will need to be renewed in person at the Registration Desk. These include Staff/Faculty Partner (staff member must have an active account) and Add-On Child memberships (parent must have an active membership for renewal).

**Q: How do I cancel my recurring membership?**

A: Members may send a notice of cancellation to [wellnesscenter@shepherd.edu](mailto:wellnesscenter@shepherd.edu) by the 25<sup>th</sup> of the current month to avoid additional charges. Any request on the 26<sup>th</sup> or later will still be charged for one more month.

**Q: Can I get my membership refunded?**

A. All memberships are non-refundable.

**Q: Can memberships be transferred to another family member?**

A: No, memberships are not transferable to other family members at any point.

**Q: Why is there a dress code?**

A: Appropriate attire (shirt and shorts or pants) and closed-toe athletic shoes are required to protect from disease, illness, and injury. Please see the [Dress Code](#) section for more details.

**Q: Do you have childcare?**

A: The Wellness Center does not provide childcare.

**Q: How old do you have to be to use the facility?**

A: Patrons must be 13 or older to use the facility independently. Children 12 years old and younger are not eligible for an individual membership but can be added to a guardian membership for a reduced price. All children 12 years of age and under have limited access to the first floor of the Wellness Center and can use the courts and pool **with direct supervision by a parent/guardian 18- years or older at all times**

## *Before You, Make a Purchase*

- We are a university facility and operate under their policies. We are not a traditional franchise gym.
- The majority of our staff employed are students.
- Some or all of our facilities will be closed periodically for campus special events.
- We will close on federal and state holidays recognized by the university.
- We will follow the university's decision to close or delay opening for inclement weather unless otherwise stated.
- We will modify (decrease) our hours of operation in the summer if warranted after the academic year has ended due to a decrease in usage.
- Our pool closes for lightning and thunder.
- We do not offer childcare. Anyone 12 years old and younger can only access the first floor, and a guardian at least 18 must supervise them at all times.
- Children 7 years old and younger, or those considered non-swimmers, must have direct supervision in the water by a guardian at least 18 years old at all times.
- We have a dress code. Athletic, closed-toe and closed-heel shoes, appropriate-length shorts or pants covering the glutes, and shirts that are not full of holes or made of mesh and that cover the chest completely are required.
- We require that all members and guests wipe down and put away their equipment for the safety and accessibility of all patrons. Repeat offenders who do not clean and re-rack weights and equipment may lose membership privileges.
- Excessive phone use while using workout equipment is not permitted. Members need to immediately vacate the machine after use or let other members work to work in with them between sets. No texting/scrolling while monopolizing equipment is allowed. If you need to use/look at your phone, please get off the equipment.
- Members and guests need a parking permit to park in our lot. A free parking permit is included with your purchase.
- Our building is under surveillance 24/7 with cameras in all public spaces except for private offices, bathrooms, and locker rooms.
- We do not provide refunds or membership extensions for full or partial facility closures due to weather, events, programming, maintenance, etc.
- Memberships and services are non-refundable and non-transferable.
- All members and guests are expected to read through and abide by all of our policies in this membership handbook. Any violation of the policies may result in a membership suspension or permanent termination.

## Guest Information

The Wellness Center offers day pass options for non-members, which can be purchased at the Registration Desk. Guests must show proof of age and sign a waiver before accessing the facility. While using the facility, guests are expected to adhere to all facility policies. The Wellness Center offers single-day sessions that can be purchased individually or as a bundle (5-day punch pass). The single-day guest pass can be purchased in advance online (under the memberships button) at [myshepherdwellness.com](https://myshepherdwellness.com) or the SUWC app. The 5-day punch pass can be purchased under the multi-vist passes tab on our member portal. Please see our website <https://shepherdwellness.com/memberships/> for pricing.

Patrons must be at least 13 years old to use the facility independently. All children 12 years old and under have limited access to the first floor of the Wellness Center and can use the courts and pool **with direct supervision by a parent/guardian 18-years or older at all times.**

## Membership Options & Fees

At the Shepherd University Wellness Center, our memberships are open to the community.

The Wellness Center offers 1-month or 12-month term options for the following membership types:

- Community (13 - 54 years old)
- Senior (55 and older)/ Veterans/First Responders\*
- Shepherd University Alumni and Affiliates\*\*
- Corporate Memberships\*\*\*

\*First responders are those professions who arrive first on the scene of an emergency and include police officers, paramedics, and firefighters. Must show an identification badge or proof of employment to receive a discount.

\*\*Alumni are individuals who graduated from Shepherd University. Affiliates are contracted employees through the university. Both Alumni and affiliates must be verified as eligible to receive the discounted rate.

\*\*\* A minimum of five memberships must be purchased at the same time to get this discounted rate. Contact [wellnesscenter@shepherd.edu](mailto:wellnesscenter@shepherd.edu) for more information.

Patrons must be at least 13 years old to use the facility independently. Children 12 years old and younger are not eligible for an individual membership but can be added onto a guardian membership for a reduced price. All children 12 years of age and under have limited access to the first floor of the Wellness Center and can use the courts and pool **with direct supervision by a parent/guardian 18- years or older at all times.**

Key Points:

- All members who purchase an ANNUAL (12-month) membership are allowed one membership hold per membership purchase not to exceed more than two (2) months. Holds may be used for medical, and extended travel purposes. All membership hold requests must be in writing and sent via email to [wellnesscenter@shepherd.edu](mailto:wellnesscenter@shepherd.edu).
- Month-to-month or one-month memberships cannot be frozen.
- All memberships are non-refundable and non-transferable.

- Memberships can be renewed online at [myshepherdwellness.com](https://myshepherdwellness.com) or the SUWC app.
- Memberships will not be extended for any full or partial facility closure.

## *Additional Child Membership (5-21 years old)*

Any active Shepherd University Wellness Center member can purchase an additional membership for the children (5-21 years old) that live in their household at a discounted rate. This rate is not available for individual memberships but only as an add-on to an existing membership. Any child 13-21 years old who would like a membership but does not have a guardian who is a member, must pay the full community rate (\$50 plus tax). Children 12 years old and under are not eligible for individual memberships since a guardian is required for first floor access at all times. Membership pricing for the additional child membership can be found on our website <https://shepherdwellness.com/memberships/> or at our front desk.

### Key Points:

- Any child 12 years old and younger is prohibited from accessing the second floor of the Wellness Center.
  - Children with this add-on membership have access to the courts and pool with **DIRECT** supervision by a guardian at all times.
- Any child 13 – 21 years old has access to the entire building without direct guardian supervision.
- The add-on child membership is only eligible to current, full paying members.
- Annual add-on memberships must be purchased simultaneously as the full-paying guardian to ensure the same expiration date. If the add-on membership is purchased later, the child must go month-to-month.
- All members who purchase an ANNUAL (12-month) membership are allowed one membership hold per membership purchase not to exceed more than two (2) months. Holds may be used for medical, and extended travel purposes. All membership hold requests must be in writing and sent via email to [wellnesscenter@shepherd.edu](mailto:wellnesscenter@shepherd.edu).
- Month-to-month or one month memberships cannot be frozen.
- All memberships are non-refundable and non-transferable.
- Memberships will not be extended for any full or partial facility closure

## *Recurring Membership Options*

The Shepherd University Wellness Center offers a monthly membership to be paid by an auto-debit on the 1<sup>st</sup> of every month.

- All recurring payments must be completed with a credit card (Visa, Mastercard, Discover or American Express) that is securely stored in our Point of Sale.
- All recurring membership options are charged a pro-rated fee for access from date of purchase until the next 1<sup>st</sup> of the month. The full monthly payment is then applied.
- Members may send a cancellation notice to [wellnesscenter@shepherd.edu](mailto:wellnesscenter@shepherd.edu) by the 25th of the month to avoid additional charges. Any request on the 26<sup>th</sup> or later will still be charged for one more month.

- Recurring memberships cannot be frozen, refunded, or transferred.
- Memberships will not be extended for any full or partial facility closure
- We also offer a recurring membership for red light therapy. This membership **does not** include facility access. It is only for unlimited Photobiomodulation sessions. See [PBM section](#) for more details.

## *Shepherd University Undergraduate Students*

Shepherd University undergraduate students currently enrolled on the main Shepherdstown campus have access to the facility during operational hours. To gain access, swipe your Rambler card at the turnstiles in the rotunda.

