



SAN JUAN COLLEGE

Health & Human Performance Center

Health and Human Performance Center and Amenities Handbook

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WELCOME:

In order to make your time here more enjoyable and rewarding we invite you to become acquainted with our staff, programs, services and policies. This handbook provides general information and applies to all members, pass holders, guests, visitors, students, faculty and staff during all HHPC sponsored events and activities, on or off SJC/HHPC property. Additional information, as well as your thoughts, comments and questions can be found on our [HHPC webpage](#).

MISSION STATEMENT:

Improve the well-being of the campus and community through health, wellness, fitness, and recreation programming and services.

GENERAL INFORMATION:

HOURS OF OPERATION

- Monday – Thursday 5am to 9pm
- Friday – 5am to 8pm
- Saturday – 6:30am to 5pm
- Sunday – Closed

The HHPC will make closing announcements 30 and 15 minutes prior to closing time. Patrons must clear the building before closing time. **Please note, the courts close 15 minutes prior to the posted closing time.**

HOLIDAY HOURS

The College and the HHPC observe various national holidays and will be closed on these specified days. Holiday hours are posted on [Hours | Member Portal](#).

CLOSURES

The HHPC reserves the right to close any or all of the facility for special programs, events or inclement weather. Advance notice will be given when possible. Please contact the Member Services Desk at (505) 566-3410 or visit the [HHPC webpage](#) for schedule changes and updates.

The facility may delay opening, close early, or close for the day during periods of inclement weather. Closure information can be found at [SJC HHPC Facebook](#).

The facility or specific areas of the facility may be closed as needed for maintenance and repairs to ensure the comfort and safety of our patrons and staff.

PRIVATE RENTALS

Facility rentals are allowed with approval of the HHPC director or their representative. Availability varies and is determined on a case-by-case basis. Submission of a reservation request form is required and can be found at [Facility Reservation Request](#).

PROGRAMMING

Calendars and schedules are published detailing classes, programs and “open play” times. Facility use may be available beyond normal hours for special programs and rentals. The HHPC may cancel programming

due to an emergency or unforeseen circumstance.

CONTACT INFORMATION

HHPC staff may be contacted through the main HHPC phone number 505-566-3410 or hhpc@sanjuancollege.edu.

MEMBERSHIPS

Monthly and annual memberships are available for purchase. Memberships are non-transferrable. (Additional membership options available).

- **Adult (18-64)**
This full access membership to the HHPC comes with one free guest pass per month and one free health and wellness assessment per year conducted by a personal trainer. A recurring monthly billing option is available, but you must sign up in person.
- **Buddy**
This full access membership provides two individuals who join the HHPC or renew at the same time special pricing. Each member receives one free guest pass per month and one free health and wellness assessment per year conducted by a personal trainer. A recurring monthly billing option is available, but requires in person sign up
- **Caretaker**
This limited access pass is designed for caretakers of HHPC Members. Caretaker access is limited to the same time as HHPC member use only.
- **Child (12 and under)**
This limited access membership allows children, 1-12, access to courts and walking track. Children 12 and under may also use the climbing wall, but a gear fee applies if shoes or a belay is needed. Children must be supervised by parent or guardian at all times.
- **Corporate**
This full access, discounted membership is offered to individuals who work for a local participating business or Chamber of Commerce Partner. It comes with one free guest pass per month and one free health and wellness assessment per year conducted by a personal trainer. A recurring monthly billing option is available, but requires in person sign up.
- **Couple/Partner**
This full access membership offers a couple or partnership special pricing when they join or renew at the same time and pay together. Each member receives one free guest pass per month and one free health and wellness assessment per year conducted by a personal trainer. A recurring monthly billing option is available, but it requires in person sign-up.
- **Encore**
This annual membership is for individuals currently enrolled in CLC/Encore classes. Encore members must follow all SJC and HHPC rules and policies.
- **Family**
This full access membership provides families special pricing to the HHPC when they join together. Two adults and up to four dependents 21 and under may be on a family plan. Additional dependent(s) may be purchased for an extra \$10 a month, per person.
- **Fitness-On-Demand Virtual Membership**
The membership provides at-home access to the SJC Fitness on Demand Mobile App containing global fitness brands, such as Les Mills, worldwide trainers, such as Jillian Michaels, and trending workouts at your fingertips. This membership bills automatically on the first of the month to a saved credit card.
- **Senior (65 +)**
This discounted, full access membership to the HHPC is available to all Seniors, 65 and older. A recurring monthly billing option is available, but requires in person sign up.

