



Member Handbook



Welcome to the Rochester Athletic Club

Thank you for placing your trust in us. Please take a moment to review the information in this Member Handbook. It contains important information about your membership, and can be a useful guide to our policies, services and facilities.

We invite you to Be Fit, Be Family, and Be Well with us.

With warmest regards,



Brent Frueh
General Manager
(507) 287-9305
bfrueh@racmn.com

Table of Contents

General Information	2
Getting Started	4
Guidelines & Policies	
Fitness Area & Classes	5
Aquatics	6
Racquet Sports	7
Youth Services	7
Cafe Relish	9
Birthday Parties & Events	9
Thrive Boutique & Sport Shop.....	10
Billing Information & Policies	10
Guest Policies	11
Membership Policies	12
General Operating Policies	14

General Information

Hours of Operation – The Club is open on a daily basis, with the exception of Christmas Day and Easter. A full list of our hours are available on our website www.racmn.com.

Monday – Friday 5:00 a.m. - 10:30 p.m.

Saturday & Sunday 7:00 a.m. - 9:00 p.m.

Inclement Weather Policy

When school is in session: The RAC follows the lead of the Rochester Public Schools when it comes to cancelling programs.

- **Public School Cancelled for the Day** - All fee based classes will be cancelled.
- **Public School Late Start** - All fee based classes held before noon will be cancelled.
- **Public School Early Release** - All fee based classes held after noon will be cancelled.

When school is not in session: The RAC typically follows the lead of Apache Mall. There may be situations in which we will be open, but cancel programming for the day, and situations when we will close entirely. The final decision will be made by RAC Management as early as possible so members can be informed in a timely manner. Follow us on Facebook or check our website www.racmn.com for the latest updates.

Other:

- Programs / special events will be decided by the Director in charge of the program.
- The Neighborhood will have non-school day hours (staffed at 9:30 a.m.), provided staff can get to the RAC.
- The Pool will have a lifeguard on non-school days/snow days 9:30 a.m. – 8:30 p.m. provided staff can get to the RAC.
- Check the RAC App for Group Fitness cancellations. Classes will be conducted unless an instructor is unable to get to the club.

If you have questions, please call the Activities Desk at (507) 287-9300.

Important Contact Information

Front Desk	(507) 282-6000
Business Office/Billing and Payments.....	(507) 287-9307
Business Office/Membership.....	(507) 287-9315
Activities Desk.....	(507) 287-9300
Fitness Desk.....	(507) 287-9320
Kids Club.....	(507) 287-9324
Neighborhood.....	(507) 287-9321
Cafe Relish.....	(507) 287-9309
Thrive Boutique & Sport Shop.....	(507) 287-9330
Member Services & Sales	(507) 287-9319

AED Locations - The RAC has 2 AEDs (Automated External Defibrillator) with Adult and Child pads in both locations. One is located by Gym 1 on the wall between the Fitness and Operations Director offices' (labeled location). The other AED is located at the base of the tennis ramp on the wall (labeled location).

Cell Phones

- **Locker Bay Area** - We prefer cell phones to be put away in the locker room although it is not against our policy. It is prohibited when a phone is in the photo or video mode (FaceTime, Snapchat, Instagram, etc.). Anyone caught with their device in these modes will lose their membership and a call may be made to law enforcement.

- **Wet Areas** - The use of cell phones/electronic devices in the whirlpool, sauna and steam room is prohibited. Please leave these items in your locker.
- **Fitness Area** - Use of cell phones for phone calls on the fitness floor should be kept to less than one-minute. If a longer discussion is necessary, we ask that you use one of the lounge areas in the RAC (not the locker room). The Adult Cardio Room/workout area is a no cell phone talking area.

Smoking, Tobacco, E-Cigarettes – are not permitted in the Club or within the fenced-in area outside.

Food and Beverage Policy – The Rochester Athletic Club does not allow outside food or beverages inside the facility. Anything purchased in Cafe Relish (including food) must be kept inside Cafe Relish or may be brought down to The Neighborhood picnic table area. Liquids may be brought in to the RAC but must be in a spill proof container. Coffee and pop cups like those purchased at McDonalds are not allowed as we do not consider this spill proof. Hard plastic containers with attached lids are considered spill proof. Plastic pop bottles with twist-off lids are also considered spill proof.