- Per the campus-wide policy, students must always have their Rambler card with them. However, students can still gain access by downloading our SUWC app, logging in with their Shepherd credentials, and selecting the barcode on the app to scan into the facility.
- Students must swipe their Rambler cards, scan their app barcode, or show proof of identity for all academic classes in the Wellness Center.
- the Shepherd University Business Office controls Wellness Center access. Any access issues should be directed to them. 304-876-5710

## *Other University Students*

Current Shepherd University graduates and all other students (e.g., Dual Enrollment) do not have access to the facility (fees are not included in tuition) and are required to purchase a membership. Please see the front desk for pricing.

## *Shepherd University Staff and Faculty Memberships*

The Wellness Center offers discounted memberships to current Shepherd University staff and faculty, emeriti staff and faculty, and eligible staff and faculty retirees. All staff and faculty must be verified through the Human Resources department to be eligible for the discounted rate. Active Shepherd University staff and faculty members may also purchase memberships for a partner and children who live in their household for a separate fee. Rates are available at the front desk.

## *Insurance Program Partners*

The Shepherd University Wellness Center is a participating location for the **Silver Sneakers** program. This program is available at no cost for adults 65+ through select Medicare plans. Interested persons can check their eligibility here: <https://tools.silversneakers.com/Eligibility/CheckEligibility>.

- Participants need their Silver Sneaker ID # to sign up for a membership. Silver Sneaker #s are 16 digits long and start with "2300".

Shepherd University Wellness Center is also a participating partner to:

- **Renew Active/One Pass/Aaptiv Advantage** Medicare & Medicaid Core network
  - Members are eligible through their Medicare plan (typically aged 65+) or Medicaid plan (ages 18-64).
  - Eligible members need a code to sign-up for a membership. Codes will start with the letter “A”, “S” or “G” and be followed by nine numerical digits.
- **One Pass Select (Commercial)/Aaptiv Access** Classic network
  - Eligible members need a code to sign-up for a membership. Codes will start with the letter “B” or “P” and be followed by nine numerical digits.

All qualifying participants can sign up at the Wellness Center by stopping by our front desk.

**Important note:** Any current member who has paid for a membership and is now eligible for one of our insurance program partnership memberships must wait until their current membership expires to enroll. All sales are final, and memberships are not eligible for refunds or transfers to other people.



# Parking at the Wellness Center

All Wellness Center members and guest are required to have a valid parking permit to park in Lot G outside the Wellness Center (and anywhere on campus).

Any Shepherd University student and staff or faculty member must purchase their permits through the Shepherd University Police Department.

Parking permits are included in Wellness Center membership purchases. Members must present a valid vehicle registration card for the parking permit. Please stop by the Registration Desk to register your vehicle.

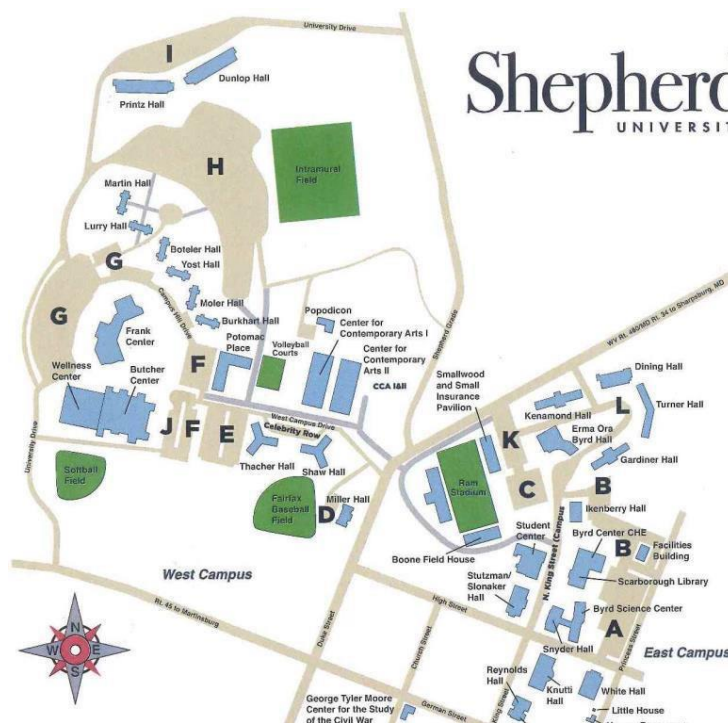
Guests must obtain a temporary parking permit for their visit. The license plate # and make and model of the vehicle must be provided. The temporary pass will be valid for that day.

Any member or guest who fails to display the parking permit may receive a ticket to be paid through University Police at the member or guest's expense.

For a full explanation of Shepherd University parking regulations, please read

<https://media.suweb.site/2020/07/Parking-Regs-2020-21.pdf?v=1594372816>

Below is the University's Parking Map



# Stay Connected with SUWC!

To stay informed on what's happening at the Wellness Center, please subscribe to or follow us on social media.

Follow us:

-  @WellnessSUWC
-  @Wellness\_SU

Download our app to stay informed about all weather-related facility closures, group exercise cancellations, programs, and general facility closures. You can make purchases and reserve courts on our app too!

- Search SUWC app in your app store or scan the QR code below. To set up an online account to use the app, visit [myshepherdwellness.com](http://myshepherdwellness.com)



**Shepherd University Wellness Center**

**DOWNLOAD NOW**

**GET FACILITY UPDATES RIGHT TO YOUR PHONE**

**ANDROID** **IPHONE**

**OR SEARCH SUWC APP IN YOUR APP STORE**

Please download the app to stay informed. Renew your membership, book a court, and so much more on our app!

**GET ACTIVE. STAY CONNECTED.**  
Find events, register for programs and more.

The app interface shown in the banner includes the following features:

- STUDENT & MEMBER ID
- MY ACCOUNT
- MEMBERSHIP RENEWAL
- LOCKER RENEWAL
- GROUP EXERCISE SCHEDULE
- SPECIALTY GROUP EXERCISE PROGRAMMING
- ADULTS GROUP PROGRAMMING
- CERTIFICATION CLASSES
- PRIVATE SWIM LESSONS
- PERSONAL TRAINING
- PHOTOBIO-MODULATION
- MASSAGE THERAPY
- PICKLEBALL COURT RESERVATION
- RACQUETBALL COURT RESERVATION
- FACILITY RENTALS
- MEMBERSHIP HANDBOOK
- SUWC WEBSITE
- NEWS & UPDATES
- SOCIAL MEDIA
- EMPLOYMENT

For monthly facility calendars or more information about our services, please visit us at

[www.shepherdwellness.com](http://www.shepherdwellness.com)

You can purchase memberships and services on our member portal at

<https://myshepherdwellness.com/>

## *Wifi and Audio Fetch*

To access the Wellness Center's WIFI, please use the following username and password:

- Username- SU Guest
- Password- Shepherd

To access audio for our TVs in the Weight and Fitness Area:

- Download AudioFetch App on your cell phone
- Connect to Wellness Audio
- Open and Select TV Channel

# *Additional Services & Fees Rentals*

## **Half and Full Locker Rentals**

We offer half and full lockers.

- Current students and Wellness Center members are eligible to rent lockers.
- Locks are provided and must be used for rentals. No personal locks are allowed for locker rentals.
- Lockers are available for purchase on a first-come, first-served basis.
- Lockers must be cleared out no later than two weeks after the locker expiration date.
- Items will be kept for three months and then taken to Goodwill if not claimed.
- Patrons with expiring lockers will be notified two weeks in advance.
- Lockers can be renewed online at [myshepherdwellness.com](http://myshepherdwellness.com) or the SUWC app.
- Prices are available at the front desk.

**Two weeks before your annual locker rental expires, you will receive an email notification and you can renew your rental. If you decide not to continue renting a locker, you will have two-weeks after the expiration date to remove all contents. The Wellness Center staff will remove items left in your locker after this two-week period.**

## **Daily Locker Usage**

Half lockers are also available in each locker room for day rentals

- Combination locks can be checked out at the Registration Desk.
- Day locks are removed at the end of the day if not returned, and items in the locker will be removed.
- Personal locks not removed at facility closure each day may be cut and locker contents may be removed.

## **Facility Rentals**

The Shepherd University Wellness Center offers several spaces to accommodate all of your corporate or private outings.