- **Young Adult (13 to 17)**

This full access membership to the HHPC comes with one free guest pass per month and one free health and wellness assessment conducted by a personal trainer per year. A recurring monthly billing option is available, but you must sign up in person.

MEMBERSHIP BENEFITS

- Paid monthly memberships come with 1 free guest pass per month.
- Paid annual memberships come with 12 free guest passes per year.
- Please note, courtesy memberships do not come with free guest pass privileges.
- Please see Guest Passes for more information.

MEMBERSHIP HOLDS

Annual and six-month memberships may be put on hold for medical reasons only once per year calendar year. Holds must be approved by the Member Services and Operations Coordinator.

DAY/WEEK PASSES

Day and week passes are available for purchase.

- Adult (18-64)
- Senior (65+)
- Young Adult (13-17)
- Child (12 and under) free with paid day/week pass
- Passes allow unlimited use during normal hours of operation.
- Passes are non-transferable and non-refundable.
- Day Pass is valid the date of purchase.
- Week Pass is valid 7 consecutive days beginning the date of purchase.
- Patrons should check availability of activity areas before purchasing a pass.
- Passes require an account profile be created with photo.
- Passes do not qualify for member benefits.

PUNCH PASSES

10 visit punch passes are available for purchase for the HHPC and the Climbing wall. Punch passes are valid for six months from the date of purchase. Punch passes are non-refundable or transferable.

GUEST PASSES

Paid monthly and annual memberships include guest pass benefits as stated above. An individual may access the HHPC a maximum of three (3) times during the fiscal year (July 1st thru June 30th) using a guest pass.

TEAMS/GROUPS

The HHPC welcomes teams and groups depending on the facilities requested and availability. Fees may apply. An account profile is not required for individual members of teams or groups. However, a facility reservation request form and a "Team/Group waiver" must be completed and on file. Reservation requests can be found on the [HHPC webpage](#). Participants are required to check-in at the Member Services Counter to gain access prior to each visit.

PAYMENT AND BILLING

Payment is due at the time of purchase. Invoices are due upon receipt unless other arrangements have been made. Automated billing is available for monthly memberships. Visit the Members Services Counter for more information or by email at hhpc@sanjuancollege.edu.

FACILITY FEATURES

Specific rules are posted in designated areas and also provided in this handbook. Verbal instruction given by staff must be strictly followed.

- **Fitness Conditioning Center** - A large selection of cardio, machine and free weight training equipment. Fitness staff are available to assist with equipment usage and technique. (Age 13 and over).
- **Gymnasium** - Three full size basketball courts, three volleyball courts, seven pickle ball courts, divider curtains to separate courts, and bleachers.
- **Group Exercise Studio (55209)** – 50-person maximum capacity per class, virtual capabilities, wood floor, Rev Bikes, fitness accessories, mirrors, and built-in sound system.
- **Dance Studio (55208)** – 30-person maximum capacity, synthetic floor, ballet bars, fitness accessories, mirrors and built-in sound system.
- **Multi- Purpose Studio (55201B)** - 12 maximum capacity, stationary bikes, virtual capabilities.
- **Multi-Purpose Room (55203)** – 16 maximum capacity, fitness accessories, mirrors.
- **Track** - The track looks down on the basketball courts, has resilient flooring and is 1/9th of a mile in length.
- **Posing Room (55102C)** – Lighted with mirrors, single occupancy, apparel required.
- **Indoor Climbing Wall** – Bouldering, belay and lead climbing.
- **Multi-Purpose Room (55002)** –18 maximum capacity, fitness accessories, mirrors.
- **Café Belay** – Snack shop offering Starbucks Coffee, prepared foods and snacks.
- **Changing Rooms** – 2 individual or family changing rooms are available. One has a shower; both have toilet and sink.
- **Locker Rooms** - Equipped with showers, bathrooms, , small and large locker rentals.

