



# Center Handbook



ORLAND PARK

HEALTH & FITNESS CENTER

# WELCOME

You have taken an important step towards enhancing your health and well-being. There are many ways Orland Park Health & Fitness Center (OPHFC) can positively impact the quality of your life.

At OPHFC, we approach health and fitness from a medically integrated perspective. We believe that our Center is unique in its commitment to meeting each member's, participant's and guest's personal needs. Our progressive fitness environment, comprehensive programs and certified professionals will assist you in reaching and maintaining your health and fitness goals.

This handbook will provide you with the information you need to have an enjoyable and safe experience. We want you to experience all the courtesies, comforts, privileges and services you deserve. Our team will maintain and oversee these policies for your benefit and for all our members, participants and guests.

This handbook features key policies and procedures of the Center but it is not meant to be a complete list. The OPHFC reserves the right in its sole discretion, without notice, to change, add or rescind any of the rules and policies as it deems to be in the best interest of the Center, its members, participants, guests and staff. Our decision on all questions regarding construction or interpretation of these rules and policies is final.

The OPHFC team is happy to explain any of the policies and procedures contained in this handbook at your convenience.

From all of us at OPHFC, we hope that your membership experience will result in a healthier mind and body for many years to come!

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## RESIDENCY VERIFICATION

To qualify for a Resident membership rate, members must reside within the corporate limits of Orland Park. An Orland Park address must be reflected on current license or state ID.

### ACCEPTABLE FORMS OF ID

#### **Members, Ages 25 and Older**

A valid Illinois driver's license or State ID is sufficient to prove residency. If you do not have a valid Illinois license or ID you will need to have two of the following:

- Current real estate tax bill
- Current month's utility bill (water, gas, electric, phone)
- Current 1040 tax form
- Current paycheck
- Insurance card with name, address and valid date
- Active resident ID card
- Current bank statement
- Current credit card bill

Please note, licenses and state IDs are the same and do not count as two proofs.

#### **Members, Ages 18–24**

Must show a photo ID.

#### **Youths, Ages 6 Weeks–17 Years**

Must provide one of the following:

- Social security card
- Current report card
- Birth certificate
- Current resident ID
- School ID

### UNACCEPTABLE FORMS OF ID

- Fire arm license
- Lease
- Junk mail

## AGE REQUIREMENTS

OPHFC is an adult facility. You must be 16 to have an individual membership. Children 6 weeks to 11 years of age must attend Kids Club. Children 12–15 years of age can be on the fitness floor but must be accompanied by a parent/guardian. Persons 16–17 years of age may be on the fitness floor without parent/guardian present.

Minors 16–17 years old must have an adult present at the time of sign up to fill out a guest registration card and youth consent form.

## PROPER ATTIRE, CONDUCT AND FACILITY EXPECTATIONS

Please wear athletic attire appropriate for the space in all areas of and at all times when using the facility. The standards include shirts, shorts, sweatpants and athletic shoes on the fitness floor, and in the group exercise studios. In addition, swimming attire is required in the pools. Open-toed shoes or sandals are not permitted on the fitness floor. Bare feet are allowed only in locker room and aquatic areas. The use of shower sandals in the locker room and pool areas is recommended. OPHFC reserves the right, in its sole discretion, to determine what is appropriate attire and appropriate member, participant and guest conduct. OPHFC reserves the right to revoke membership privileges based on improper conduct or behavior that might interfere with other members' use and enjoyment of the facility or is otherwise contrary to orderly Center operations is at the sole discretion of the Center.

If you have experienced symptoms of communicable illness, including but not limited to, a fever, runny nose, cough, sore throat, sneezing, diarrhea or vomiting, please stay home until your symptoms have subsided. Center policy states those entering the facility should use discretion and be 72 hours without fever and otherwise symptom-free prior to entering the facility. OPHFC reserves the right to deny entry or ask any individual to leave if they are displaying symptoms of communicable disease.