- All requests must go through the Registration Desk staff or assistant director.
- Rentals must be paid in full ten (10) days prior to scheduled date.
- A credit card must be kept on file for the rental.
- Proof of insurance or a signed Waiver of Liability is required.
- Any tax-exempt organization must provide a copy of their tax-exempt certificate when returning their signed contract.
- If the rental is canceled due to bad weather or facility closure, the rental will either be refunded or rescheduled.
- Rentals must be cleaned up and out of the rented area by the end of the rental time. Failure to exit the rented area by the end of the rental time will result in an additional hour being charged to the credit card on file.

- Rentals must be out of the building 15 minutes after the end of their rental time. Failure to leave within 15 minutes will result in an additional hour being charged to the credit card on file.

Facilities available for rental include the following:

## **Pool**

Our 8 lane, 25-yard pool is available for private rentals on Saturday and Sunday afternoons after 4:00 pm. When you rent our pool, you get the entire space to yourself and we provide the lifeguards. We offer a seating area with tables and chairs right off the pool deck for your usage. Pricing for the pool is based on the number of swimmers AND guests on the deck. Rentals are scheduled in two-hour increments, and the rate is assessed per hour, plus tax. Minimal rental is two hours.

## **Arena**

Our full arena is 14,000 square feet and can accommodate up to 500 people. The area may be reserved as a full or half arena rental for basketball, volleyball, career fairs and banquets. We can even provide professional floor covering, tables and chairs if requested. Additional fees may apply for room set-up.

## **Multipurpose Room**

Our multipurpose room is 3,100 square feet and can accommodate up to 200 people. This space can be divided into two separate rooms which can be set up as a classroom, meeting space or banquet style. The Wellness Center can even provide audio and wireless microphones for all rentals. Additional fees may apply for room set-up.

## **Multipurpose Rooms & Arena Event Set-up Options**

*(See Registration Desk for pricing options)*

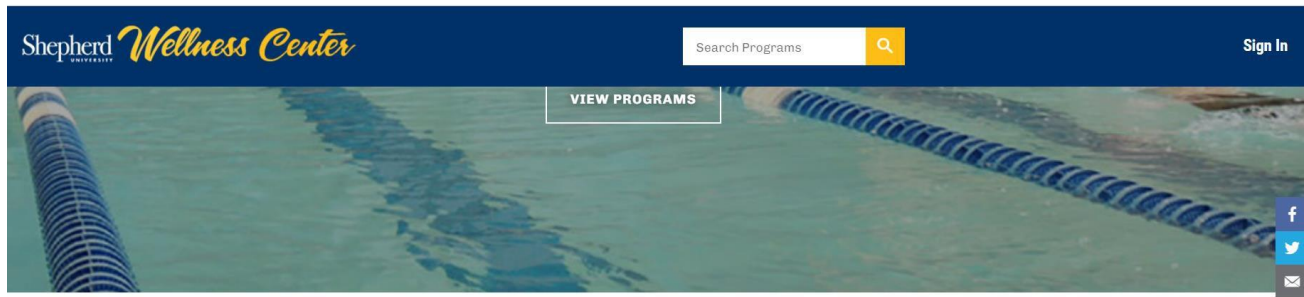
### Equipment options

- 20 – 6x3' tables (seats 4)
- 5 – round tables (seats 8)
- 170 – folding chairs
- Floor coverings
- Athletic equipment for Arena:
  - Basketballs
  - Volleyballs/Nets
  - Racquetball rackets, balls, and goggles
  - Pickleball paddles and balls
  - Futsal balls and Pugg Goals (after hour rental only)

# *Individual Client Services & Policies*

Individual client services include personal training and private swim lesson services. Please see the sections of the handbook pertaining specifically to these services for more details.

- An instructor or trainer will contact you when they have openings and are ready to schedule sessions. Once you have approval from the instructor or trainer, each session must be scheduled online at <https://myshepherdwellness.com/>, on our SUWC app, or at our front desk.
- Sessions should only be scheduled after the approval of an instructor or trainer. Any sessions booked without a trainer or instructor's approval will be canceled and no refund will be issued.
- Services are offered based on the individual instructor or trainer's availability.
- All sessions must be booked and paid in advance.
- Sessions can be booked as far out as 90 days in advance and no less than 24 hours in advance.
- There is a 24-hour cancellation policy. If less than 24-hour notice is given for a cancellation, the client may be charged for the session.
- For our open enrollment private services, no 24-hour cancellation is permitted. All sales are final.
- If a client cancels less than 24-hours in advance of a free consultation appointment or does not show, they may forfeit their free consultation and may need to pay the consultation fee to make another appointment.
- All cancellations or reschedule requests should be directed to assigned instructor or trainer.
- If a client no shows, they forfeit the session and no refund will be issued.
- If the client is five or more minutes late, the session may need to be rescheduled.
- Clients are expected to arrive to their appointments ready, as services will begin and end promptly at the designated time.
- In the event of a facility closure for any reason, the makeup appointment will be rescheduled at the instructor or trainer & clients' earliest convenience.
- Services can be purchased and booked online under the programs button at <https://myshepherdwellness.com/> or the SUWC app.



PROGRAMS



GROUP FITNESS



MEMBERSHIPS



MULTI-VISIT PASSES

## Personal Training Services & Specific Policies

In addition to the [Individual Client Services Policies](#), below is an outline of services and additional personal training and coaching policies.

### Personal Training and Coaching Staff

All Wellness Center personal trainers and coaches hold a degree in exercise science or another health-related field and are certified through a nationally accredited organization.

### Getting Started with Personal Training and Coaching

- All new clients must participate in FITT Kit prior to purchasing training sessions.

#### FITT Kit

FITT Kit offers a solution to provide you clearer direction and confidence as you work towards your fitness goals. This sixty-minute session will provide greater insight on your current fitness, as well as offer recommendations for improving your fitness based on your goals and a comprehensive wellness assessment. The wellness assessment will be customized to measure health and fitness markers specific to you.

#### Signing Up

- Sign-up at our Registration Desk or at one of our FITT Kit boxes located in our facility.
- If using the FITT Kit box, place the slip in the box, and a trainer will contact you as soon as a trainer is available to schedule your session.
- See the front desk for non-member pricing.

#### Required Documentation

- All FITT Kit participants must print off (or pick up at our Registration Desk) and complete the personal training packet which includes the General Information & AHA/ACSM

Preparticipation Screening Questionnaire, Physical Activity Readiness Questionnaire (PAR-Q), Exercise History Form, Consent and Release from Liability Form, and the Physical Activity Readiness Physician Referral Form.

- The packet should be completed before your appointment.
- Any client requiring a physician's approval, will need to have the Physical Activity Readiness Physician Referral Form completed before participating in assessments or prescribed exercise.

### ***Prior to the FITT Kit Appointment***

- Complete all forms and (if necessary) get the Physical Activity Readiness Physician Referral Form completed.
- Drink plenty of fluids during the 24-hour period before your testing.
- Get adequate sleep (6-8 hours) the night before.
- Do not engage in strenuous activity the day of the assessment.
- Refrain from eating, smoking, and drinking alcohol or caffeine for 3-hours prior to testing.
- Come dressed in workout attire (shirt, pants/shorts and sneakers).
- If interested in a posture assessment, please wear form-fitting clothes or a tank top and shorts.

Once a FITT Kit has been completed, participants are eligible to purchase and book personal training sessions.

- Members and guests may purchase and book personal training sessions online and at the Registration Desk.
- For all 30-minute sessions, the client is responsible to arrive 15 minutes early to warm-up in order to start the session on time. It is also the client's responsibility to cool-down post workout.
- Two 30-minute sessions can be scheduled back-to-back for a 60-minute session which will include a warm-up and cool-down with the trainer.

### **Individual Personal Training**

Working with a personal trainer provides you with the edge to ensure you achieve progress toward your goals. Your personal trainer will use information from your FITT Kit to first map out a plan to achieve the desired results to accelerate your fitness and improve your overall health. Within your sessions, your trainer will educate, assist, encourage, and progress you through safe and effective workouts.

Are you an athlete looking to sharpen your skills and gain a competitive edge in your sport? The Wellness Center also sport-specific training to improve your athleticism. Unlike your general practice, these sessions will specifically be designed in the areas you seek improvement with cueing and progressions appropriate to advance YOU to the next level.

Buddy training is available by request and with approval from the assigned personal trainer.

30-minute sessions can be combined for a longer workout per client/trainer agreement.

Visit <https://myshepherdwellness.com/program> or the SUWC app for pricing and to book a session. Note that all bookings must have trainer approval. Any unauthorized bookings will be canceled and no refund will be issued.