AMENITIES

- **Outdoor Equipment Rental Center** – Camping and hiking gear, snowboards, snowshoes, kayaks, paddleboards, rafts, disc golf gear, and more.
 - Hours vary throughout the year. Call the Outdoor Rental Center at 505-566-3221 or the HHPC front desk at 505-566-3410, or go to [Outdoor Equipment Rental Center](#) for more information.
- **Indoor Climbing Wall** – Bouldering, belay and lead climbing.
 - Hours vary throughout the year. Call the HHPC front desk at 505-566-3410 or go to the [Climbing Wall](#) for more information.
- **Disc Golf Course** – Unrestricted access, 27 holes, open dawn to dusk. For more information, please go to [Disc Golf](#).
- **Bike Park and Trail System** – Unrestricted access, open dawn to dusk. No motorized vehicles allowed (this includes e-bikes, e-moto, e-scooters, e-skateboards, etc.). For more information call the HHPC front desk at 505-566-3410.

ACCESSIBILITY

The Health and Human Performance Center (HHPC) is designed to accommodate patrons of varying skill levels and abilities. HHPC staff is available to assist members with mobility issues and disabilities. Members are encouraged to provide advance notice before arriving to help ensure that their request for assistance can be met.

EXERCISE PRECAUTIONS

Because exercise may place a stress on the body, certain precautions should be considered. Participants are encouraged to consult a physician prior to engaging in exercise. Individuals should safely limit their activities, and carefully consider their physical condition, limitations, and skill levels. Use all fitness equipment according to the instruction placards and observe all rules. Request assistance if there are any questions or problems with equipment. The HHPC is not responsible for any injuries or damages, which may occur on or about the premises.

EMERGENCIES

- **MEDICAL**
 - In the event of a medical emergency inside the facility, please notify HHPC staff immediately. Life threatening or serious bodily injuries will initiate a 911 call by staff or members and include notifying San Juan College Department of Public Safety (DPS). Less serious situations, sprains, strains, will be handled by HHPC and may include notifying DPS at the discretion of HHPC management and staff.
- **FIRE**
 - In case of fire, activate nearest fire alarm, and exit the building at nearest exit point. DO NOT collect personal belongings or use the elevator.
- **ACCIDENTS/INJURY**
 - Accidents and/or injuries should be reported to a HHPC staff member immediately.
 - Accidents/injuries requiring assistance will require completion of an Incident Form. These forms are required as part of facility admittance and use.
 - The HHPC is not responsible for accidents/injuries, which are incidental to the activities and/or use of facility or equipment.
 - **Members agree to assume and participate at their own risk.**
- **OTHER**
 - For other emergency evacuations follow staff instructions and use available exits. Signs detailing emergency evacuation are posted throughout the HHPC.

FACILITY ACCESS

Access to the HHPC can be gained by one of the following methods:

- Purchase or present a valid digital or physical membership card.
- Purchase or present a day or week pass.
- Check-in as a registered program participant.
- Check-in as part of a group rental.
- Check-in using a mobile device
- Check-in as a spectator (must remain in event area).
- Present a special promotional guest pass or other document authorizing admittance.

AGE RESTRICTIONS

- **HHPC FACILITY**

Children 12 and under are welcome and free with a paid adult membership. Children 12 and under must be accompanied and supervised by a parent or guardian at all times while in the facility. Dropping off or leaving children unaccompanied is strictly prohibited unless the child is participating in a class or organized program with a team sponsor and or coach.
- **FITNESS CONDITIONING CENTER**

Children 12 and under are not permitted in the Fitness Conditioning Center or on any equipment in the HHPC hallway, mezzanine or track.
- **GROUP EXERCISE CLASSES**

Children 12 and under are not permitted to participate in group exercise classes.
- **CLIMBING WALL**

Children 12 years of age and under must be accompanied and supervised by a parent or guardian at all times while in the facility and climbing area.
- **RESTROOMS**

Parents/Guardians with young children are encouraged to use the Changing Rooms. Changing

rooms can be found near the HHPC main entrance and near the men's and women's locker rooms.