RAC Policy on Service Dogs versus Emotional Support Animals

- The Rochester Athletic Club is a place where many people must share space, equipment and cohabitate. We support any member or guest who needs a Service Animal, but due to others' allergies or potential fears we do not allow Emotional Support Animals in the facility or on the grounds (outside of the parking lot).
- We ban all emotional support animals from the Rochester Athletic Club. Service animals are allowed as long as the member and animal follow the details below.
 - There is a substantial difference between “service animals” and “emotional support animals.” A “service animal” is specially trained to do something for someone who has a “disability” under the Americans with Disabilities Act (“ADA”). An “emotional support animal” need not have any special training and the person need not have a disability (as defined under the ADA).
 - Neither MN law nor the ADA require gyms to permit “emotional support animals” on their premises. However, the differences between these two types of animals are becoming blurred. Some people may try to take advantage of referring to their animal as a “service animal” due to how a service animal is defined and it is language that will get them substantially greater rights. Gyms are required to permit “service dogs” on their premises.
 - Here is how the RAC will allow service dogs and the expectations of their owners and their service animal.
 - To be permitted in the Club, the dog must be required because of a disability that substantially impairs one or more life activities.
 - To be permitted in the Club, the dog must be trained to perform whatever work/task it does to help with the disability.
 - The dog must be leashed, harnessed or tethered to the owner at all times, unless the owner is in the pool. If the owner is using the pool the dog must remain in a designated area of the pool facility except while it is performing its special work/task for the owner. The dog cannot be in the pool at any time.
 - If the dog becomes out of control (barking, lunging at others, biting at others, growling at others, getting underfoot during classes) it must be removed. Other than barking (for which you might allow 2 violations before banning the animal permanently), one infraction should be enough to ban the animal from the Club.

- The owner is solely responsible for maintaining control of his/her dog at all times and must ensure that the dog does not cause injury to another patron of the Club.
- If the dog relieves itself anywhere in the building or defecates on the outside parking area or any of the RAC's outdoor spaces, it must be removed from the Club, permanently.
- Staff will not: hold the dog; provide it food; provide it water; or care for the dog at any time.
- The dog cannot be given food on the property (inside or outside). The dog cannot be given water in the building.
- The owner must show that dog has current immunizations required by MN law.
- The dog cannot be left unattended by the owner at any time or any place on the entire property (including in a car).
- The animal owner will need to sign a receipt acknowledging having received a copy of the rules. We will provide a copy to the owner upon request.
- The rules are subject to change without notice.

Getting Started

Club Entrance – To gain access, scan your Electronic ID at the Front Desk. Your membership details and security photo will appear on the computer screen. Each member, 13 years of age and older, will receive a membership Electronic ID (members age 7-12 will be given an Electronic ID at the discretion of their parents). Children must be 13 years of age or older to enter unaccompanied. In the summer months, you may enter the outdoor pool facility directly through the entrance on the east side of the building (you must have an up-to-date photo in our system).

Club Attire – Members are expected to wear appropriate attire when utilizing fitness areas, participating in racquet sports and when attending Club social functions. Shirts are required for outdoor tennis play. Bare feet or socks are only permitted in the locker rooms, aquatics area, group fitness studios and to and from Massage. Courts require non-marking shoes. Jerseys are provided for pick-up basketball games.

Locker Rooms – We have three locker rooms: women's, men's and family. They are located on the lower level. Children age 3 years and older are not allowed in the opposite gender locker room. The family locker room has been designed for members with small children, where private showers, toilets and changing areas are provided.

Members and guests have access to the following complimentary locker room items:

- Full-length lockers
- Towels
- Soap, shampoo and conditioner
- Individual and wall hair dryers
- Razors and combs available at the Activities Desk
- **Suitmates** (Swimsuit dryer) - Please follow posted directions precisely, the RAC is not responsible for damage to suits.
- **Permanent Lockers** - Available for \$6 per month for a quarter size, or \$10 per month for a half size. Details and sign-up are available at the Activities Desk (there may be a waiting list). Permanent lockers lock automatically upon closing.
- **Whirlpools** - The whirlpools in the women's and men's locker room are set at a higher temperature than the family whirlpool (located by indoor pools), therefore they are limited to individuals 18 years and older. Younger children may use the
- Deodorant
- Mouthwash
- Hairspray
- Lotion

family whirlpool with direct parental supervision. Children in diapers should not be in the whirlpool for sanitary reasons.

- **Diaper Changing Station** – The women’s and family locker rooms all have a diaper changing station, as do many restrooms within the Club.
- **Steam Room & Sauna** - Available in the men’s and women’s locker rooms, and may be used by individuals 13 and older.

Lockers – Choose any six foot daily use locker that has a green light. Push to open the door. This releases the latch. Place your belongings in the locker. Close the locker door and hold for a few seconds for it to latch. Place Electronic ID in front of green light until it turns red and you hear a beep. The locker is now locked. Your Electronic ID will only lock one daily locker at a time.

Lost & Found – The lost and found is located at the Activities Desk. Valuables (watches, jewelry, etc.) will be held for three months and, if not claimed, given to charity. Articles of clothing will be held for three weeks. All items must be identified in person. No confirmation of lost articles will be given over the phone.

Schedule of Activities – Programming for all ages is available, including private and group/sport lessons. Register for programs and activities with the Activities Desk staff either in-person or by phone at (507) 287-9300. The Schedule of Activities is on our website.