### **Team and Small Group Training**

The Wellness Center also provides small group and team performance training. Please get in



touch with the Wellness Coordinator directly at [amondoro@shepherd.edu](mailto:amondoro@shepherd.edu) for pricing and programming.

## Pickleball Private and Group Sessions

We offer individual, buddy, and small group sessions to help you learn the game and perfect your singles and doubles game. All sessions are 60 minutes. You can book back-to-back sessions for longer instruction and play.

**All pickleball sessions must be booked through Katherine Gills. Please contact Katherine at [kjillis@shepherd.edu](mailto:kjillis@shepherd.edu) or at 304-876-5471 for session options and rates.**

## Aquatic Services & Specific Policies

In addition to the [Individual Client Services Policies](#) above, below is an outline of services and additional aquatic programming policies.

### Private Swim Lessons

Private lessons are available and scheduled based upon instructor availability and client's preference.

- If you or a member of your family are interested in private swim lessons please visit <https://myshepherdwellness.com/> or the SUWC app to view Open Enrollment private swim lesson availability.
  - Instructors that are not labeled as Open Enrollment are not available for online registration and are not accepting new clients. Any bookings made without that instructor's permission will be canceled and no refund will be issued.
- If you have any questions, please email the Aquatics Coordinator at [amoyer@shepherd.edu](mailto:amoyer@shepherd.edu).

Our private swim lessons are designed to teach swimming in a safe, positive, and fun atmosphere. We encourage participants to develop a healthy confidence, self-esteem, and sense of responsibility in and around the water. In addition to basic swim lessons, we also offer stroke and conditioning focused lessons designed to take you to the next level as a swimmer. Your instructor will work with you on the specific areas of the sport that you seek to improve, whether that be stroke technique, starts, turns, or general endurance.

- All private service rates may be viewed on the Member Portal, <https://myshepherdwellness.com/>.
- To qualify for the member rate, the participant must be a Wellness Center member.
- Lessons are limited to one 30-minute lesson per participant per day.
- Buddy lessons/semi-private lessons are not available.

### Open Enrollment Private Swim Lessons

A private swim lesson service option for participants age 3.5+. These lessons **do not** require instructor approval. They are first come, first serve and consistent scheduling is not guaranteed.

Individual client services for Open Enrollment Private Lessons include all sessions booked under an

instructor or swim lesson service labeled as Open Enrollment programs.

- Each session must be scheduled online at <https://myshepherdwellness.com/> under Programs, on our SUWC app, or at our front desk.
- All participants registered must be age 3.5 and older.
- The program participant must be a member to qualify for the member rate.
- Sessions will be conducted using the curriculum of the American Red Cross Learn to Swim levels 1-5 and Adult Learn to Swim.
- All private services are offered based on the individual instructor availability and is subject to change week to week.
- All sessions must be booked and paid for in advanced.
- Sessions must be booked under the account of the lesson participant, not a parent or sibling.
- Sessions must be booked at least 24-hours in advance and no more than 21 days in advance.
- There is a one participant limit for each session. Buddy sessions are not an option.
- Limited to one 30-minute session per participant per day.
- If a participant is booked for multiple sessions on the same day, only the first scheduled session will be kept. The remaining sessions will be canceled and no refund will be issued.
- These are open enrollment sessions. Consistent scheduling is not guaranteed.
- All cancellations or reschedule requests must be made no less than 24-hours in advance and should be directed to the front desk of the Wellness Center by calling 304-876-5300 ext.0, or emailing [wellnesscenter@shepherd.edu](mailto:wellnesscenter@shepherd.edu).
- Rescheduled lessons with a minimum of 24-hours notice or due to unscheduled closure will be moved to the next available time slot that the client and an instructor are available.
- If there are no upcoming sessions that match the client's availability, a credit for the session will be moved to the client's account. All reschedules using Money on Account must be completed in person or over the phone. Money on Account cannot be viewed or used online.
- If a client no shows or cancels within 24-hours, they forfeit the session and no refund will be issued.
- If the client is five or more minutes late, the session may be forfeited and no refund will be issued.
- All participants must check in at the front desk prior to entry. Check in is not permitted more than 15-minutes prior to the start of the sessions without a membership or guest pass.
- Clients are expected to arrive to their appointments ready, as services will begin and end promptly at the designated time.
- Facility usage outside of instructional time is not permitted without an active membership or guest pass. Clients must let the front desk know if they will be using their membership or guest pass in addition to their scheduled service.
- The Wellness Center does not offer refunds for services. All sales are final.

## Group Swim Lessons (American Red Cross Learn-to-Swim)

Visit <https://myshepherdwellness.com/program> or the SUWC app for prices and dates.

Our mission is to teach swimming in a safe, positive, and fun atmosphere. We encourage your child to develop a healthy confidence, self-esteem, and sense of responsibility in and around the water. The instructors for our program are trained by various accredited organizations including the American Red Cross.

- Group swim lesson dates and times for each level can be found on our member portal.
- Our Registration Desk staff will help parents or guardians determine which level their child should enroll in.
- Levels include:
  - **AquaTots:** (Parent & child swimming lessons) This class helps infants/young children and their parents become comfortable in the water together with a series of interactive games, activities, and songs. Recommended for children 6 months to 4 years old.
  - **Level 1:** This class helps swimmers feel comfortable in and around the water and introduces basic water and safety skills. All activities are done with the instructor's support. Recommended for children 4 to 7 years old.
  - **Level 2:** This class helps children further develop simultaneous arm and leg actions on the front and back without support. Basic water safety is also included in this level. Recommended for children 5 to 10 years old.
  - **Level 3:** This class helps children to build on previously learned skills. They will learn to survival float, swim the front crawl (freestyle) and elementary backstroke. Scissor and dolphin kicks as well as treading water will be introduced. Recommended for children 6 years to 12 years old.
  - **Level 4:** This class helps children increase endurance and confidence in previously strokes learned. Sidestroke, backstroke, breaststroke and butterfly will be introduced. The basics of a flip turn and open turn at the wall are also introduced. Recommended for children 8 years to 13 years old.
  - **Adult Group Class:** for adults 18+. In our beginner class, the instructors introduce basic aquatic skills and swimming strokes, including the front crawl, breaststroke and elementary backstroke. Participants also learn skills and concepts needed to stay safe around water, in addition to those needed to help themselves or others in an aquatic emergency. Our Intermediate class requires the participant to be able to complete one length of the pool (25-yards) freestyle.

### ***Group Swim Lesson Cancellation Policy***

- Please arrive to lessons in suit ready to swim. Lessons will begin and end promptly at the designated time.
- In the event of pool closure or class cancellation for any reason, there will be makeup lesson scheduled by the instructor.
- Failure to attend a scheduled lesson results in swimmer's forfeit of that lesson. Individual make-up lessons are not an option.

## USA Swim Team

Visit <https://myshepherdwellness.com/program> or the SUWC app for prices and dates.

The Shepherd University Wellness Center Swim Team is a year-round USA Swimming club team that strives to provide the youth of our community with a safe and fun competitive swimming experience with both conditioning and swim meets. Our coaches encourage technique-based performance to develop swimmers to their highest potential and are certified through various organizations including USA Swimming and the American Swimming Coaches Association.

- To participate in the USA team, you must be between the ages of 7 and 18 and must have approval from a coach prior to registering.
- For more information, please visit our team website at <https://www.gomotionapp.com/team/wvswc/page/home>

## Home School Aquatics

Visit <https://myshepherdwellness.com/program> or the SUWC app for prices and dates.

Join us for our home school aquatics program which focuses upon basic water safety and stroke development through the American Red Cross Learn-to-Swim program! These sessions offer 30-minutes of group swim lessons and 90 minutes of free swim to the paying participant. During the free 90-minute swim, if the participant requires in-water adult supervision (any child under 7, or those considered to be a non-swimmer), the adult and other non- participants will need to pay our guest fee. Our spectator area is available for your convenience to gather or conduct classes.

## Lifeguarding/First Aid/CPR/AED Certification, Recertification, and Instructor Courses (American Red Cross)

Visit <https://myshepherdwellness.com/program> or the SUWC app for prices and dates.