WAIVERS

All members and guests are required to sign a HHPC Liability Waiver or have one on file prior to using the facility. Waivers are valid for one year from the date of signature and must be update annually. Additional waivers may be required to use specific areas or participate in specific programs.

A Climbing Wall waiver is included within the HHPC waiver and must be on file before climbing. The waiver is valid for one year from the date of signature and must be updated annually.

Team/Group waivers are allowed with director approval and must be completed by the coach or sponsor prior to arrival at the HHPC.

Waivers can be signed online at the time purchase only, or at any time at the Member Services Counter.

Patrons under 18 years of age require a parent or guardian signature before access will be granted.

SPECTATOR VIEWING

Spectators are welcome with the following guidelines:

- Spectator viewing is allowed and may include a fee.
- Seating is limited and available on a first come first serve basis.
- The fee does not apply to coaches or event organizers.
- The fee does not apply to sponsors, chaperones or volunteers.
- All spectators must check-in at the Member Services counter and remain in the proper spectator area.
- Spectators are not allowed to use activity areas or equipment.
- Spectators are not allowed on the track.
- Spectators must abide by and will be subject to all San Juan College and HHPC rules, policies, and procedures.

FEES & CHARGES

For information about fees and charges for memberships, passes, outdoor equipment rentals, and facility rentals please visit the [HHPC | Member Portal](#) or email the HHPC at hhpc@sanjuancollege.edu.

REFUND POLICY

- **MEMBERSHIPS**
 - Monthly membership refunds are prorated.
 - Annual membership refunds are prorated.
 - Refunds will be made in the same tender as the original purchase.
 - Cash refunds must be approved by the Member Services and Operations Coordinator.
 - Cash refunds may be processed through the Business Office under certain circumstances.
- **PASSES**
 - Day passes are non-refundable.
 - Week passes are non-refundable.
 - Punch passes are non-refundable or transferrable.
- **LOCKER RENTALS**
 - Locker rentals are non-refundable.
- **PROGRAMS & SPECIAL EVENTS**
 - Cancelled by Department
 - Full refund amount in original payment method or applied to upcoming event.
 - Cancelled by Customer
 - Prior to first class or start of program, full refund.

- After first class or start of program, no refund.
- **CLINICS**
 - Prior to first game or session, full refund.
 - All refunds will be in original payment method or by check, if paid with cash.
- **FACILITY RENTALS**
 - One week (7 days) before the date of event, full refund.
 - Three days before the event, 50% refund.
 - Less than three days before the event, no refund.
- **PERSONAL TRAINING**
 - Clients may cancel a scheduled training session with a 24-hour notice by phone call or text message to the trainer (the day before the session).
 - Last minute (the day of the session) cancelations and no shows will be counted against the client as forfeited, and the client will be fully charged for the missed session(s).
 - Personal training sessions are non-refundable or transferrable.
- **OUTDOOR EQUIPMENT RENTAL CENTER**
 - Reservations must be canceled 48 hours in advance of pick-up time to receive a full refund.
 - Cancelations less than 48 hours in advance will receive a 75% refund of the total booking price.

Account credits may be given upon approval of the Member Services and Operations Coordinator. All account credits must be utilized within 90 days of when the credit was given, after which time the funds will be refunded back to the customer in the form of a check from the San Juan College Business Office.

INSUFFICIENT FUNDS

In the event of a payment being declined due to insufficient funds or other means, the membership(s) or programming associated with the charge will automatically be canceled. The patron must then re-enroll.

PROMOTIONS AND INCENTIVES

The HHPC director may set aside or discount fees to incentivize and promote participation in programming and/or events.

