

WELCOME

Dear New Member,

Welcome to Anytime Fitness®. I would like to take this opportunity to thank you for choosing us as your place to exercise and improve your health.

As a 24-hour secure access health club, Anytime Fitness® has a few different policies and procedures than a typical fitness club. Please read the information in this guide carefully. If you have any further questions, please call the club anytime.

We have worked very hard at selecting the right equipment, amenities, and service programs for you. However, we want you to know that if you ever have a question or complaint, please do not hesitate to let us know right away. Rest assured your comments will be answered or addressed as soon as possible.

Whatever your reasons for working out, we are confident that we can help you reach any of your fitness goals.

We look forward to seeing you here!

Yours in Health,
Darrin Berg
Owner and Franchisee
Anytime Fitness®

www.anytimefitness.com

MEMBERSHIP GUIDELINES

CLUB USAGE

As a member of Anytime Fitness, you may use the club anytime, day or night, 24-hours a day. There is no limit on how often you use the club. Please secure your membership card at all times. **There is a \$10 fee to replace lost or damaged cards.**

GUEST POLICY

If you are interested in bringing a guest to use the club, please call the club at least 48 hours in advance to obtain a guest pass. Only members with membership access cards are allowed to use the facility. **Any member giving access to a non-member without notifying the club**

first will be automatically charged \$10.00 plus tax for each guest use of the club and/or forfeit their membership.

RESTROOMS AND SHOWER FACILITIES

There are men's and women's showers located in the club. Please use the restrooms or shower areas for dressing and changing clothes. Members are required to bring their own amenities (such as shampoo, soap, towels, etc.) to the club each time when using the facilities. Do not leave your personal belongings in the bathroom/shower facilities after you are finished. Please use a respectable amount of time when showering, as other members may need to use them as well.

EQUIPMENT USAGE

You may sign up for a FREE fitness orientation anytime that will start you on a basic fitness program, and instruct you on the usage of the equipment. When using free weights, be sure to use a spotter. Please return all free weights to racks when finished. Towels and disinfectant are provided for use after you are finished with equipment. During busy times, please allow others to work-in with you on equipment.

AGE REQUIREMENTS

Due to liability reasons, children under the age of 15 are not permitted in the club. Members violating this policy will be notified by management staff.

ENTERTAINMENT SYSTEM

You may listen to any of the three television systems with a personal stereo system by tuning into the FM frequency listed below the television. For the convenience of others, do not use the volume on the television. Please turn off televisions and lights when you exit the club. There is a first come, first serve basis with regards to what channel the televisions are turned. Please respect each member's right to watch their programming.

SAFETY AND SECURITY

Anytime Fitness and the surrounding premises are under 24-hour video surveillance. A courtesy telephone is located in the lobby, it is pre-programmed for local police, fire, and ambulance. The club's address is posted next to the telephone. **Individuals with health problems should never exercise alone. For liability reasons and for your own security, do not admit individuals who do not possess a membership card, or those who are denied access to Anytime Fitness. Non-members wishing to view the club need to make an appointment with a membership advisor before entering. Please respect this policy.**

PARKING AND BUILDING ACCESS

You may park anywhere on the building property, or valid street parking adjacent to the building. Please use caution in the parking lots and common sidewalks.

PROPER ATTIRE AND HYGIENE

Wearing exercise clothing such as shorts, sweats, tank-tops, and athletic shoes will help to make your workout more enjoyable. Shirts and shoes must be worn at all times in the facility. For your safety, street shoes, open toed sandals, boots, and excessive jewelry are not permitted. Clean workout clothing is required. Please avoid heavy perfume or cologne.

LOST OR STOLEN ITEMS

Anytime Fitness is not responsible for lost or stolen items. If you feel you have left something in error, please notify the club and we will be happy to look for you. Valuables are best left in your locked automobile or not brought to the club at all.

TOBACCO FREE AREA

Anytime Fitness helps promote healthy lifestyles. To help us do this please refrain from using tobacco products (cigarettes, cigars, pipe, chewing tobacco, or snuff) in the building.

NETWORKING AND POSTING

A community bulletin board is provided for all members to use to post their business cards, event flyers, or job opportunities. It is an excellent way to meet new business contacts or friends through networking. Anytime Fitness reserves the right to deny member postings for any reason.

GROUP EVENTS AND SEMINARS

Anytime Fitness want to be your company's complete provider for fitness and wellness programs and benefits packages. Many insurance companies now cover up to 100% of health club membership fees or offer reduced premiums for company insurance providers. We offer great corporate discounts and benefits packages to companies of all sizes. In addition, free health and wellness seminars can be scheduled on-site for your company and your employees. Please contact the club for more information.

ABOUT YOUR MEMBERSHIP

You were given a copy of your membership when your enrolled. However, if you need a copy, please contact the club and we would be happy to send you one.