Stay Connected – The RAC has free Wi-Fi throughout the Club. Visit www.racmn.com to find the current Schedule of Activities, group fitness schedule and class descriptions. The RAC app is a great tool. Almost everything you need to enhance your member experience is available on our app. New members will receive an invitation to the app at their initial member appointment. If you do not have access to the app, please contact us at info@racmn.com and let us know. For more information, see our App Guide page on our website.

Visit other Clubs at a Discount - The Rochester Athletic Club is part of the International Health, Racquet & Sportsclub Association (IHRSA). We participate in the IHRSA Passport Program which gives our members access to a worldwide network of health clubs and 25% off guest fees at partner clubs. To take advantage of this program, you must download the TrainAway app and enter an invitation code. Clubs must be at least 50 miles/80 kilometers away from our club in order to qualify. For more information, please visit our website www.racmn.com or contact the Front Desk (507) 282-6000.

Questions – If you have questions as you become familiar with the RAC, please ask any RAC associate. If you would like to provide feedback of any kind, pick up a “Let’s Talk” card, fill it out, and return it to the Front Desk or Activities Desk. We read every “Let’s Talk” card and respond back in a timely manner. There is also a “Contact Us” section on our website, www.racmn.com, where you can email any questions or feedback to the RAC team.

Fitness Area and Classes

Fitness Floor – Members may use any of the cardiovascular and resistance equipment, free weights, walking/running track, basketball courts, and adult-only cardio area (for members 18 years and older). Please respect the following Fitness Area policies:

- For the safety of children, **all members must be 13 years or older** to use the Fitness Floor or attend Group Fitness classes. Children under 13 years of age may use the Group Fitness studios and Fitness on Demand with supervision by a parent or guardian.

- **Infants six months of age or younger** are allowed on the Fitness Floor if the baby remains in a car seat, bassinet or stroller with parental supervision. You may use all cardiovascular equipment and selectorized machines. For the safety of your child, the free weight area is prohibited. Strollers are not allowed on the track at any time.
- Infants in baby carriers are not allowed on equipment. Infants in baby carriers are allowed on the track.
- Wireless audio for the large screen TV's may be accessed through a member's personal FM receiver or smartphone using the Tunity tile located on the RAC app.
- The track is for adults and youth 13 years and older. However, on Saturday and Sunday from 3:30 p.m. – 9:00 p.m., the track is open to families. Parents must be exercising beside their children during family track time. For safety reasons, children are not allowed to be left alone on the track.

Cardiovascular Equipment – Members can gain a personalized exercise experience with our networked cardiovascular equipment. To make logging into your exercise profile quick and easy, make sure your Electroic ID is synced to your account. Please see any Fitness Floor associate to learn more.

Personal Training/Nutrition Counseling/Wellness Coaching – Customized training, semi-private and group classes, InBody Analysis, and our personal training studio are all available to members who want a more personal approach. For a free consultation with a personal trainer, or to find a personal training option that will help you meet your fitness goal, call the Fitness Director at (507) 287-9312.

Gyms – Members have access to three full-size basketball courts for recreational use. Men's and women's basketballs are provided. Badminton nets are available upon request at the Activities Desk. Any member that dunks or hangs on the rim may result in membership termination.

Aquatics

Indoor Family Pool (salt water) – We keep the temperature of the indoor family pool around 89 degrees, and we test it often to ensure members' satisfaction. The depth of this pool ranges from 3'2" – 3'11".

Lifeguard On-Duty Hours (Labor Day – Memorial Day Weekend)

Monday - Friday	5:30 p.m. - 10:00 p.m.
Saturday & Sunday	9:00 a.m. - 9:00 p.m.

Children under the age of 13 must be supervised. Children under 7 years of age must be within arm's reach of a parent or guardian at all times.

Indoor Lap Pool (salt water) – At 25 meters in length, we keep the indoor lap pool around 81 degrees. The depth of the lap pool ranges from 3'6" – 4'10", and 32 laps or 64 lengths is the equivalent of one mile. THERE IS NO LIFEGUARD ON DUTY. All children under 13 years of age must be supervised by an adult and be lap swimming.

Whirlpools (salt water) – For your child's safety, we discourage children under the age of 2 from using the family whirlpool. Otherwise, direct supervision is required for children ages 12 and under using the family whirlpool. Children under the age of 18 are not allowed in the men's and women's locker room whirlpools.

Outdoor Pool (Open Memorial Day Weekend – Labor Day) – The pool is open when the temperature outside is above 72 degrees, with the following hours:

Monday – Sunday	11:00 a.m. – Dusk
-----------------	-------------------

A lifeguard is on duty at all times during posted pool hours. Children under the age of 13 must be supervised. Children under the age of 7 must be within arm's reach of a parent or guardian at all times. Children must either be 6 years of age or 42" tall to go down the water slide. Only one person may go down the slide at a time.