FACILITY RULES: ACCESS

- All members must check-in at the check-in counter before entering the HHPC.
- Members must swipe their HHPC membership card or use a digital scan check-in to gain access.
- Members who forget their ID card or digital device will be allowed two (2) "I forgot my card/device" entries per month. Once the limit is met, access will be denied.
- Members may purchase new ID cards for \$10.
- Members can download the app for free.
- All members are required to have a photo on file for identification and security purposes.
- Day and week pass holders must check-in at the check-in counter before accessing the HHPC.
- Guests and spectators must check-in at the check-in counter before accessing the HHPC.

CONDUCT POLICY

The purpose of the HHPC Conduct Policy is to ensure a safe, secure, and enjoyable environment for all users of the HHPC and amenities.

Any conduct, behavior, or activity that endangers the welfare, safety, and/or comfort of other patrons or employees will not be tolerated. Examples of such actions include, but are not limited to:

- Threatening or intimidating actions towards others.
- Disrespectfulness, rudeness or "talking back" to other patrons or HHPC staff members.

- Disrupting or preventing the orderly conduct of any organized recreation program.
- Use of racial or ethnic slurs, or discriminatory acts based upon an individual's protected class.
- Sexual harassment or inappropriate sexual behavior and actions.
- Profane, vulgar, or abusive language.
- Fighting, rough play, and/or physical contact with another patron or HHPC staff member.
- Theft of College-owned property or personal belongings of other patrons.
- Possession, use, or being under the influence of drugs, alcoholic beverages and/or tobacco products.
- Possession or use of a firearm, knife or other dangerous object.
- Behavior or conduct which causes (or could cause) property, facility or equipment damage and/or injury to another patron or HHPC staff member.
- Deceptive acts to enter/access the facility such as using an assumed name or assisting others in gaining entrance without making payment.
- Failing to cooperate and respond honestly to inquiries or requests for assistance in identifying individuals who may be involved in incidents.
- Failure to follow HHPC Policies after repeated attempts to correct.

Anyone who commits, incites, or aides others in committing any of the above-listed actions or behaviors or who show disregard for specific facility rules, regulations, and policies shall be subject to the following levels of disciplinary action:

- **Level One:** Examples of behaviors that may result in a Level One suspension include, but are not limited to:
 - Using profane or abusive language toward other patrons or staff.
 - Repeated failure to follow facility rules after verbal warnings (e.g. improper use of equipment, refusing to wipe down machines), or posted signage.
 - Allowing another individual to use ones' membership ID for access.
- Action:
 - Guest will be asked to leave the facility or amenity.
 - Suspension from the facility or amenity for a minimum of one week.
- **Level Two:** Examples of behaviors that may result in a Level Two suspension include, but are not limited to:
 - Harassing behavior toward other patrons or staff (e.g. persistent unwanted comments, intimidation).
 - Deceptive entry (knowingly assisting a non-member in gaining unauthorized access),
 - Damaging facility equipment or property through negligent or intentional misuse.
 - Subsequent violations of facility rules or posted signage
- Action:
 - Guest will be asked to leave the facility or amenity.
 - Suspension from the facility or amenity for a minimum of one month or issuance of a no-trespass
 - Petition for reinstatement with the Member Services and Operations Coordinator will be required after the suspension or no-trespass has been completed.
- **Level Three:** Examples of behavior that may result in a Level Three suspension include but are not limited to:
 - Physical altercations or fighting with another patron or staff.
 - Possession or use of drugs, tobacco, alcohol or weapons on HHPC property.
 - Theft of College-owned property or another patron's belongings.
 - Blatant disregard of facility rules or posted signage.
- Action:
 - Guest will be asked to leave the facility or amenity.
 - Suspension from the facility for a minimum of one calendar year or issuance of a no-trespass
 - Petition for reinstatement with the Member Services and Operations Coordinator will be required after the suspension or no-trespass has been completed.