## ZERO-TOLERANCE POLICY

Zero-tolerance protocols are intended to ensure OPHFC members, participants and guests enjoy a fun, safe and respectful environment.

The following behaviors will result in a suspension from all Village Recreation & Parks facilities, as well as a municipal violation:

- Fighting, pushing and/or shoving
- A behavior or action that results in a police response
- Physical or verbal threats/threatening behavior towards staff or other participants
- Property damage
- Intimidation of other participants or staff

The following behaviors will result in a suspension from all Village Recreation & Parks facilities:

- Bullying
- Sexual harassment
- Sneaking into areas the user is not authorized, or paid to use
- Excessively swearing
- Be uncooperative to staff's direction
- Vandalism of any sort

The length of a suspension will be determined by Recreation & Parks staff.

- Individuals may appeal a suspension within 30 days.
- Staff retains the right to increase suspension based on investigation findings.

The Village retains the right to permanently ban any individual from all Village facilities if an individual's behavior warrants such action.

Recreation & Parks Department staff reserve the right to dismiss a patron from OPHFC when an individual engages in inappropriate behavior, is disrespectful or threatening to staff.

Guests not engaging in a recreational/fitness activity in the gym, soccer field or fitness center will be asked to leave the facility.

## MEMBER SERVICES

Our Member Services team is here to assist our members, participants and guests in any way possible. Please visit our Member Services desk if you have questions or concerns so we can provide you with the best possible experience. Member Services can assist with membership-related issues, program enrollment and scheduling, FitShop, purchases and member feedback. In addition, comment cards and Above and Beyond cards are located at the Member Services desk to provide additional opportunities for members, participants and guests to communicate to Center management in a written form. We encourage you to meet with our Operations/Member Service Manager or Center Director whenever you have a concern.

## TERMS AND CONDITIONS

*All members, participants and guests shall comply with this Center Handbook and any and all OPHFC Terms and Conditions. The rules contained herein are not all inclusive. In addition, these policies and rules supplement those posted or otherwise provided in the Center, on our web or mobile sites or at our events. Amendments to OPHFC Center Handbook, Terms and Conditions and Rules and Regulations may be made from time to time, without notice, in our sole discretion. The decision of OPHFC shall be final regarding the construction and interpretation of OPHFC Center Handbook, Terms, Conditions, Rules and Regulations. As a member, participant or guest of OPHFC, you are responsible and expected to review and comply with these policies at all times, including all posted signage and direction from OPHFC staff. If you violate any of these policies, your membership, Center access or event participation may be suspended or terminated.*

**Monthly dues shall continue regardless of use.** Please note that all membership cancellations require an advance written notice. Members will be responsible for all applicable dues and fees during the cancellation period. Please refer to Right to Cancel Membership on page 12 of this handbook.

## YOUR MEMBERSHIP ACCOUNT

All personal, financial and health-related information is strictly confidential and may require updating from time to time. OPHFC utilizes different methods to settle your account depending on the type of membership. Electronic Funds Transfer (EFT) or prepayment is used for all membership types via MasterCard, Visa, Discover, American Express or the bank draft method of payment.

## CENTER MOBILE APP

Everyone has access to the Center Mobile App. To download, simply search 'URFitAP-Orland Park' in the App Store on your iPhone or Google Play™ on your Android. This app will give you easy access to the people and programs that keep you healthy. Check in with a virtual membership card, view our schedule, stay up to date with announcements and notifications, access our virtual programming offerings and so much more. See a member services representative for more information or assistance.

## ACCOUNT SETTLEMENT METHODS

Once you provide your account information and authorization, we'll automatically debit the pre-defined accounts **on the 5th of the month** for the appropriate monthly dues and house charges as designated in any program or the membership agreement. OPHFC reserves the right to refuse entry to any member whose account has not been settled. Any questions regarding membership accounts may be directed to the OPHFC accounting department.

