



## FITNESS SERVICES

### MEMBER REGISTRATION PACKET **POLICIES & AGREEMENT**

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#### POLICIES

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##### **ELIGIBILITY & PARTICIPATION**

*Eligibility is open only to both Boar's Head Sports Club members and Resort Guests.*

Only Boar's Head Fitness staff are permitted to provide personal instruction and training to clients that are members of Boar's Head and/or are staying at the hotel. NO personal training or individual instruction is to be conducted with non-members who are not staying in the hotel at Boar's Head or by individuals not

There are some conditions where training is not recommended. Be sure to communicate any health conditions and/or medications with your physician to determine if personal training is appropriate. In some cases, a physician's approval may be necessary before providing training as set forth by the guidelines of the American College of Sports Medicine (ACSM- see [ascm.org](http://ascm.org)). Further, Boar's Head reserves the right to deny fitness services if conditions are present that warrant a medically supervised exercise program, physical therapy, massage therapy, and/or expertise outside the scope of practice of Boar's Head staff.

##### **PHYSICIAN'S CLEARANCE**

Medical clearance will be required for clients who meet the national guidelines set forth by the American College of Sports Medicine. If required, the form to be signed and completed by a physician will be provided by a member of the Fitness team or Front Desk and is necessary before beginning sessions. Medical clearance may be required to be updated annually or if your health substantially changes.

##### **STAFF SCOPE OF PRACTICE**

Under applicable law and certification standards, trainers and instructors are NOT permitted to provide specific nutritional advice, massage therapy, physical therapy, chiropractic therapy, etc. In addition, staff are not to diagnose any issue or ailment and must refer client to a physician for all diagnoses and medical care.

##### **CLIENT CONFIDENTIALITY**

As a necessary part of providing services, Boar's Head may retain a copy of all paperwork submitted for its records. Boar's Head will take reasonable and appropriate steps to maintain the privacy of the information and will not misuse or wrongfully disclose such information. This includes all information shared verbally and written.

##### **PRIVATE SESSIONS: CANCELLATIONS, LATE TO APPOINTMENT, NO SHOW (FORFEITURES)**

All clients must contact his/her trainer directly at least 24 hours prior to the scheduled training session. If contact has been made within 24 hours, the session will be rescheduled. If no contact is made within 24 hours, the scheduled session will be forfeited and account billed.

Personal trainers will wait 15 minutes after scheduled training time(s) for clients to arrive for sessions. If the client fails to arrive within this time, the session will be forfeited and account billed. If the client does show up prior to the 15 minute late period, the session will begin late but end at the original end time.

##### **INCLEMENT WEATHER**

Facility closures due to inclement weather (snow, etc.) will be communicated by staff and/or Fitness Director to clients. Please reschedule appointments directly with trainer directly as needed.

##### **NO SOLICITATION**

Boar's Head strongly enforces a no solicitation policy to protect its members, guests, and staff. The use of membership or employment to conduct solicitation for sales or services outside of Boar's Head may warrant action up to and including membership termination and personal training ineligibility; solicitation by staff may warrant disciplinary action up to and including termination.

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## POLICIES *CONTINUED*

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### **PHOTOGRAPHY / VIDEOGRAPHY**

Boar's Head strongly enforces a no photography/videography policy by staff and/or participants with unauthorized permission (from Fitness Director, Club Manager, and Marketing Team) to protect its members and staff. In these instances, a photo release form will be requested in advance with your signature in order to participate. The use of any photography/videography for upload on personal website (personal and/or business outside of Boar's Head), use for sales/services promotion outside of Boar's Head (private, corporate, non-profit, etc.) may warrant action up to and including membership termination and personal training ineligibility; solicitation by staff may warrant disciplinary action up to and including termination.

### **REPORTING OF INSTANCES**

All Boar's Head guests (members/nonmembers) and staff are expected to report misconduct, knowledge of a crime, or suspected knowledge of a crime to Facility/Program managers.

### **EMERGENCY RESPONSE**

All Boar's Head staff members are required and expected to respond to emergency situations in accordance with CPR certification training and organization procedures. Incident reports are to be completed in the event of an instance and a team member notified. A phone is available on the Fitness Floor as well as in the Fitness Office for use with instructions to assist. In the event of an emergency, please call 9-911 and notify a team member.

### **VIOLATIONS OF POLICY**

Likewise, all Boar's Head members, guests, and staff are expected to report any witnessed or suspected violations of policy to include, but not limited to: misrepresentation of self to enter facility and/or access Fitness services, accessing spaces/rooms/computers/files without authorization, personal training/instruction by a non-staff member, misuse of staff privileges or scope of practice, unauthorized photography/videography, failure to report instances, etc.