The Member Services and Operations Coordinator will determine the level of discipline depending upon the specific circumstances, frequency and severity of each incident of misconduct. Notification of parents or guardians will be attempted if the offender is younger than 18 years old. Restitution may be required in incidents involving theft or damage of property, facilities, or equipment.

Any incident involving fighting will result in an automatic suspension of all parties involved until an investigation can be conducted. Once the investigation is complete, the parties found to be responsible will remain on suspension for one year from the completion date of the investigation. Those found not to be responsible will have their membership reinstated immediately and the days of suspension added back to their membership.

Suspensions will immediately terminate any membership and membership rights for the individual without refund. Any misconduct, actions, or situations that are not specifically covered by the above provisions will be dealt with by the Member Services and Operations Coordinator following the levels of disciplinary action previously stated.

The Member Services and Operations Coordinator has the authority to alter the length of any suspension based on the severity of the incident and the individual actions of the parties. Members may appeal the decision of the Member Services and Operations Coordinator to the Director. The decision of the Director is final.

FOOTWEAR

Fully enclosed heel and toe footwear must be worn at all times in all areas except locker rooms or in specific group fitness classes, i.e. yoga. Non-marking shoes required on all wood floors.

FOOD/BEVERAGE

No food allowed in activity or programming areas.

- Food items allowed only in Café Belay and at front foyer tables.
- Beverages allowed in a spill-proof container.
- No ice chests/coolers are allowed in the facility.
- No glass bottles/containers are permitted in the facility.
- No alcoholic beverages are permitted in the facility.
- Only drinks in “no-spill” containers will be allowed in the HHPC gym and activity areas.

CATERING

All catering must go through San Juan College Dining Services. Outside food vendors or products are not allowed without prior written approval. Dining Services can be contacted at [Dining Services](#).

RECORDING DEVICES/PHOTOGRAPHY

No cameras, cell phones or any other recording devices capable of taking still and/or video pictures shall be allowed in any locker room, restroom, or changing room at any time. Photography and/or videotaping of people, not part of your family or friends, is not permitted. Inappropriate use of cameras may result in corrective action up to and including permanent dismissal from the facility.

CELL PHONES

The use of cell phones is closely monitored throughout the facility. Cell phones are permitted in the facility and lounge area for listening to audio or using fitness related applications to enhance workout quality. The HHPC is not responsible for lost or stolen property. Headphones are required when listening to music and/or conversing over the phone via basic calls or video calls.

TABLETS

Members are permitted to utilize electronic tablets in the facility and lounge areas for personal viewing

and/or audio use. The HHPC is not responsible for lost or stolen property. Headphones are required when listening to music and/or conversing over the phone via basic calls or video calls.

MISCELLANEOUS

- Solicitation to perform “for profit” activities on the premises without prior written approval of the Director is prohibited.
- If staff suspect Personal Training is taking place without approval or through arrangement by the HHPC, all parties involved will be asked to leave.
- Bicycles, roller skates, rollerblades, skateboards, hoverboards, drones and remote-control vehicles are prohibited inside the facility at all times.
- Except for service animals, pets are prohibited in the facility. Service animals are allowed in areas such as restrooms, changing rooms and locker rooms.
- Only HHPC staff may move equipment in the facility.
- TV channels are predetermined. Sporting event requests may be considered at the Member Services counter.
- Personal belongings must be secured. Unsecure belongings, if recovered, will be considered abandoned property and turned in to lost and found located at the Member Services Counter. The HHPC is not responsible for lost, stolen or damaged property. It is ultimately the responsibility of individual guests to maintain and secure personal belongings while in the facility.

FACILITY RENTALS

All or specific areas of the facility may be available for rent depending on availability. Activities must be compatible with the intended use of the facility and hours of operation. For more information, please email the HHPC at hpsc@sanjuancollege.edu or visit the Member Services Counter. A reservation request form is required and can be found at Reservation Request.

Discounts for groups, non-profits and community organizations are available. Please email hpsc@sanjuancollege.edu for more information on eligibility and pricing.