Appropriate Swim Attire – Please see Pool signage in the pool area and next to Women's, Men's and Family whirlpools.

Diaper Policy – All infants and toddlers are required to wear a disposable swim diaper with a reusable swim diaper over the disposable. Both may be purchased in Thrive, Activities Desk, or Outdoor Desk. This policy applies to the indoor and outdoor pools.

Racquet Sports

Court Space – The RAC has 11 indoor tennis courts, 6 Hartu (clay) outdoor tennis courts, 2 hard surfaced outdoor tennis courts, 4 glass backed racquetball courts, 2 squash, and 4 indoor pickleball courts.

Court Fees – There is no court fee for squash, racquetball or outdoor tennis courts (indoor tennis and pickleball court charges apply). Please make a reservation by contacting the Activities Desk at (507) 287-9300 or use the member login area on the RAC app or website. Courts can be reserved up to seven days in advance. Walk-ups are also welcome if space allows. Permanent court times are available for indoor tennis. Courts require non-marking shoes only.

Group and Private Lessons – Tennis lessons for all ages (including children) are available. Please see the Schedule of Activities for details and pricing, or visit www.racmn.com. Class registration is also available on the RAC app. Please contact the Racquet Sports Director at (507) 287-9323 for more information.

Racquet Sport Rating – Not sure what level you or your child plays at? Please contact the Racquet Sports Director at (507) 287-9323 for a free consultation.

Youth Services

Kids Club (507) 287-9324 - For children ages 6 weeks through 6 years old, the staff at Kids Club will take care of your children while you exercise or enjoy other services or amenities at the Club. Please note the specific guidelines below concerning Kids Club.

- **Infants 6 Weeks to 6 Months Old** – Reservations are required. Childcare is available for a maximum of 1.5 hours for \$5 per child, Monday – Friday, 12:00 p.m. – 4:00 p.m. This ensures Kids Club has an appropriate ratio of infants to staff members.
- **Children 6 Months through 6 Years Old** – Childcare is available during normal Kids Club hours (see page 7) for a maximum of 2.5 hours for \$5 per child. No reservations are needed. If a child exceeds the maximum 2.5 hours, an additional \$5 will be charged.
- Kids Club packages are available for purchase.
- Parents are expected to remain in the Club at all times while their child uses Kids Club (unless using drop-off service).
- Socks are required.
- **Food items that pose a potential choking hazard**, such as popcorn, chewing gum, trail mix and peanuts/nuts, are not allowed in Kids Club.
- **Security Policy** - The following steps will be taken to ensure the security of your child: When a parent drops off their child, they will sign them in with Kids Club staff. They will make the staff aware of their location, who is picking up and if the child has allergies. If a parent drops off their child and wants their spouse/family member to pick them up, they must inform Kids Club staff. A picture ID (Driver's license or picture on the Club computer screen) will be needed for verification of the person's identity before they can take the child out.
- **Allergies** - We are committed to providing a safe environment for all children. Kids Club is peanut aware. Please do not bring a snack that contains peanuts or nut products (i.e. peanut butter, some granola bars, etc., please read labels carefully). We cannot guarantee we will be 100% nut free. These products are sold in Cafe Relish and in the Neighborhood. If your child has any other allergies that we need to

prepare for, please contact the Kids Club Director at (507) 287-9302 prior to coming to Kids Club.

- **Diapers/Potty Training** – If your child wears a diaper, please bring a diaper when you drop your child off, as we do not supply them. If your child is potty training, please bring a change of clothes and inform Kids Club.

Kids Club Hours (subject to change on holidays)

September (after Labor Day) – May

Monday – Thursday	8:30 a.m. - 8:00 p.m.
Friday	8:30 a.m. - 6:00 p.m.
Saturday	8:30 a.m. - 5:30 p.m.
Sunday	1:00 p.m. - 5:30 p.m.

June – August

Monday – Thursday	8:30 a.m. - 8:00 p.m.
Friday	8:30 a.m. - 6:00 p.m.
Saturday	8:30 a.m. - 3:00 p.m.
Sunday	1:00 p.m. - 4:00 p.m.

Kids Club Drop-Off Service – Drop off your child (ages 6 months through 6 years) with Kids Club and leave the Club to run errands, go to an appointment, etc. No sign-up is needed, but you must be a member. Each child is \$10 for a maximum of 2.5 hours. We must have current emergency contact information on file.

Preschool Play Area – Members and guests may bring their children to play in the 2,500 square foot Preschool Play Area any time. It is located adjacent to Kids Club. This area is not supervised by Rochester Athletic Club staff, so a guardian age 13 or older must accompany children at all times. To access the Preschool Play Area, check in at the Front Desk. You may also access the Preschool Play Area by going up the stairs from The Neighborhood.