## HOUSE CHARGE

OPHFC provides house charge privileges for members' convenience. House charges allow members to use their membership card to bill products and services to their Center account. Settlement of house charge accounts occurs via EFT at the beginning of each month for the previous month's charges. Membership accounts with dues settlement methods other than EFT will be required to provide the accounting department with the account information necessary to allow for EFT collection of house charges. For more information and to establish your house charge account, please stop by Member Services at your convenience.



## GUEST POLICY

Members are welcome to bring a guest anytime unless prohibited by the Center for security and/or health related reasons. Individual guests are limited to the number of visits determined by Center policy. OPHFC reserves the right to require all guests to complete and sign a guest registration card.

Each guest must:

- Present a valid OPHFC guest pass or pay a guest fee per visit.
- Be 18 years of age or accompanied by a parent or guardian if 12 – 17 years of age.
- Present a driver's license or valid form of identification.
- Complete and sign a guest registration and waiver.
- To receive the Village of Orland Park resident guest rate, please see Residency Verification on page 4.
- Members will receive one free guest pass on their birthday and anniversary date each year. Guest passes expire after 90 days.

## MEMBERSHIP OPTIONS

Additional family members on any membership account must reside at the same address. Month-to-month and annual membership payment options are available. Please contact a Member Services Associate for additional information.

## SENIOR MEMBERSHIP

Senior membership for those individuals 62 years or older are available at a reduced rate. To upgrade the membership to a senior couple, the additional family member must reside at the same address.

## STUDENT MEMBERSHIP

College students are eligible for short-term usage of the Center. One-week passes are available, as are extended terms for one, two or three months during college breaks and holidays. Certain restrictions apply. See a Member Service representative for details.

## MEMBER SELF-SERVICE

Member Self-Service ("MSS") is an online tool members can use to update their personal contact information and billing form of payment, review check-in and account history and make online payments.

Please see the membership department to help get you started.

## MEMBERSHIP CHANGES

### TO UPGRADE

To add a family member to an existing membership, please see a membership specialist. Additional family members must reside at the same address and be age appropriate based on Center policy.

### TO DOWNGRADE

To cancel or remove a family member from a membership account, please provide a request in writing. Members may downgrade their membership at any time without a fee; however, members must provide an advance written notice.

*(See cancellation policy on page 12 for details.)*

## MEMBERSHIP HOLD

Members can place their memberships on hold in accordance with the following restrictions:

### MEDICAL FREEZE

- Members must provide written authorization from member's doctor indicating the inability to use the facility within 30 days of the event. Upon return, the member must provide written authorization from his or her physician to resume facility use.
- Medical freezes are honored for a minimum of 1 month and a maximum of 6 months

### MEMBERSHIP BRIDGE

- Requests must be submitted in writing 30 days in advance of the bridge start date.
- Bridges are honored for a minimum of 2 months and a maximum of 6 months.

**Bridge/Freeze requests are not a cancellation, your membership will resume at the end of the bridge/freeze.** All bridge/freeze requests for medical or extenuating circumstances must be made in writing and are subject to approval by the Center Director. OPHFC will not honor backdated bridge requests.

### Monthly Memberships

Members on an approved relocation bridge or medical freeze will have their dues portion suspended. A membership-processing fee may be charged during the bridged period (see Member Services desk for details). A member may not use the facility during the bridged period.

### Yearly or Paid in Full Memberships

Yearly or Paid in Full members on an approved bridge or medical freeze will have their membership expiration date extended per the Bridge/Medical freeze extension schedule for yearly/paid in full memberships.

Resident commitment membership expiration date will be extended unless they have met their original 12-month commitment agreement.