The primary purpose of the American Red Cross Lifeguarding course is to provide entry-level lifeguard participants with the knowledge and skills to prevent, recognize and respond to aquatic emergencies and to provide professional-level care for breathing and cardiac emergencies, injuries and sudden illnesses until emergency medical services (EMS personnel take over. This program offers a choice of Lifeguarding/First Aid/CPR/AED courses to meet the various training needs of a diverse audience. Upon successful completion, the participant will receive a certification card valid for two years. In order to participate in the course and receive certification, participants must:

1. Be at least 15 years old on or before the final scheduled session of the course.
2. Complete all online coursework prior to the in-person session.
3. Successfully complete the prerequisite swimming skills evaluation.
  - Swim-Tread-Swim Sequence
  - Complete a timed event in 1-minute, 40-seconds
4. Attend all scheduled class sessions and actively participate in all sessions and course activities.
5. Demonstrate proficiency in all skills taught throughout the course.
6. Pass a final written exam with a minimum grade of 80% and pass three final skill assessments.

**The primary purpose of the American Red Cross Basic Lifeguarding Instructor Course is to train instructors to teach the basic-level American Red Cross Lifeguarding courses.**

## **CPR for the Professional Rescuer with First Aid (American Red Cross)**

Visit <https://myshepherdwellness.com/program> or the SUWC app for prices and dates.

The purpose of the American Red Cross CPR/AED for Professional Rescuers course is to train professional-level rescuers to respond to breathing and cardiac emergencies in adults, children and infants until more advanced medical personnel take over. This program also includes skills needed to give immediate care to an injured or ill person and to decide whether advanced medical care is needed. Upon successful completion, the participant will receive a certification in CPR for the Professional rescuer (valid for 2 years) and First Aid (valid for 2 years).

## **Water Safety Instructor Certification (American Red Cross)**

Visit <https://myshepherdwellness.com/program> for prices and dates.

The purpose of this instructor course is to train instructor candidates to teach courses and presentations in the American Red Cross Swimming and Water Safety program including Parent and Child Aquatics, Preschool Aquatics, Learn-to-Swim, Adult Swim, Private Lessons, Water Safety Courses and Water Safety Presentations

## **Certification Class Cancellation and Refund Policy**

- Please arrive to lessons with all class materials ready to learn. Lessons will begin and end promptly at the designated time.
- In the event of pool closure for any reason that results in delay of class completion, the makeup lesson will be rescheduled at the participant & instructor's earliest convenience.
- Failure to attend a scheduled class session will result in no certification being issued. The candidate will need to attend another class, or receive a 75% refund. Requests to transfer classes or receive a refund must be sent in writing to [amoyer@shepherd.edu](mailto:amoyer@shepherd.edu) within five (5) business days of the conclusion of the original course.
- A full refund may be obtained up to five (5) business days prior to the start date of a class with a written request to [amoyer@shepherd.edu](mailto:amoyer@shepherd.edu). If the participant cannot complete the prerequisites for the class or cancels less than five (5) business days prior to the start of class, a 75% refund of the registration price may be obtained with a written request to [amoyer@shepherd.edu](mailto:amoyer@shepherd.edu).
- A class may be canceled/re-scheduled if enrollment does not reach four (4) participants. In this case the participant may request to transfer enrollment to another class or receive a full refund of facility assessed fees. Participants will be notified one week before the class if canceled. Notifications will be sent via the email address and/or phone number provided at enrollment. Please note any fees assessed directly by the American Red Cross are non-refundable.

# *Photobiomodulation Therapy*

Photobiomodulation (PBM) therapy is a form of low dose light treatment that has been shown to reduce pain or inflammation and promote healing. PBM uses visible and near- infrared light to selectively inhibit pain receptors or promote resolution of inflammation. It is also able to stimulate the inherent tissue healing and regeneration responses in the body. It has been shown to improve muscle performance and joint motion, by reducing inflammation wherever the light is applied. Treatments typically take between 12 to 20 minutes and is repeated several times a week either in a light bed (NovoTHOR), canopy (Kerber USA), or hand-held PBM devices.

## **Known PBM benefits include:**

- Improves overall wellness
- Improves athletic performance
- Temporarily relieves pain and soreness
- Reduces joint stiffness and improves mobility

## **CONTRAINDICATIONS FOR PHOTOBIMODULATION**

Published research shows that there are no contraindications established currently to receive locally applied PBM treatments, following the manufacturer's User Instructions. Nonetheless, caution must be exercised with the following conditions, and generally the PBM Center will decline to permit use of a bed or canopy for persons in these categories:

**PREGNANCY:** Whole body PBM therapy should be avoided in pregnant women as the effects on developing fetus remains unknown. However, local PBM treatments may be used with caution on the pregnant woman as an adjunct to the other modalities to manage back pain or other complaints.

**CARCINOMA:** Direct PBM treatments on tumors are not recommended. However, application of PBM in other areas of pain is known to benefit supportive cancer care. Any PBM treatment must be performed in consultation with the oncologist, caregivers.

**PHOTOSENSITIVITY REACTIONS:** Some patients are known to be more photosensitive, and some drugs or natural remedies are known to exacerbate these reactions. A detailed history and careful observation after the first PBM session is recommended. In rare instances, even local treatment may be contraindicated.

**RESTRICTIONS TO CONTINUING TREATMENTS:** Some patients may report a number of sensations, such as localized feelings of warmth, tingling, or an increase or decrease in symptoms, nausea or dizziness within the 24-hour period immediately following PBM treatments. In patients with persistent or severe treatment reactions, immediate physician consultation and discontinuation of further sessions are recommended.

**INHERENT RISKS IN ANY THERAPEUTIC EXERCISE:** Any individual person can possibly incur an adverse reaction to any therapeutic activity, even if all instructions are followed carefully, because every human body has unique characteristics. Each client has to make an informed judgment of whether to accept that statistically remote risk.

## **PRE-SESSION INSTRUCTIONS**

- It is very important that you use following recommendations for optimal benefits:
  - Initial consultation with your primary physician or caregiver is recommended.
  - PBM is a self-service. There is no technician. If the client requires help getting in and out of the bed or canopy, they must bring a caretaker to assist.
  - All clients must book a session 24 hours in advance through the member portal, app, or by calling the front desk.
  - Lotions, powder, deodorant, antiperspirant, perfume, makeup or anything topical on the body may reduce benefit. It is recommended these items are not used within 1 hour before the session.
  - Clients should come showered wearing clothes they can remove quickly and easily.
  - To protect all the PBM bed users, all lesions must be covered with an adhesive bandage.
  - All clients should check in at the front desk to get the PBM room key and ThorLabs glasses.
  - All clients must clean the bed with the Lucasol cleaning solution and microfiber rag provided in the PBM room before use.
  - Make sure the door is set to occupied and push the door firmly shut.
  - Clients should disrobe to their level of comfort. However, light cannot easily penetrate thick or layers of clothing, so it is optimal for no/minimal clothing to be worn.

## **SESSION PROCESS**

### **For PBM Bed**

- You will lie on the bed face up for the duration of the session. Suggested session will be between 15 and 20 minutes. No prescription glasses or contacts should be worn. PBM recommended goggles should be worn.
- When the session is complete, the unit will turn off automatically. At that time, please exit the bed and get dressed.

### **For SunPowerLED Canopy**

- You will sit comfortably on a chair or lay on a massage table for the duration of the session. Each session will be 15 minutes- 20 minutes. No prescription glasses or contacts should be worn during the session. PBM recommended glasses or goggles should be worn.

## **POST SESSION INSTRUCTIONS**

- Spray down the bed or canopy with Lucasol solution.
- Set the door to vacant and close the door when exiting.
- Return the room key and the glasses to the front desk.
- Drink 64-80 oz water within 24 hours of PBM Therapy.
- Resume normal activity.

## **Photobiomodulation Service Policies:**

- For service rates and availability, visit our website, <https://myshepherdwellness.com/program>, and select Photobiomodulation.
- Clients can purchase by the session or sign up for the recurring red light therapy membership.

- The recurring membership is automatically charged to a card on file on the 1st of every month. To cancel, clients must email [jflora@shepherd.edu](mailto:jflora@shepherd.edu).
- All services will be scheduled through our online system [myshepherdwellness.com](http://myshepherdwellness.com), on our SUWC app, or at our front desk.
- To reschedule or cancel a session, please contact the front desk or the director at [jflora@shepherd.edu](mailto:jflora@shepherd.edu).
- All services must be paid in advanced.
- PBM sessions can be booked up to 24 hours before a scheduled appointment.
- There is a 24-hour cancellation policy. If less than 24-hour notice is given for a cancellation, the client may be charged for the session.
- If a client is a no-show, they forfeit the session, and it will be redeemed without the ability to be made up.
- If the client is five or more minutes late, the session may need rescheduled.
- Clients must be 18 years old to participate.
- Clients cannot be pregnant to use the bed or canopy.
- Clients cannot be actively living with cancer to use any modality.
- There is a 300lb weight limit for the PBM bed and a 500lb limit for the canopy table and bench.
- Thor sunglasses should be worn during all services.
- Clients must return the key and glasses to the front desk after each session.
- PBM is a self-serve program. If clients need assistance getting in and out of the PBM equipment, they must bring a caretaker with them to each session.
- All clients must clean the bed with the Lucasol cleaning solution and microfiber rag provided in the PBM room prior to use and after their session.