The Neighborhood (507) 287-9321 – The Neighborhood is a 35,000 square foot family entertainment center that features a wide variety of activities for children and their families. All activities, with the exception of batting cages, are included in your membership.

- Socks are required.
- When the Neighborhood is not staffed, a parent/guardian must be present with any child under the age of 13. Children under the age of 7 must have a parent/guardian present at all times. See staffed hours.
- Children ages 7-12 may be dropped off for up to 2.5 hours while The Neighborhood associates are on duty (while the parent/guardian remains in the Club). If the parent/guardian is leaving the Club, there is a fee of \$5 per child. Parents/guardians need to sign these children in and out with The Neighborhood associate on duty. If the parent exceeds 2.5 hours, an additional fee of \$5 per child will be incurred, and the parent/guardian will be called to pick up their child.
- The parent/guardian has the ultimate responsibility to tell their child(ren) to stay in the Neighborhood area.
- No child will be permitted to leave the Neighborhood and go to any class unless the parent/guardian and staff person complete an Activity Pass. If a child needs to come to the Neighborhood from a class, the parent/guardian must: 1) Sign child in 2) Fill out an Activity Pass 3) Give the child the pass. Once the child arrives into the Neighborhood, the child must alert staff that s/he has arrived.

The Neighborhood Hours - Staff On Duty

School Year

Monday – Friday	4:30 p.m. - 8:30 p.m.
Saturday	8:30 a.m. - 7:00 p.m.
Sunday	10:00 a.m. - 6:00 p.m.
Non-School Days	9:30 a.m. - 8:30 p.m. (provided staff can get here)

Summer

Monday – Thursday	9:00 a.m. - 8:30 p.m.
Friday	9:00 a.m. - 6:30 p.m.
Saturday	8:30 a.m. - 6:30 p.m.
Sunday	10:00 a.m. - 6:30 p.m.

Cafe Relish – Open to the Public (507) 287-9333

Cafe Relish is based on the idea of chef-driven, fast dining in a casual setting. The ingredients are responsibly sourced, always fresh and made to order by real chefs at competitive prices. In addition to dining in the restaurant, easy to take menu items for people with busy schedules who need to quickly grab lunch or dinner is provided. Payment options include credit card, cash or digital gift cards are available through their website. Online ordering is also available on their website and through Grubhub. Enjoy sandwiches, salads, cold-pressed juices, coffee and more at Café Relish! Contact us at (507) 287-9333 or www.caferelish.com.

Cafe Relish Hours

Monday-Friday 8:00 a.m. - 8:00 p.m.

Saturday 8:00 a.m. - 6:00 p.m.

Sunday 9:00 a.m. - 6:00 p.m.

Cafe Relish Cabana

The Cafe Relish Cabana provides meals, snacks, frozen treats, and more to all RAC members. We recommend purchasing a gift card through us for ease of payment. We are open Memorial Day – Labor Day from 11:00 a.m. - Dusk weather permitting.

Banquets, Meetings, and Conferences

Cafe Relish can also assist with events, meetings, or any type of gathering you may need. We have three separate spaces that can accommodate a variety of group sizes. If you want to have a meal at your event, we have a Boxed Lunch Program. Feel free to contact our Director of Sales at (507) 287-9309 with any questions you may have.

Event Facilities

Birthday Parties – Let The Neighborhood staff help you with your child's next birthday party. Choose from a Neighborhood or pool party. Parties are 1.5 hours in length; however, you may purchase additional time in increments of 30 minutes. The birthday child, parent, or grandparent must be a RAC member. For more information call (507) 405-1036.

Field Trips – Bring in an outside group to experience the club. Swim in the pool, play in the Neighborhood, rent a room for team building or create your own unique event with the help of RAC staff. Contact our Youth and Aquatics Director at (507) 289-9314 with any inquiries.

Thrive Boutique & Sport Shop (507) 287-9330

The RAC's Thrive Boutique & Sport Shop is open to the public and is located near the front entrance of the Club. Members receive a 15 % discount on items purchased (some exceptions do apply), and may charge to their account. Thrive carries name brand fashion and workout apparel for men and women, accessories, as well as tennis, racquetball and squash racquets and equipment.

Stringing services are available. Demo racquets are available for \$2 (demo charges may be applied to a purchase of a racquet within 60 days). Contact the Thrive Director with any questions at (507) 287-9334.

Thrive Hours

Monday – Thursday	9:00 a.m. - 7:00 p.m.
Friday	9:00 a.m. - 5:00 p.m.
Saturday	9:00 a.m. - 3:00 p.m.
Sunday	Closed

Thrive Online

Thrive Boutique & Sport Shop is now online. To shop the latest selections of women's clothing and accessories, visit our site at <https://thrive-boutique-at-the-rac.myshopify.com/> or click the "Shop Online" tile on our RAC App. Contact thriveonline@racmn.com with any questions.