## RIGHT TO CANCEL MEMBERSHIP

Members may cancel their membership agreements without penalty within three business days after your initial agreement signing with a full refund. All membership cancellations after this period will require in-person, advance written notice of intent to cancel to a member of the Member Services Team. If written notice is received by the **20th** of the month, membership will be terminated at the end of that month. If received after the **20th** of the month, membership will be terminated at the end of the following month. Members are responsible for paying their monthly dues for the period until cancellation becomes effective.

OPHFC will allow a member to cancel this contract in the event of the death or disability of the member. In the event member cancels for any of the aforementioned reasons, OPHFC as the right to require and verify reasonable evidence of members death or disability.

If you have a commitment membership and have not met the 12 month requirement you will be charged the full enrollment fee upon canceling, except in the case of death or disability.

## MEMBER ID CARD AND REPLACEMENT

All members are required to present membership cards upon entrance to the Center at the Member Services desk. OPHFC membership cards that have been lost or stolen will be replaced through Member Services for an additional fee. The fee for replacement is due upon receiving your card. ID Cards are non-transferable.

## LOST AND FOUND

The Center maintains a "Lost and Found". Inquiries can be made at the Member Services desk. Members, participants and guests may turn in or claim items. Items will be kept for one month before being donated to charity. Intimate items including underwear, soaps, brushes / combs will be disposed of. OPHFC is not responsible for lost or stolen items.

## **FACILITY TOURS**

Tours are available at the Member Services desk. You may also call the membership department at 708.226.0555 to schedule your visit.

## **MEMBERSHIP REFERRAL PROGRAM**

Receive one month of dues for every new membership referral. Free month of dues cannot be greater than an individual dues. Referred member must sign up for a new membership, not an upgrade. There is no limit on the number of members you can refer.

## **ADDITIONAL SERVICES**

### **PERSONAL TRAINING**

OPHFC offers a variety of personal training services and packages provided by degreed and certified fitness staff for an additional fee. Contact the Fitness Desk for additional information or to schedule an appointment. Only OPHFC trainers are eligible to conduct personal training in the Center; therefore, members who do not comply with this policy (by participating in and/or providing training for a fee) are subject to having their memberships revoked.

### **MASSAGE SERVICES**

Our certified massage therapists provide a therapeutic and clinical approach to the massage services we offer. Our massage therapists focus on your individual needs necessary to improve overall health and encourage relaxation. Schedule a massage service and experience for yourself our unique approach. A menu of massage services is available at our Member Services desk.

To obtain additional information about these services, visit the Member Services desk.

### **CANCELLATION POLICY**

When canceling appointments for session based services, 24 hours' notice is required. Should less than 24 hours' notice be provided, the client may be charged a portion for the scheduled service.

Please note: All sessions expire one year from date of purchase unless otherwise indicated.

## FITNESS ASSESSMENT

The BodyScript™ Body Composition Analyzer features near-infrared technology that provides accurate Gold Standard body measurements for muscle, fat and water. No need to remove shoes or socks. No meal or beverage restrictions. Please see a Fitness Specialist at the Fitness Desk to schedule your first fitness assessment and introduction to the BodyScript system. Afterward, you can test at any time of day.

## GROUP EXERCISE

OPHFC provides a wide range of land and aquatic group exercise programs. Schedules are available at the Member Services desk and on our website. Class participants should arrive on time to avoid disrupting other class members and to get maximum benefit from the warm-up. Group exercise classes listed on class schedule are all-inclusive; however, there are specialty classes that require a fee for attendance. OPHFC reserves the right to change class times and instructors and to add or remove classes. Members, participants and guests are allowed to use the exercise studios during non-class times but are prohibited from using the audio equipment.

OPHFC reserves the right to limit the number of participants in each class for the safety (health and wellness) of our members, participants, guests and staff. Participants are expected to wipe down equipment both before and after use in a group exercise studio.

OPHFC reserves the right to close the area for health and wellness reasons at its sole discretion.