# *Live Group Exercise Classes and Specialty Programs*

The Wellness Center offers live classes as part of our membership. Members must be 13 years old to participate in group exercise classes.

Our full class schedule can be found at <http://shepherdwellness.com/group-exercise/>. Please use this site for class cancellations and substitutions.

All aquatic classes are held in the pool. Showering is required before getting into the pool.

All land classes are held in room 213. Our rooms are dedicated to classes and will not be open for general use during class instruction. Anyone not taking classes will be asked to leave. Live classes have an in-person instructor leading the class.

The Wellness Center also offers specialty group exercise classes, programs, and leagues that are offered for an additional fee. Please visit <https://myshepherdwellness.com/> for all offerings and prices.

Questions? Contact Anna Mondoro [amondoro@shepherd.edu](mailto:amondoro@shepherd.edu).

## *Policies and Regulations*

### *Non-Discrimination and Civility*

The Shepherd University's Mission Statement demonstrates that it is our shared duty to create an inclusive culture where all members of the campus community are accepted. Therefore, as members of the Shepherd University community, we have agreed as a community on a common set of values:

- we are committed to the establishment of an open-minded campus that accepts and honors every one of its members;
- we work to support and enhance an environment that respects and endorses all efforts that celebrate the uniqueness of each individual;
- we continually strive to create a welcoming community in which educational, social, and recreational activities and opportunities are available to all of our members;
- we strive to avoid any actions, attitudes, or behaviors that disrespect, degrade or dehumanize any member or guest of this university; and
- we continually link academic inquiry and knowledge to meaningful values, thereby deepening human understanding and promoting the appreciation of culture, race, sexual orientation, age, religion, gender and gender identity.

The University provides opportunities to all members of the institution and surrounding community on the basis of individual qualifications and merit without regard to race, color, sex, sexual orientation, gender identity, religion, age, national origin, or ability. The University neither affiliates knowingly with nor grants recognition to any individual, group, or organization having policies that discriminate on the basis of race, color, age, religion, sex, sexual orientation, gender identity, national origin, or ability, as defined by applicable laws and regulations and the University does not tolerate any such acts or

policies of discrimination and/or harassment by any person or entity. This commitment is expressly confirmed in the Shepherd University Board of Governors Social Justice Policy. Timely and effective resolution of such issues is an important value of the University community.

## Protected by 24-7 Surveillance

Our building (inside and outside) is protected by video surveillance 24 hours a day, 7 days a week. Cameras are in all public areas. There are no cameras in private offices, restrooms, or locker rooms. Camera footage is not monitored in real time but is pulled for review in cases of medical emergencies or reported behavior misconduct.

## Facility Conduct

**The University reserves the right to terminate the membership of any employee member or community member, with pro-rata refund, for the welfare of all patrons of the Wellness Center.**

**Causes for termination of membership include, but are not limited to, willful harassment, abuse, or intimidation of other patrons or employees, theft, disorderly conduct, or any other conduct that is unreasonably disruptive or dangerous to other patrons.**

## Membership

*All Wellness Center Memberships will be audited throughout the year. Any member under the wrong membership or receiving a discount they are not or no longer eligible for will be notified. Their membership type will be corrected. An additional payment or an adjustment to the membership expiration date may be required. Anyone with a recurring membership will be set to expire on the 1<sup>st</sup> of the next month and will be required to set-up their membership again with the appropriate charge.*

- Members are required to have a photo on file with their membership to validate identity in case their card is lost or stolen.
  - Pictures will be taken upon membership purchase. Members have the choice to either have their picture taken, or we can take a picture of their driver's license.
- Memberships to the Shepherd University Wellness Center (SUWC) are non-transferable and non-refundable.
- All members who purchase an ANNUAL (12-month) membership are allowed one membership hold per membership purchase not to exceed more than two (2) months. Holds may be used for medical, and extended travel purposes. All membership hold requests must be in writing and sent via email to [wellnesscenter@shepherd.edu](mailto:wellnesscenter@shepherd.edu). Month-to-month (recurring) or one-month memberships cannot be frozen.
- Only children living at the same address as an active member are eligible for the additional child membership.
- For Shepherd University employees, emeriti, and retirees to receive the staff and faculty membership rate they must be verified through our Human Resources office.
- Patrons must be at least 13 years old to use the facility independently.
- Children 5-12 years of age are not eligible for an individual membership. They must be an add – on membership to a current member. Children 5-12 years old have limited access to the first floor of the Wellness Center and can use the courts and pool, **with direct supervision by a parent/guardian 18-years or older at all times.**

- Children 12 years of age or younger are prohibited from loitering anywhere in the Wellness Center.
- At no time should a child 12 years of age or younger be unsupervised anywhere in the facility.
- Children 4 and under do not have to pay to use our facility and are limited to the first floor with direct supervision at all times from a guardian at least 18 years old.

## Access

- Use of the facility is permitted during posted operating hours only.
- Hours of operation can be found on our website at [www.shepherdwellness.com](http://www.shepherdwellness.com) and are subject to change.
- General access to the facility may be limited to specific areas of the facility due to special reservations or rentals, programming, and facility maintenance.
- Entering unauthorized areas such as behind the Registration Desk, offices, electrical room, or storage rooms without the permission of the Wellness Center Administrative Staff will be considered trespassing.
- Membership identification or Rambler cards must be swiped at the turnstiles to gain access to the facility. Members and students may also scan their barcode on the SUWC app to enter the facility.
- Any member or student who does not have their membership card or a barcode must check in with the Registration Desk to validate they have an active membership.
  - If a member does not have a picture on file, they must provide another photo id or verify their information on file.
  - A picture must then be taken and kept on file for security purchases.
- Any member who loses their membership or Rambler card should report it to the Registration Desk so the account can be closed, and a new card can be issued.

## Misuse of Identification Cards

- The misuse of a driver's license, credit/debit card, membership, and Rambler card/ID are strictly prohibited. The following misrepresentation or misuse of identity or identification are grounds for membership termination:
  - permitting another person to use one's identification;
  - inappropriate use of another person's identification;
  - impersonation, or misrepresenting the authority to act on behalf of another or the University;
  - forgery, alteration, or misuse of identification, documents, records, keys, or access codes;
  - manufacture, distribution, delivery, sale, purchase, possession, or use of false identification.

## Tobacco

- Shepherd University is a Tobacco free campus. No smoking, vaping, dipping, or chewing is allowed indoors or outdoors while on campus.
- Violators will be required to leave immediately, and their membership may be terminated.

## Equipment Check-out

- Members, guests, and students can check out facility equipment (e.g., basketballs, racquets, locks, towels, etc.) at the Registration Desk.
- Items checked out will be put on the patron's account for tracking purposes.
- The equipment will be removed from the patron's account once it is brought back to the Registration Desk.
- Equipment should be used for only its intended purpose. Any equipment misuse or damage may result in fines and fees or require the borrower to provide a new replacement.

## **Unauthorized Services and Practices**

- Purchasing, providing or soliciting for-profit services (i.e., personal training, class instruction, swim lessons/coaching) within the facility is prohibited unless provided by SUWC Staff.
- No formal, informal, or organized practices are permitted without written approval from SUWC administrative staff.

## **Drug and Alcohol Use**

- Any person under the influence of any controlled substance is prohibited from using any of the facilities and services within the Wellness Center.
- Any person found in violation of any prohibitions or suspected to be under the influence of a controlled substance will be asked to leave and their membership may be terminated.