Billing & Policies

Billing Information: (507) 287-9307

Membership Information: (507) 287-9315

Business Office Hours

Monday – Friday 8:00 a.m. - 5:00 p.m.

Statement Information - Statements are mailed the first week of each month. Your bill will reflect the next month's dues and the prior month's charges (ex. the December bill will include January's dues and November's charges).

Payments - Payment on your account is due by the 20th of the month and can be made using any of the following options (depending on your membership type):

- Mail your payment using the return envelope provided with your monthly statement. Please return the statement header with the payment.
- Drop off your payment at the drive-up drop box located under the canopy at the main entrance of the Rochester Athletic Club or at the payment box outside the Business Office.
- Automatic deduction from a checking or savings account. Forms are available at the Front Desk or in the Business Office. Your account will be drafted on the 15th of the month (or next business day).
- Automatic draft from a Visa, MasterCard, Discover or American Express. Forms are available at the Front Desk or in the Business Office. Your account will be drafted on the 10th of the month (or next business day).
- Pay your bill in-person at the Business Office or the Front Desk. If you pay with cash, please ask the Front Desk or the Business Office staff to provide you with a receipt.
- Pay online at www.racmn.com (look for "Member Login").

Delinquent Accounts - Balances which remain unpaid by the 25th of the month will be considered delinquent and are subject to a \$10 late fee. Returned checks and returned EFT are subject to a \$10 charge. A member whose account is delinquent in excess of 45 days after billing may be denied access to the Club until payment is made and the account is brought to a current status. Any member who shall fail to pay any dues and other outstanding debt to the Club within 60 days of billing date will be subject to collection and membership termination. Member's obligation for delinquent balances shall continue until current. Reinstatement will require a new application for membership and payment of all charges in arrears.

Membership Freeze - Members will be granted a freeze if they are: 1) transferred out of town for business, 2) unable to use the Club due to prolonged illness or injury, or 3) experiencing financial hardship due to sudden loss of income. The requests will be handled by management on an individual basis. A letter of verification from the member's employer or physician is required. There is a two-month minimum and a three-month limit with a review by management at that time. Months are not prorated.

Leave of Absence - A member may place their membership on hold if they know they will be transferred or relocated for a period of up to 2 years. A letter of verification from the member's employer is required. A \$50 processing fee will be assessed upon reinstatement.

Health Insurance Fitness Credit - The Rochester Athletic Club does not administer but works with insurance companies that offer insurance rebates for health club use. To learn more about this program visit our website at www.racmn.com. Click on the search magnifying glass icon and type in "insurance rebates" or click on Member Resources and then Insurance Rebates. For more information or to enroll, contact the Business Office (507) 287-9307.

Guest Policies

Local Area Guests - Local area guests are defined as people living and/or working within Olmsted and the adjacent counties. This includes Dodge, Fillmore, Goodhue, Mower, Wabasha, Winona and Olmsted counties – approximately a 60 mile radius from Rochester.

Please note when bringing a local guest:

- Guest fees apply.
- Must be accompanied by a member.
- May only use the RAC once every 30 days.

Guests (outside the local area)

- May purchase a single day guest pass or extended guest pass without being accompanied by a member.
- Extended guest pass holders may bring additional guests. Guest fees apply.
- All guests must have their photo taken for security purposes.
- A three month pass is the longest that may be purchased at one time.

Applies to All Guests

- All guests must present picture ID when purchasing a pass and at each visit.
- All adult guests must sign a Release of Liability form before using the RAC.
- Members under age 18 are limited to bringing a maximum of two guests into the RAC when unaccompanied by an adult.
- Members may bring in grandchildren as guests as often as they wish. Guest fees apply.

- Family rates do not apply across more than one generation and include only Parents/ Guardians and their children through age 22.
- Children under the age of 2 are complimentary.

For current Guest Fee prices visit our website at www.racmn.com or call the Front Desk at (507) 282-6000.

Membership Policies

1.0 Membership Qualifications

- 1.1 Approval of membership** - All applications and membership agreements shall be on forms supplied by the RAC and shall be subject to payment of the required processing fee and the acceptance by the Club. Persons 13 years of age and older are eligible to become members.
- 1.2 Non-Discrimination** - It shall be policy of the Rochester Athletic Club to accept applications for membership from any individual or family of good character and responsible credit background without regard to race, creed, age, color, sex, national origin, or sexual orientation.
- 1.3 Youth Policies** - No fee is required for children who are newborn to age 2 and may use the Club with a parent/guardian who has an Individual, Couple or Family Membership. Ages 2-6 may be part of Parent/Child membership. Ages 12 and under may be dropped off for any lesson or scheduled activity. Parental (guardian age 13 or older) supervision is required once the lesson or scheduled activity is over. If not in a scheduled activity, parent or guardian must accompany them. Children ages 13 and above are not required to be in the presence of an adult. All children must behave responsibly and wear appropriate attire. Failure to do so may result in revocation of Club privileges.