## CARDIO THEATER

Some of the cardiovascular equipment is outfitted with Cardio Theater. Cardio Theater allows users to listen to televisions or music stations during workouts. Headsets plug into the programming box attached to the equipment. The station number corresponds with the number displayed below each TV. Members, participants and guests provide their own headsets. Headsets are available to purchase in the FitShop.

## AQUATICS

A variety of aquatic programs and pool areas are available for member, participant and guest use. Health department standards encourage everyone to shower with soap and water before use of any pool, sauna or steam room. Members, participants and guests must follow all posted rules and regulations. Proper swim attire is required in all pools. The use of swim sandals in the aquatics and locker room is recommended.

Please refrain from wearing fragrances while using the pools. Glass items are strictly prohibited from aquatic areas.

### **Lap pool lanes should be shared during peak hours.**

The proper lap swimming etiquette is to “circle swim” using a counter-clockwise rotation of the lane in use. If all lanes are being used to full capacity, it is requested that members, participants and guests be courteous and restrict their workouts to a reasonable time frame.

OPHFC reserves the right to limit the number of participants in the swim lanes and pools for the safety (health and wellness) of our members and staff.

During aquatic classes there will be at least one lap lane available for use. Sharing of lap lanes is encouraged during peak hours.

Pools will be closed annually for mandatory maintenance and cleaning.

OPHFC reserves the right to close the area for health and wellness reasons at its sole discretion.

## FAMILY SWIM PROGRAM

The Center offers Family Swim days for members and their children to swim together. Parent/guardian must accompany children at all times, and swim diapers are mandatory for infants. Lifeguards are present. Children under the age of 12 are required to use the family changing rooms with a parent/guardian present.

Dates and times are posted at the Member Services desk. A child who is not enrolled as a Kids Club Member will be charged the posted drop-in fee. Members may bring guests and their children to Family Swim. Each adult and child guest will be charged the posted drop-in fee.

OPHFC reserves the right to close the area for health and wellness reasons at its sole discretion.

**Family Swim will take place in the Lap Pool.**

**Photography, video recording and live streaming is strictly prohibited in the pool area.**

## KIDS CLUB

Kids Club is a supervised child activity area where children enjoy a fun experience while their parents/guardians are using the facility. Children receive quality care in a safe, kid-friendly atmosphere with activities ranging from arts and crafts to physical fitness.

- For members' children and grandchildren ages 6 weeks to 11 years old
- Limit one visit per day, per child, up to two hours per visit
- Parents or guardians must remain on OPHFC's premises while a child is in the Kids Club area

Please note, children under the age of 12 are not allowed in any of the fitness areas of the Center. Children ages 12–15 must be accompanied by a parent, guardian or sibling over the age of 16 while in locker rooms or fitness areas.

OPHFC reserves the right to close the area for health and wellness reasons at its sole discretion.

Please see the Kids Club staff for additional information.



## GYMNASIUM

Shirts are required at all times in the gymnasium. Our gymnasium is available for basketball, volleyball, pickleball and Center activities; please note posted schedule in gymnasium for availability.

OPHFC reserves the right to close the area for health and wellness reasons at its sole discretion.

## TRACK

Please read the track signs carefully and comply with the direction designated for the day; signs are located at each of the two entrances of the track. As a matter of safety, please do not stand and converse in any lane of the track. Walk in the inside lanes and run in the outside lanes; yield right of way to members, participants and guests using the track at a higher pace.

OPHFC reserves the right to close the area for health and wellness reasons at its sole discretion.

## VIRTUAL PROGRAMMING

### **MOVE VIRTUAL FITNESS CLASSES**

Access this library of workout videos anywhere and anytime you want at no cost. Download the Center mobile app and select the MOVE tile to get started. See a member services representative for more information or assistance.

### **VOLT GUIDED FITNESS**

A guided fitness platform our members can access at no cost. Volt provides a single location to virtually connect with a fitness specialist or personal trainer. You and your fitness specialist can see your workout results in real time. Download the Center mobile app to access Volt. Then see a Fitness Specialist at the Fitness Desk to get started with your personal 12-week wellness plan within the Volt Guided Fitness app.