## **Misconduct**

- Engaging in profanity, abusive language, inappropriate comments about race, color, age, religion, sex, sexual orientation, gender identity, national origin, or body weight, screaming, abuse of equipment, and other disorderly, lewd, or offensive behaviors towards other members, guests, students, University staff and faculty, or Wellness Center staff, is prohibited.
- The University reserves the right to terminate the membership of any employee, member, or community member, with a pro-rata refund, for the welfare of all patrons of the Wellness Center. Causes for termination of membership include, but are not limited to, willful harassment, abuse, or intimidation of other patrons or employees, theft, disorderly conduct, or any other conduct that is unreasonably disruptive, offensive, or dangerous to other patrons.

## **Personal Belongings**

- Personal belongings must be kept in a locker or cubby and off the fitness floor, pool deck, and multipurpose room floor.
- Any personal items that are left behind are not the responsibility of the SUWC.
- If any items are lost, members should check the Lost and Found area located at the Registration Desk. Items turned in to Lost and Found are retained for six (6) months.

## **Food and Beverage**

- Food and opened beverages are allowed in the rotunda, dining venue, and spectator seating in the pool area. They are not permitted in any other area of the facility.
- Only water and sports drinks are allowed on the fitness floor or near any fitness equipment. All beverages must be in a sealed container. Disposable cups are not permitted.

## Cellphone and Photography

- Photography and audio/video recording is prohibited in the locker rooms and restroom facilities at all times.
- Taking pictures or recording videos of others without permission is prohibited in any area of the building.
- We discourage cell phone usage texting/emailing while walking on our track.
- Cellphones are prohibited in group exercise classes.

## Personal Audio Devices

- All audio devices must be used with headphones.
- Any patron using an audio device without headphones will be asked to turn off device.

## Dress Code

- The Center for Disease Control (CDC) recommends using a barrier between your skin and shared equipment such as weight training benches and cardiovascular equipment to prevent the spread of disease and infection. Barriers include towels or clothes that cover your skin such as t-shirts and appropriate length shorts. We recommend patrons maintain a barrier between their skin and all surfaces while exercising. Wellness Center requires all patrons and staff to wear appropriate attire at all times. Appropriate clothing and footwear are defined below.
  - **Appropriate upper body apparel is required.** Shirts are required. No plunging cut-off sleeves exposing the chest or sports bra permitted. Shirts must not be full of holes or made of mesh or shear in appearance.
  - **Appropriate lower body apparel is required.** Appropriate lower body apparel will be defined as gym shorts, warm-up pants, running pants, yoga pants, and spandex shorts that cover all areas of the glutes, at all times, in any position.
  - **Appropriate athletic footwear is required.** Footwear must be closed-toe, closed-heel, and non-marking. All other shoes, such as dress shoes, sandals (Keens, Crocs), socks, and bare feet are unacceptable. Sandals are permitted on the pool deck and in the locker rooms.

**Any member wearing any inappropriate clothing will be asked to change their apparel. There are no warnings or exceptions. Patrons cannot wait until they finish their workout; they must stop immediately and address the clothing discrepancy. Everyone must be wearing the appropriate clothing or change into the appropriate clothing, or they will be asked to leave the facility.**

## Preventing the Spread of Disease and Infection

*Any open wound must be covered with clothing or bandages while working out in the Wellness Center. The SUWC staff reserves the right to ask people to cover up open wounds. If a patron fails to*

*comply, they will be asked to leave the Wellness Center until they have appropriately dressed the wound.*

- Members and guests are strongly encouraged to have a barrier between their skin and shared equipment.
- Users are required to clean equipment after use. Complementary sanitizing wipes are available at cleaning stations, and workout towels are available at the Registration Desk.
- Try to avoid using communal mats at the gym. If necessary, make sure your towel covers your workout area or wear clothes that cover your skin to avoid direct contact. If you do use mats in our facility, please wipe them down before and after use.
- After working out, shower and change your clothes immediately.
- Never share towels.
- Sandals or flip-flops are required in the showers and locker rooms.
- Avoid touching your nose, mouth, or eyes after using exercise equipment.
- Patrons must cover any skin trauma such as abrasions or cuts with a clean, dry bandage until healed.
- Practice good hygiene such as frequent hand washing.

**Any violation of these regulations may result in loss of SUWC privileges without a refund.**

## *Area Specific Policies*

### **Pool**

- The pool deck is are under 24-7 surveillance.
- Swimming is only permitted under the supervision of a Shepherd University Wellness Center Lifeguard.

#### **No Lifeguard = No Pool or Deck Entry**

- Showers are required before entering the pool. Anyone who is not clearly wet will not be permitted in the pool and will be asked to go shower before reentering.
- Shoes are required in the locker room and when entering/leaving the pool deck.
- Appropriate swimwear is required for all swimmers. This is defined as clothing that is designed as swimwear, for example, swim trunks, swim briefs, long swim briefs (jammers), one or two-piece swimsuits, surf shirts, wetsuits, swim diapers, and various religious swimwear. Items that are not permitted are street clothes, thong style and/or revealing suits, everyday clothing, and sports clothing.
- Infants and toddlers are required to wear leak-proof pants or swim diapers.
- All floatation devises/lifejackets must be U.S. Coast Guard Approved.
- Per the West Virginia Health Department, individuals with open sores or infections, wearing bandages, or that have had diarrhea in the last two weeks should not use the pool.
- All personal items are to be secured properly in the locker rooms.
- Food is only permitted in the spectator area.
- Glass containers and gum are strictly prohibited.
- No horseplay, running, pushing, or pulling are permitted in or around the pool.
- No playing on ladders, bleachers, railings, or around pool drains.
- No prolonged breath holding or breath holding games.
- No walking on the pool deck while wearing flippers.

- Disruptive or disrespectful behavior or language is prohibited.
- No diving in the shallow areas of the pool.
- No diving from blocks without supervision from certified coach/instructor.
- The pool will be closed during severe weather conditions, such as electrical storms, tornados, or power outages.
- Lifeguards have the authority to stop any inappropriate or unsafe behavior and have the ability to remove any patron disobeying the rules or making the facility unsafe.
- No formal, informal, or organized practices are permitted without written approval from SUWC administrators. Instruction is only permitted by SUWC staff.
- This is a communal space. We expect patrons to be courteous and respectful during usage.
- Any Shepherd University Wellness Center Staff has the authority to dictate if a patron is a non-swimmer and if they are required to stay in the shallow end of the pool with a parent in arms-reach.

### **Swimmers Under 13 Years of Age**

- All children seven (7) years old and younger, or children considered to be non-swimmers, must be accompanied in the water by a parent/guardian 18 years or older.
- Ask a lifeguard about the water competency sequence when determining “swimmer” status
- Flotation devices are not a substitute for parent/guardian supervision. If a child requires a flotation device, they are considered a non-swimmer.
- All floatation devices must be U.S. Coast Guard Approved.
- One adult may supervise up to four (4) children.
- All children between the ages of 8-12 years old must have a parent/guardian 18-years or older on the pool deck at all times.
- Any Shepherd University Wellness Center Staff has the authority to dictate if a child is a non-swimmer and if an adult is required in the water with them, regardless of age.

### **Lane Usage Policies & Tips**

- Lap swimming and water exercise are permitted in all lanes. Lane sharing may be necessary during high-volume times.
- Swimmers must enter the lanes from the ends, by using the stairs, or using the lift chair only and should communicate with other swimmers in the lane when entering.
- Tips When Sharing a Lane
  - Choose a lane with swimmers of similar ability and mode (e.g. lap swimming vs water exercise).
  - Wait for swimmer to return to shallow end, put your hand in the water to get the attention of the swimmer. Let him/her know you will be entering the lane to begin a circle swimming pattern.
  - It is the responsibility of the swimmer entering the lane to make his/her presence known.
  - All swimmers should circle swim if there are 2 or more swimmers in a lane.
    - Circle Swimming
      - The customary traffic pattern is to stay to the right and swim counter clockwise.
      - Always swim complete lengths of the pool to avoid stopping in the middle of the lane.
      - If you stop at the wall, stay in the corner of the lane to avoid collisions.
      - Leave the center of the lane open to allow room for flip turns.

- Slower swimmers should stop at the wall and allow faster swimmers to pass.
- Please be aware that you may be asked to share a lane at any time.
- Lane availability may vary based on programming.