2.0 Membership Categories

- 2.1 Individual Membership** - Individual Membership category shall be applicable only to the named individual, whether or not married. Spouse and children if any, of the individual member shall not be entitled to the rights and privileges of this membership, except as guests, and are subject to guest policies.
- 2.2 Couple Membership** - A Couple Membership consists of two people legally married, registered as Domestic Partners with the City of Rochester, MN, or one parent and one dependent child age 7-22.
- 2.3 Parent/Child Membership** - Parent/Child Membership category shall be applicable to one parent and dependent child 2 to 6 years of age. Additional children will incur added dues.
- 2.4 Family Membership** - A Family Membership consists of two people legally married or registered as Domestic Partners with the City of Rochester, MN with a dependent child or children or a single parent and dependent children ages 2-22. Full-time undergraduate college students are considered dependent through age 22. Non-college students are dependent through age 18 or until the first of September after high school graduation.
- 2.5 Senior Member** - Senior Memberships are for individuals who are age 65 or older. This membership shall be applicable only to the named senior member, whether or not legally married. Spouse and children, if any, of the senior member shall not be entitled to the rights and privileges of this membership, except as guests, and are subject to guest policies.
- 2.6 Senior Couple Membership** - A Senior Couple Membership consists of two people legally married or registered as Domestic Partners with the City of

Rochester, MN who are both 65 years of age or older. Children, if any, of the senior couple members shall not be entitled to the rights and privileges of this membership, except as guests, and are subject to guest policies.

- 2.7 Junior Membership** - Junior Membership category shall be applicable to the named individual. A youth may purchase a junior membership at age 13 until 18 years old or until the first of September after high school graduation. A youth, 13 years or older, has full use of the facility except for an area in the locker rooms reserved for persons 18 years of age or older, the Adult Cardio Area and locker room whirlpool. Junior memberships do not have charging privileges, unless parents sign Junior Amendment form. Refer to Youth Policy 1.3 for more information.

3.0 Membership Add-Ons

- 3.1 Babysitters** - Year runs from May 1st - April 30th. There is a maximum of two babysitters per membership. A \$35 sign-up fee is assessed. Babysitters must be at least 13 years of age and three years older than the eldest child. A non-family member may accompany children under 13. The babysitter must remain with the child(ren) at all times. The babysitter may not use the Club without the children. A babysitter may not check in children to Kids Club, or the Neighborhood. They must be registered at the Front Desk.
- 3.2 Nannies (Live-In only)** - The definition of a Nanny for the purpose of Rochester Athletic Club is a live-in childcare provider at least 18 years of age and three years older than the eldest child on the membership. A Nanny will have full Club privileges as part of the family membership. To qualify the Nanny must live with the family and be employed full-time in this position. There is an additional monthly charge of \$35. There is no processing fee for the first Nanny added during a 12-month period. There will be an additional fee of \$25 per replacement of a Nanny during the remainder of the 12-month period. This applies whether the Nanny is new or a previous Nanny. All Nanny Memberships are subject to review and approval by management. Family members are not eligible (ex: spouse, sibling, grandparent).
- 3.3 Grandchildren** - Grandchildren under the age of 13 may be added to your membership. The monthly fees for grandchildren are as follows: \$30 for the first grandchild, \$25 for the second, and \$20 for each additional grandchild. There will be a processing fee of \$10 per transaction of adding grandchild(ren) to your account. There is no fee to remove them.

4.0 Dues, Use Fees, Charges and Credit Policies

- 4.1 Dues** - The RAC shall from time to time determine the amount of payment of dues which shall be payable by the Members. The obligation to pay dues is not dependent on the availability of all the Club's facilities. Tournaments, repairs and/or maintenance of some facilities may make necessary for the Club to restrict use of one or more of the facilities or temporarily close the Club. Dues will not be reduced or suspended during the time when one or more of the facilities are not available. Members' dues will be billed monthly in advance.
- 4.2 Use Fees and Charges** - The Club from time to time, can change the amount and terms of payment for charges for goods, services, and use of the facilities by members and guests.
- 4.3 Credit Policies** - All bills are due and payable by the 20th of the month. All accounts not paid in full by the 25th day of the month will be subject to a late fee of \$10 for each 30 day period the account is past due.

- 4.4 **Credit Limits** - A \$1,000 credit limit is automatically granted to all memberships (excluding junior memberships) when the membership is accepted. A Junior membership will be granted a \$100 credit limit upon receipt of a Junior Amendment form signed by a parent or legal guardian. The parent or legal guardian must be present during the membership process. If an account exceeds the credit limit, credit may not be issued. The Rochester Athletic Club always has the option to limit members to cash only.