## SAUNA/STEAM ROOMS

A sauna is provided in each locker room to enhance your fitness experience. No shaving or use of scents, oils or creams is allowed in these areas. Appropriate attire should be worn (street shoes and full clothing are not allowed in the sauna or steam room). For your safety lights must remain on at all times.

OPHFC reserves the right to close the sauna or steam room for health and wellness reasons at its sole discretion.

## LOCKER ROOMS

OPHFC features an advanced keyless locker system for your protection and convenience. In addition, the locker rooms provide a number of fine amenities including: saunas, soap, shampoo, lotion, deodorant, hair dryers, hair spray, shaving cream and a lounge area.

Lockers are provided for members on a "per use" basis. These lockers must be emptied of their contents after each visit to the Center.

Complimentary towel service is provided to members, participants and guests for their convenience. Members, participants and guests can take up to two towels at the Member Services desk upon check in. Please assist us in keeping the locker rooms clean.

Use the disinfectant wipes provided in the locker room areas to remove perspiration from benches/chairs/stools before and after each use; disinfectant wipes are available throughout the locker room area.

OPHFC reserves the right to close the area for health and wellness reasons at its sole discretion.

## FITSHOP

The FitShop offers a wide selection of athletic equipment, sports apparel, beverages, snack items and healthy fresh food options. The FitShop is open to members as well as the general public. Purchases may be made at the Member Service desk.

## CELL PHONE/PHOTOGRAPHY/VIDEOGRAPHY

As a courtesy to other members, participants and guests and for your own safety, you are encouraged to utilize the lobby area to make and receive phone calls.

Photography, videography and live streaming is strictly prohibited in OPHFC unless the Center Director has granted authorization. Multiple offenses of this policy can result in loss of membership privileges.

Capturing images of another person without their permission by use of cellular phones, mobile devices or other equipment with video/photo capabilities is strictly prohibited in this facility.

This is an invasion of privacy and may result in the termination of your membership and contact with law enforcement.

## TOBACCO, ALCOHOL, CONTROLLED SUBSTANCES AND WEAPONS

OPHFC is a designated smoke-free environment. Smoking cigarettes, pipes, cigars or use of any other tobacco product including E-Cigarettes is not allowed. Alcohol and drugs are NOT permitted on the premises. Weapons including guns, knives, explosives or any other items with potential to inflict harm are not allowed on the premises. Appropriate action will be taken against any member or guest who violates this policy.

## MEMBER, PARTICIPANT AND GUEST ETIQUETTE

Please abide by the basic rule of "courtesy to and safety of your fellow members." Please also refer to the signs posted on the Fitness Floor and located around the Center for details.

### General

- Avoid the use of strong-smelling colognes, perfumes or lotions.
- Please use clean athletic shoes to keep the Center and equipment clean for others.
- Food is prohibited outside the lobby area; beverages must be stored in plastic bottles with secure tops.
- Food is prohibited in the locker rooms.
- For the safety of others and your personal belongings, (including but not limited to cash, credit cards and jewelry), should not be left unattended at any time.
- OPHFC management has the authority to implement and enforce rules that are more stringent or that supplement those listed. Persons violating regulations are subject to eviction or arrest, without refund.
- As a courtesy to other members and for your own safety, you are encouraged to utilize the lobby area to make and receive phone calls.
- If you have experienced symptoms of communicable illness, including but not limited to, a fever, runny nose, cough, sore throat or sneezing, please stay home until your symptoms have subsided. Center policy, states those entering the facility should use discretion and be 72 hours without fever prior to entering the facility.