NON-SANCTIONED ORGANIZED ACTIVITIES

- No commercial, private for-profit, or volunteer-led organized activity may be conducted on the HHPC premises without prior written approval from the Director of the HHPC. Examples of organized activities include but are not limited to personal training, physical therapy, massage therapy, team training or coaching.
- If staff suspects that a non-sanctioned organized activity is taking place without approval, all parties involved will be asked to leave.
- The use of training equipment or items not typically used for training but used for that purpose, including but not limited to cones, ladders, chairs, stanchions, trash cans, or other equipment is prohibited without authorization by the HHPC director.
- Organized Activities that result in sole use of an area by an individual or group which excludes use by other members without prior approval is prohibited.

LOCKERS

Large and small Lockers are available for rent by members only (not pass holders) on a monthly or annual basis. Please see the Member Services Counter for more information or by email at hpsc@sanjuancollege.edu. Initial locker rentals must be done in person and are not allowed online. Renewal agreements can be completed at the Member Services Counter.

Renewal notices will be emailed two weeks prior to the expiration date. Rentals not renewed within two weeks of the expiration date will be cleaned out. Personal belongings will be removed from lockers and held for 30 days, at which time they will be donated or disposed of.

LOCKER RENTAL AGREEMENT

Members acknowledge and agree to the following:

- Must be a **current member** (not a pass holder) of the San Juan College Health & Human Performance Center (HHPC) to rent a locker or extend current locker rental
- Member understands and accepts **all items are stored at their own risk**
- Rentals extensions must not exceed expiration date of current membership
- **San Juan College, HHPC, and affiliates are not responsible** for loss, theft, or damage to items during or after the rental period.
- Members understand that San Juan College has the authority to access any locker under the following conditions:
 1. With reasonable notice when possible;
 2. In response to a valid search warrant;
 3. Lockers will be cleared of all contents fourteen days after the rental period ends;
 4. In case of a potential health or life-threatening emergency.

DAY LOCKERS

Day lockers are available for temporary day use (no overnight storage) on a first come first serve basis. Guests must bring their own lock. Personal locks must be removed prior to closing. Personal locks will be removed by staff at the close of business. Locks will not be replaced. Personal items removed from day lockers are logged and kept for 7 days. Unclaimed items are discarded or donated.

GENERAL POLICIES:

HHPC FACILITY

- All patrons must check in prior to gaining access to the facility.
- It is recommended that valuables not be brought into the facility.
- The HHPC is not responsible for lost, stolen, or damaged items.
- Changing outside of changing rooms is not permitted.

GYM

- No food allowed.
- Beverages must be in a spill-proof container.
- No spitting.
- No dunking or hanging on basketball rims.
- Shirts required at all times.
- No hanging on volleyball nets.
- No adjusting volleyball net height (Please see on duty facility manager or gym monitor).
- Non-marking shoes required.
- HHPC staff reserve the right to prohibit full court games when gym space is limited.
- Any inappropriate use or abuse of the facility or equipment may result in termination of privileges.
- Team practices, sports clinics, group training or coaching, whether paid or not paid by patrons, are not permitted without written approval from the Director.
- Training immediate family members is allowed, unless it prevents other members from using the area.
- Court rentals are permitted at designated times only and must be formally reserved with the Director.
 - Court rentals are available for a fee on a first-come, first-serve basis depending on availability with scheduled programming.