## **Arena (Basketball, Pickleball, and Volleyball Courts)**

- Our courts are under 24-7 surveillance.
- At no time should children 12 years of age or younger be unsupervised in the arena.
- One adult may supervise up to four (4) children.
- Dress code will be enforced- Closed toe and heel, non-marking athletic shoes, shirts, and appropriate length shorts or athletic pants must be worn at all times.
- Please return all SUWC equipment to its designated area (including equipment checkout areas).
- Food is prohibited in the arena.
- No chewing gum in the arena.
- Profanity, abusive language, screaming, or conduct deemed offensive to other members or SUWC staff, and abuse of equipment is prohibited.
- Sports other than volleyball, basketball, pickleball, and badminton are not permitted unless approved by SUWC Administrators.
- No formal, informal, or organized practices are permitted without written approval from SUWC administrators.
- This is a communal space. We expect patrons to be courteous and respectful during usage.
- Pickleball courts in Arena 2 can be reserved online at [myshepherdwellness.com](http://myshepherdwellness.com) or on the SUWC app. Guests cannot reserve courts.
- Arena 1 is for drop-in play only. Courts can not be reserved or held for any reason. Arena 1 play is on a first-come-first-serve basis. Members and guests must be actively using the space.
- Members and guests can use the perimeter of the entire arena for walking and jogging. Strollers are allowed on the courts (to walk and jog the perimeter). While walking and jogging, users must be aware of their surroundings to not interfere with game play. Please stay outside of the court lines. The perimeter of the courts is always open except when the arena is being used for a University event rental or a paid external rental.
- If there is a rental in Arena 1, pickleball reservations will be limited to one court so one court is available for drop-in play or will be canceled all together so both courts are available for drop-in play. A decision to cancel one or both courts will depend on the duration of the event.

## **Racquetball Courts**

- Our courts are under 24-7 surveillance.
- At no time should children 12 years of age or younger be unsupervised in the racquetball courts.
- Dress code will be enforced- Closed-toe and heel, non-marking athletic shoes, shirts, and appropriate length shorts or athletic pants must be worn at all times.
- Please return all SUWC equipment to its designated area (including equipment checkout areas).
- Proper eyewear is recommended when playing racquetball. Goggles are available to check out at the registration desk.
- Food and opened beverages is prohibited in the racquetball courts.
- No chewing gum in the racquetball courts.
- Profanity, abusive language, screaming, or conduct deemed offensive to other members or SUWC staff, and abuse of equipment is prohibited.
- Sports other than racquetball and wallyball are not permitted unless approved by SUWC



Administrators in racquetball courts.

- No formal, informal, or organized practices are permitted without written approval from SUWC administrators.
- Racquetball courts can be reserved online at [myshepherdwellness.com](http://myshepherdwellness.com).
- Courts are available on a first come first serve basis outside of reservations.
- Guests cannot reserve courts.

## **Locker Rooms**

- At no time should children 12 years of age or younger be unsupervised in the locker room.
- All parents with children, ages 6 and up, must use gender-appropriate locker rooms or the family cabana. If you have special needs or require assistance, please see a Wellness Center staff member.
- Powder is not allowed to be used in the locker room.
- It is the individual's responsibility to secure items during their visit, and empty locker contents after usage.
- Shoes, Flip flops, or water shoes are required while showering and while in the locker room.
- The SUWC is not responsible for lost or stolen articles.
- Day locks are available at the Registration Desk for check-out.
- At the end of each day, all unauthorized locks will be cut off, and locker contents will be removed and placed in Lost and Found. Items will be kept for 6 months and if not claimed will be given to Goodwill or disposed of.
- This is a communal space. We expect patrons to be courteous and respectful during usage.
- If an item or issue requires immediate attention, please let a staff member know as soon as possible.
- Photography and videography are prohibited in the locker room and restroom facilities at all times.
- Lockers can be renewed online at [myshepherdwellness.com](http://myshepherdwellness.com).

## **Weight and Fitness Area**

- The weight and fitness area is under 24-7 surveillance.
- At no time should children 12 years old or younger be in the weight and fitness area.
- Dress code will be enforced- Closed toe and heel, non-marking athletic shoes, shirts, and appropriate length shorts or athletic pants must be worn at all times.
- We encourage all members to use a towel to place between them and the equipment.
- Bags or personal belongings may not be placed on the floor or equipment.
- Profanity, abusive language, and screaming are not permitted.
- Food and open drink containers are prohibited in the Weight and Fitness area.
- Users must clean all equipment with the sanitary wipes located around the facility and return it to its proper location immediately after use.
- Excessive phone use while using workout equipment is not permitted. Members need to immediately vacate the machine after use or let other members work to work in with them between sets. No texting/scrolling while monopolizing equipment is allowed. If you need to use/look at your phone, please get off the equipment.
- Patrons lift at their own risk. If in doubt, please consult a Weight/Fitness staff member prior to using the equipment.
- Clips/collars on weight bars are mandatory at all times.
- Do not drop weights or dumbbells.
- Olympic lifting is not allowed.
- Patrons are asked to adhere to a 30-minute time limit for all cardio equipment during peak times.

Peak times are defined as those instances when all pieces of one equipment (this is not brand specific) type are in use (e.g., treadmills).

- This is a communal space. We expect patrons to be courteous and respectful during usage. Sharing space and equipment is required.
- Purchasing, providing or soliciting for-profit services (i.e., Personal Training) within the facility is not permitted.
- No formal, informal, or organized practices are permitted without written approval from SUWC administrators.

## **Stretching Room**

- Our stretching room is under surveillance 24-7.
- At no time should children 12 years of age or younger be in the stretching room.
- Dress code will be enforced- Closed toe and heel, non-marking athletic shoes, shirts, and appropriate length shorts or athletic pants must be worn at all times.
- We encourage all members to use a towel to place between them and the equipment.
- No jumping rope.
- Mats can be slippery on the floor- please do not stand or step on them.
- Users are expected to clean all equipment with the sanitary wipes located around the facility and return the equipment to the proper location immediately after use.
- Food and opened beverages are prohibited in the stretching room.
- This is a small communal space. We expect patrons to be courteous and respectful during
- Usage.

## **Track**

- The track is under 24-7 surveillance.
- At no time should children 12 years of age or younger be on the track.
- Dress code will be enforced- Closed toe and heel, non-marking athletic shoes, shirts, and appropriate length shorts or athletic pants must be worn at all times.
- There are signs indicating the usage direction of the track. The direction changes daily.
- Always look both ways before entering the track.
- Walkers should use inside lane. Runners should use outside lanes.
- Groups of people working out on the track should be no more than two people wide.
- Do not stand on the track.
- No barbells are allowed on the track.
- Food and opened beverages are prohibited on the track.
- This is a communal space. We expect patrons to be courteous and respectful during usage.
- No formal, informal, or organized practices are permitted without written approval from SUWC Administrators.

## **Multipurpose Rooms & Hallway**

- The multipurpose rooms and hallway are under 24-7 surveillance.
- At no time should children 12 years of age or younger be loitering in the multipurpose room hallway or the multipurpose rooms (group exercise classes).
- The multipurpose rooms are prioritized for live group exercise classes. People not participating in the group exercise class are not permitted to be in the room and will be asked to leave.
- No one will be permitted into a group exercise class after the warm-up.
- Cellphone usage is prohibited during group exercise class instruction.

- Outside of live classes, Room 215 is utilized for personal training by SUWC staff only.
- Students and members can independently work out in the multipurpose room 213 except for times when there are group exercise classes, practices, and other scheduled programming.
- The TV, iPad, and audio carts in the multipurpose rooms are not for member or guest use. Anyone found using the SUWC electronic equipment will be asked to leave the space and may lose privileges to access the multipurpose room during general use.
- Users must clean all equipment with sanitary wipes in the multipurpose rooms and return it to its proper location immediately after use.
- Food and open drink containers are prohibited.
- Participants are encouraged to use a workout towel during group exercise classes. Towels are available at the Registration Desk.
- A dress code will be enforced. Closed-toe and heel\*, non-marking athletic shoes, shirts, and appropriate-length shorts or athletic pants must be worn at all times. Any participant not wearing proper attire will be asked to change in order to continue participating or to access the space.  
\*Closed-toe and heel shoes are required for all classes and with the **exception of mind/body classes led by a live SUWC instructor**. Please see our website for a complete list of mind-body classes. Members must put on their shoes when walking to the restroom, while attending mind body classes.
- We encourage all members to use a towel to place between them and the equipment.
- Profanity, abusive language, screaming, or conduct deemed offensive to other members or SUWC staff, and abuse of equipment is prohibited.
- Personal belongings should be stored in a locker or cubby. Any personal items brought into the multipurpose room must be kept in a place that will not impede others' ability to participate and their safe use of the space.
- No photography or video recording is permitted in the multipurpose rooms without prior authorization.