### Safety and Wellness

OPHFC views Center safety and wellness as a "team sport." By using the Center, you acknowledge that it is impossible to completely eliminate the risk of injury, illness, disease and viruses, and you assume the risks that you might get ill or sick when using communal space. To help stop the spread of germs, please review and act in accordance with CDC guidelines:

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Throw used tissues in the trash.
- If you don't have a tissue, cough or sneeze into your elbow, not your hands.
- Remember to immediately wash your hands after blowing your nose, coughing or sneezing.
- Washing your hands is one of the most effective ways to prevent yourself and your loved ones from getting sick, especially at key times when you are likely to get and spread germs.
- Wash your hands with soap and water for at least 20 seconds.
- If soap and water are not readily available, use an alcohol-based hand sanitizer that contains at least 60% alcohol to clean hands.

### **Fitness Floor**

- Limit time on any cardio equipment piece to 30 minutes during peak times.
- Limit use of circuit training equipment to one set per machine when others are waiting and allow others to "work in" with you.
- Use the disinfecting wipes provided in the exercise areas to remove perspiration from equipment before and after each use; disinfectant wipes are available throughout the fitness area.
- When vacating the equipment, please remove all personal belongings.
- Please re-rack your free weights after use and avoid dropping weights and dumbbells on the floor.
- Children are prohibited from the Fitness Floor and stairs leading to the Fitness Floor for safety reasons; please use the elevator if escorting children to another level.
- Please do not leave treadmills running unattended; if you must leave the treadmill, please use the pause button to temporarily halt the treadmill belt.

## Locker Room

- Please assist us in keeping the locker rooms clean.
- Eating and storage of perishable items is not permitted in the locker rooms at any time, and lockers must be emptied of contents after each visit to the Center.
- Please discard all dirty towels and trash in the appropriately marked receptacles.
- It is required that a towel be wrapped around or placed beneath oneself when using the sauna, steam rooms, benches and chairs.
- Use the disinfectant wipes provided in the locker room areas to remove perspiration from benches/chairs/stools and lockers before and after each use; disinfectant wipes are available throughout the locker room area.
- Street shoes are not permitted in the shower and spa areas.
- Fingernail cutting, toenail cutting and exfoliating are prohibited in the locker room.
- Hair cutting and coloring are prohibited in the locker rooms.
- Use of electronic devices is permitted, however taking/making calls is preferred in the lobby, and cellular phones and other mobile devices may not be used in photographic or video mode in any locker room, rest room or changing room within OPHFC. It is unlawful for any person to knowingly make a video record or transmit live video of another person without that person's consent in a locker room, rest room or changing room in Illinois. If you violate this rule we reserve the right to immediately terminate your membership and to disclose such information, in our sole discretion, to aid the law enforcement process or as otherwise required or permitted by law.
- Capturing images of another person without their permission by use of cellular phones, mobile devices or other equipment with video/photo capabilities is strictly prohibited in this facility.

## ASSISTANCE

If you have any questions or need assistance on the Fitness Floor, feel free to ask one of the Fitness Team members (wearing red shirts or jackets).

Personal trainers (wearing grey shirts or black jackets) provide a one-on-one service and should not be interrupted unless there is an emergency.

## USEFUL PHONE NUMBERS

If you have any questions or need assistance on the Fitness Floor, feel free to ask one of the Fitness Team members (wearing red shirts or jackets).

Member Services desk	708.226.0555
Fitness Desk	708.675.4535
Kids Club	708.675.4534
Gym Rentals	708.675.4542

## HOURS OF OPERATION

### **Center**

Monday – Friday:	5 a.m. – 10 p.m.
Saturday:	6 a.m. – 7 p.m.
Sunday:	7 a.m. – 7 p.m.

### **Membership**

Monday – Friday:	8:30 a.m. – 8 p.m.
Saturday:	9 a.m. – 4 p.m.
Sunday:	Closed

### **Kids Club**

Please call 708.226.0555 for hours.

**Orland Park Health & Fitness Center**

15430 West Avenue  
Orland Park, IL 60462

**[ophfc.com](http://ophfc.com)**