FITNESS CONDITIONING CENTER

- Must be 13 years of age and over to gain access.
- Children 12 years of age and under may NOT accompany parents, guardians, or friends.
- No food allowed.
- Beverages must be in spill-proof container.
- Keep walkways clear.
- Closed toe shoes are required.
- Personal training performed by someone other than a HHPC personal trainer is prohibited.
- Bags and personal items should be kept in designated locker areas.
- Collars are mandatory on plate loaded machines at all times.
- Spotters are recommended.
- Re-rack all plate and dumbbell weights when finished.
- Place all accessory handles on appropriate racks after use.
- Do not drop dumbbells.
- Using multiple machines, benches, and dumbbells at the same time is prohibited.
- All equipment must remain inside the facility.
- All equipment must be used in the manner for which it was designed.
- Do not attempt to modify the equipment.
- Moving machines or other equipment is prohibited.
- In case of emergency, please contact HHPC staff immediately.
- Treat HHPC staff and facilities with respect and respond appropriately to all reasonable staff requests.
- Profanity and excessively loud or suggestive language will not be tolerated.
- Loud grunting or yelling is prohibited.
- Vandalism of equipment is prohibited.
- Entering storage rooms for equipment is prohibited.
- TVs in the Fitness area are to be kept on pre-approved channels. Per request, sporting events may be shown.
- Adjusting audio or video equipment on TV's is prohibited.

CARDIO EQUIPMENT

- No food allowed.
- Beverages must be in a spill-proof container.
- Saving treadmills is prohibited.
- Talking on cell phone while on equipment is prohibited.
- Standing behind others who are on treadmills is prohibited.
- Start treadmills by straddling the deck.
- Don't step off a moving treadmill.
- Use caution at all times while on treadmills.
- Never leave treadmills on for any reason.
- Do not unplug any cardio equipment for any reason.
- Viewing sexually explicit material on individual devices or fitness equipment will result in immediate expulsion from the facility.

GROUP FITNESS CLASSES

- No food allowed.
- Beverages must be in a spill proof container.
- Appropriate footwear is required.
- Non-marking shoes are required.
- Participants must sign in at Member Services Counter.
- HHPC members only allowed in Group Exercise classes.
- Only San Juan College employees may teach group fitness classes.

- All HHPC equipment must remain in room which it is located.
- Entering in Storage room is prohibited.
- Use of the Group Fitness and Dance Studio must be approved by the Health & Wellness Coordinator prior to usage.
- No soliciting HHPC members for any reason.

TRACK

- No food allowed.
- Beverages must be in a spill-proof container.
- Please be mindful of other guests on the track. Members should keep right except passing.
- Observe directional signs.
- No loitering is permitted.
- The direction of the track will change periodically. Please note all signage before entering the track.
- Appropriate footwear is required.
- No spitting.
- Throwing items down to lower floors is not allowed.

CLIMBING WALL

- No food allowed.
- Beverages must be in a spill-proof container.
- Climbers must check in at the Member Services Counter prior to climbing.
- Climbing gear available for rent at the Member Services Counter.
- Children 13 and under must be supervised at all times.
- Certifications required for belay and lead climbing.

EQUIPMENT CHECKOUT

Limited recreational equipment is available for checkout for members and pass holders. A replacement fee will be assessed for any lost or damaged equipment. Members must present a valid ID which will be held until the equipment is returned. Members and pass holders may also check-out equipment through Fusion.

PHONE USE AND PAGING

Paging requests will be limited to emergencies only. Phones at the Member Services Counter are not for public use, except for emergencies.

LOST & FOUND

The HHPC is not responsible for lost, stolen, or damaged personal property of any kind. Appropriate measures will be taken to notify individuals of lost property if identification of property is available.

Lost and found items will be kept for up to 30 days, after which they may be disposed of, turned over to charity, or discarded. Wallets, cell phones, and other items deemed to be of high value will be placed in a safe for security purposes and kept for 60 days. These items may be retrieved any time during operating hours by asking a facility manager or at the Member Services Counter. If after 60 days items are not claimed they will be turned over to the Department of Public Safety for disposal.

Personal care items and undergarments will be discarded immediately.

Items left in day lockers overnight will be considered "lost and found" property and appropriate steps will be taken according to the above procedures.

ADDITIONS/CORRECTIONS/DELETIONS

This handbook may be updated by management at any time to ensure the safety of our members and ensure the best use of the facility. Any updates will be communicated with members. Members assume all rules and guidelines from any such updates.

SUGGESTIONS

The HHPC is always looking for ways to improve and appreciates your input. Comments and suggestions are encouraged. Please submit your comments through hhpc@sanjuancollege.edu.