APEX MANAGEMENT SERVICES

Apex Management is the billing and member management company Anytime Fitness uses to service our memberships. If you have questions regarding your membership, you may call them normal business hours (8 a.m. to 5 p.m. Monday – Friday) at 651-306-0066. You may also manage your account online by visiting www.apexmanagement.com

MEMBERSHIP PAYMENTS

Due to the nature of our business, we are unable to take payments by mail or in person beyond your initial down payment. We require all memberships not paid in advance, to be on Electronic Funds Transfer (EFT). This helps keep our costs lower, and facilitates your access to the club without missing payments in the mail or incurring late fees.

FREEZING TIME

If you have a term membership (i.e. 12-month, etc), you may freeze time on your membership for vacation time or a medical reason. We can only freeze 2-weeks to 90-days at a time. We may ask for documentation to verify your situation. **Freezing time on your membership does**

not stop your membership payments. You are still liable for your original payment schedule. Time will be credited to the end of your membership's original term, or when your resume usage of the club. Anytime Fitness cannot freeze payments on a termed membership.

CANCELING YOUR MEMBERSHIP

Your membership may be canceled in accordance with your membership agreement. When canceling your membership, you must provide a **written notice**, preferably by certified letter. We cannot take phone messages or e-mail communication as your notice. You must provide your signature for us or Apex to cancel the membership. For medical reasons, documentation from your supervising physician must state that you are unable to use any of the facilities in the health club. Anytime Fitness reserves the right to verify this with your physician.

For relocation reasons, we will cancel your membership with proof of your new residences (a current phone bill or utility bill with your name on it). We cannot accept correspondence from employers or family members as proof of your new residence.

The cancellation process requires a 30-day notice. You are liable for any payments within 30-days of when we or Apex Management receive the proper documentation, or cancellation fees in accordance with your agreement.

Please refer to your original membership agreement for details regarding cancellation, or feel free to call Apex Management Services or the club if you should need assistance.



A Promise to our Members

This is our promise to you, our valued members.
It's what we believe in, and it's what you can rely on.

Convenient hours and locations

We are here to help you get the results you want, when and where you want them. You can rely on our 24/7 availability. You can rely on our membership reciprocity program that allows access to any of our clubs, anywhere.

Superior service

We will clearly post our staffed service hours. You can rely on those postings, and you will have access to a service professional during those hours. We will respond to inquiries and requests within a timely manner. You can rely on receiving a response to your needs within 24 hours.

Inviting atmosphere

We will offer a welcoming and clean environment to everyone, regardless of their fitness level or ability. You can rely on a supportive atmosphere that encourages you to strive for and meet your fitness goals.

State-of-the-art equipment

We will supply the highest quality fitness equipment, and we will maintain the operation of that equipment to the highest standards. You can rely on our equipment and its ability to give you a superior workout.

Passion for excellence

We will continually strive to improve your experience, and we will demonstrate our excitement and enthusiasm for what we do.

You can rely on our desire to provide you with the best possible experience every time you enter our club.

Have we kept our promise? Please let us know. Whether you want to congratulate or criticize, We want to hear about your experience. Please email us at memberexperience@anytimefitness.com. Thank you for choosing Anytime Fitness.



1 MEMBERSHIP = HUNDREDS OF CLUBS



Can I use other Anytime Fitness Clubs?

Yes. Your Anytime Fitness membership now allows you to use any nationwide Anytime Fitness location 24-hours, 7-days a week.

How does it work?

Once you register at your home club (generally, the club which is closest to your home or the one that you frequent the most), your membership will be processed into a software database within 30 days. This time frame allows the necessary information about you and your account status to be verified to the national clubs. After that time, your membership card will be active at all Anytime Fitness clubs.

If you decide to visit another club before this process is done, your membership card may not work. However, you may visit the club during the club's staffed hours. Please remember to bring your membership card and a photo I.D. to the visiting club.

What am I allowed to use?

Your membership allows you usage of the club and fitness equipment. Tanning can only be used at your home club. Please be aware of the club's specific rules and regulations regarding visiting members. Please remember to respect the visiting club's local policies and procedures. You must also check with the visiting club's manager regarding their guest policy before you attempt to bring a non-member during their staffed hours.

You are not allowed to bring a guest to any club during the non staffed hours.
If you have any questions, please call the visiting club ahead of time.

What else should I know before going?

Please remember to respect the visiting club's local policies and procedures. You must also check with the visiting club's manager regarding their guest policy before you attempt to bring a non-member during their staffed hours.

Please visit www.anytimefitness.com for more information on clubs and locations.

STATE-OF-THE-ART EQUIPMENT

Cardiovascular Equipment—This is the exercise you will need to efficiently burn body fat and keep your heart and body in good condition.