5.0 Termination of Membership

- 5.1 **Resignation** - The Member may resign from the Rochester Athletic Club by giving written notice by the 20th day of the month before they wish to resign. The Member may not offset dues and/or other outstanding charges against his/her processing fee, and the processing fee is non-refundable. All resignations shall be effective the first day of the month.
- 5.2 **Termination** - The membership of any member who is behind in the payment of his/her account to the Club for a period in excess of 60 days will be automatically terminated. All debts and bills to the Club are immediately due in full or subject to collections. The membership of a member may be cancelled by the Club or suspended for any period of time in the event of violation of any of the Rules and Regulations of the Club, or any conduct which, in the opinion of the management of the Club, is prejudicial to the welfare, good order, and character of the Club. Any member or guest of a member found maliciously or willingly destroying or abusing the facilities of the RAC will be subject to immediate expulsion without refund of processing fees and the member shall be liable to the Club for all damages resulting from such actions. Termination of a member by the Club does not relieve the member of dues or other charges, previous to the date of termination.

- 6.0 **Waiver of Liabilities and Waiver of Claims** - It is expressly agreed that all use of the facilities shall be undertaken by the member or the member's guest at his/her sole risk, and the Club shall not be liable for any injuries or any damage to any member or guest, or the property of any member or guest, or be subject to any claim, demand, injury or damages whatsoever, including, without any limitation, those damages resulting from acts of active or passive negligence on the part of the Club, its officers or guests. The member, for himself/herself and on behalf of his/her executors, administrators, heirs, assigns and successors, does hereby expressly forever release and discharge the RAC, its owners, officers, employees, agents, successors, and assigns from all such claims, demands, injuries, damages, actions, or cause of actions. The RAC shall not be responsible for liability to the members or the member's guests for articles damaged, lost or stolen in or about the Club, or lockers, or for loss or damages to any property including but not limited to automobiles and the contents thereof.

General Operating Policies

7.0 General Operating Policies

- 7.1 **Regulations** - All members must present their membership Electronic ID each time the member seeks admittance to the RAC. They must also follow any and all required security measures in force at the time.
- 7.2 **Guests and Guest Fees** - Guest fees may be adjusted from time to time. Rochester area guests must be accompanied by a member, must register at the Front Desk and obtain a guest pass. The guest must abide by all the rules and regulations of the Club. The sponsoring member is responsible for the actions of their guests. Any towel, guest band or other equipment issued to a guest becomes the responsibility of the member, who is liable for its return or subsequent charge. Violation by a guest of these rules and regulations and

any posted regulations or facility use rules shall be grounds for refusing that individual further guest privileges. Please see the Guest Policy section for a full list of policies.

- 7.3 **Reservation Policy** - All racquet courts are on a reservation only basis and may be reserved by members up to 7 days in advance. If a member fails to take possession of their court within 15 minutes of the designated reservation time, the court may be reassigned.
- 7.4 **Promotion** - It is understood that it is in the best interest of the Rochester Athletic Club and its members to advertise and promote Club activities.
- 7.5 **Smoking, Tobacco, E-Cigarettes** - are not permitted in the Club or within the fenced-in area outside.
- 7.6 **Change of Address** - Members are responsible to keep the club informed of address changes by contacting the Business Office, using member online services or filling out and returning the back of your monthly statement. All communications shall be presumed to have been received by the member within five days of mailing to the address on membership application.
- 7.7 **Replacement of Electronic ID** - Replacement of lost, stolen, destroyed, or damaged membership Electronic ID is \$10.
- 7.8 **Discounted Packages** - If a discounted package has been purchased, this package is non-refundable neither in part nor in full. If you think for any reason you may not use any or all of the package, it is advisable to avoid purchasing a package and to pay for the individual sessions one at a time.
- 7.9 **Cancellation Policies** - Appointments (massage, private lessons, and personal training) that are not cancelled at least twenty-four hours in advance will be charged in full unless the staff responsible is able to book another appointment in that time frame. Indoor tennis courts that are not cancelled at least three hours in advance will be charged in full to the member(s) that have booked the court.

8.0 Amendment of Rules and Regulation

- 8.1 **Rules Not Inclusive** - The rules and regulations contained herein are not inclusive. Other rules and regulations may be posted in and about the facilities of the Club, and shall be binding on the member as if set out here in full.
- 8.2 **Amendment of Rules and Regulations** - The Club may adopt and/or amend the above rules and regulations or policies not herein covered and all members will be obligated to these policies.

**The foregoing rules and regulations are adopted by the Rochester Athletic Club. Management reserves the right to change these rules and regulations at any time.*

Rochester Athletic Club

3100 19th St. NW

Rochester, MN 55901

(507) 282-6000

www.racmn.com follow us:  

Stay connected



RAC App IOS

<https://itunes.apple.com/us/app/rochester-athletic-club/id492990210?mt=8>



RAC App Android

<https://play.google.com/store/apps/details?id=com.bottegasol.com.migym.rochester>