Here are a few types of equipment we feature at Anytime Fitness:

- Treadmills
- Upright Bikes
- Recumbent Bikes
- Elliptical Crosstrainers

Resistance Equipment—This is the exercise you need to help maintain or build lean muscle tissue where body fat is burned for energy. We offer many different types of resistance equipment at Anytime Fitness:

- Weight Machines
- Free Weights
- Cable Exercise

THE FITNESS ORIENTATION

Have you ever heard the saying, “it takes 21 days to make a habit?” Well, our fitness program is the perfect 1st step to helping make exercise a habit. Our goal is that you have now made regular exercise a part of your lifestyle.

Here is what the fitness program includes:

- Personalized fitness orientation with a fitness instructor
- Explanation and demonstration of basic exercise principles
- Basic exercise program designed to be quick, safe, and effective
- Program workout card

PERSONAL TRAINING, NUTRITION, & WEIGHT MANAGEMENT

Ask yourself these questions:

- Are you not seeing real, measureable results every 2-3 weeks?
- Are you inconsistent with exercise throughout the year?

- Do you find it hard to stay focused on your goals and workout?
- Are you unsure about what foods to eat to meet your goals?
- Do you lack support from your family and friends who don't share the same goals?

If you answered “yes” to one or more of these questions, then we have your answers. Most people would like to make changes in how they eat, the type of workout they do, and in the lifestyle they lead that keeps them from being in the shape they desire. The problem is where to start. There is so much information—and misinformation— where do you start? Anytime Fitness provides access to an exclusive education course designed to provide all the necessary tools to assist you in achieving your individual health and fitness goals.

PERSONAL TRAINING, NUTRITION, & WEIGHT MANAGEMENT CONT.

The Fitness and Nutrition Program Provides

Goal Setting—Before you begin, sit down with one of our trainers and make some clear cut goals that work for you.

Exercise Plan—Exercise is the blueprint your body needs to transform and change.

Food Intake—Stop starving yourself! You need food to help your body burn unwanted body fat. Without proper calories, your body goes into starvation mode and you become a fat storing machine!

Supplementation—Sometimes it's the little things that make all the difference. Find out what it could mean to you and learn why all supplements are not created equal.

Motivation, Accountability, and Education—Making sure that you have all of the tools that you need to be successful, your personal trainer will help you when the going gets rough.

Call the club today for more information and getting started!

Common Questions

How do I set an appointment for my first workout?

We want you to get started properly by having a trainer set you up on your own program. Anytime Fitness group fitness orientations several times during the week. Usually, your first workout is scheduled when you join the club, however, if you need to schedule an appointment please call the club.

How do I work in on the club floor?

If you wish to share equipment with another member, simply ask, “May I work in?” When you take your turn, finish your set or exercise in a timely manner and then allow others to share. A common mistake is resting on equipment between sets. It doesn't allow other members to share and slows down the pace of other's workouts. To rest, remove yourself from the piece you are using and be aware that others may wish to use the piece you are using as well.

When do I know it's my turn to use a piece of cardio equipment?

We recommend that you match your use to the time of day. The busiest times are usually in the early evening after 4:30 p.m. We recommend limiting your time to 30-minutes on each piece during these times. If you would like to use a treadmill for a leisurely hour walk, we suggest you come a little earlier or later. There are no strict limits on time and no sign-up required, but we ask that members use a little common sense when setting your workout time. If you are waiting for a specific piece, simply let the person currently on the machine know that you wish to be next.

How do I get additional help when I want to use other equipment?

Every member is going to have a different set of goals, pace of workout, and so on. This is why we recommend setting an appointment with a trainer first before advancing your workout. You can schedule an appointment by calling the club. Each trainer sets their own fees. We would be happy to give advice on proper exercise and technique. If you want a more personalized service, a personal trainer is the way to go.

What is expected of me while here at the club?

As a courtesy to other member, please wipe off equipment when finished. There are bottles and towels provided for you. Please dispose of towels properly when finished.

Please return all weights and dumbbells to racks when finished. Our members appreciate not having to pick up after others.

Treat all members with respect and courtesy. Inappropriate behavior within the club will not be tolerated.

If there is any equipment that is malfunctioning or needs adjustment, please do not use or try to repair it. Please call the club number from the courtesy phone immediately (leave a voice mail), and the issue will be addressed at once.

Please be sure to pick up magazines, turn-off televisions, and turn-off lights if you are the last to leave. Remember, our costs are your costs. This *is* after all, your club!

MEMBERSHIP REFERRAL PROGRAM

Our club, like any business, depends on good word of mouth. And referrals for membership are most valued part of our business. This is why we don't just thank you for referring members, we show our gratitude by giving you a opportunity to earn some special rewards and prizes.

The program is simple; just call the club and let us know when you will be bringing your guest (or fill out our referral sheet). If your guest decides to become a member, you will be awarded a series of gifts:

See a club representative for current membership referral bonuses!