



University of Miami Department of Wellness and Recreation Patti and Allan Herbert Wellness Center Policies and Procedures

“At the U, we transform lives through teaching, research, and service.”

The Department of Wellness and Recreation strives to foster a lifestyle of responsible choices supporting the mind, the body, and the spirit in educational, wellness, and recreational programs through services and facilities for the University community.

- GENERAL POLICIES -

The following policies have been established by the Department of Wellness and Recreation Advisory Board to provide a safe, well-maintained, and comfortable environment in the Herbert Wellness Center. All general policies apply throughout the Herbert Wellness Center. Members are responsible for following these policies.

1. A valid University of Miami identification card is always required to use the Herbert Wellness Center. Members may forget their identification card once every four months by using the Department of Wellness and Recreation Forgiveness Policy at the front service desk. Members using the Forgiveness Policy must present a valid photo identification. Valid photo identification is limited to driver's license, passport, school ID, and military ID. Any member having already used the Forgiveness Policy once in a four month period must sign themselves in as a guest and pay the guest fee.
2. Members attempting to help non-members illegally enter the Herbert Wellness Center will have their identification cards confiscated and risk forfeiture of membership.
3. The Herbert Wellness Center, including the outdoor basketball courts, is an alcohol-, tobacco- and drug-free facility. Herbert Wellness Center users who appear to be under the influence of alcohol or drugs will be asked to leave.
4. The Herbert Wellness Center operates on an “exercise at your own risk” policy.
5. The following are prohibited:
 - Turf and spiked shoes (while indoors or on outdoor courts)
 - Eating or drinking (except in designated areas)
 - Bicycles
 - Skateboards, roller blades, and roller skates
 - Animals (except certified service animals)
 - Weapons (as defined in the *University of Miami Student Rights and Responsibilities Handbook*)
 - Amplified sound without the use of headphones

6. Appropriate attire, including footwear, is required throughout the Herbert Wellness Center as specified in various activity areas. Bare feet are only allowed in the natatorium and in classes where permitted.
7. Commercial purposes such as giving instruction, sales, advertising, or promotional activities in any space operated by the Department of Wellness and Recreation (including the Herbert Wellness Center, IM Fields and tennis courts) must be approved by relevant Department of Wellness and Recreation professional staff members.
8. For safety, privacy and security purposes, the use of any device to photograph, record, or videotape in the Herbert Wellness Center is not permitted. For media and academic class project purposes, advanced approval by the Executive Director or the Marketing Specialist is required. Email requests to wellnesscenter@miami.edu at least five (5) days in advance.
9. All Herbert Wellness Center equipment shall remain in its designated areas.
10. Report all equipment, maintenance, or safety problems or issues to the Herbert Wellness Center staff immediately. Do not use any equipment if in doubt of your safety.
11. Language and behavior should be appropriate for a family oriented University setting.
12. Patrons under the age of 13 must enter and remain with a parent or guardian at all times.
13. The Herbert Wellness Center, or a portion of, may be closed to members and guests on occasion, with prior notice, for maintenance and select University-related events.
14. Service animals are allowed to enter the facility with the member or guest. Under the ADA, a service animal is defined as a dog that has been individually trained to do work or performs tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability. Emotional support, therapy, comfort, or companion animals are not considered service animals under the ADA. In situations where it is not obvious that the dog is a service animal, staff may ask two specific questions:
 - 1) Is the dog a service animal required because of a disability?
 - 2) What work or task has the dog been trained to perform?

The following policies augment the Herbert Wellness Center General Policies

- MEMBERSHIP INFORMATION -

1. Membership to the Herbert Wellness Center is open to the University of Miami community defined as Students, Alumni, full-time or permanent part-time Faculty/Staff, Retirees, Trustees and Citizen's Board. Active members can also purchase a membership for their spouse, domestic partner, and dependents.

2. Prospective members must present required documentation verifying their UM affiliation. Required documentation is as follows:
 - **Students, Faculty, Administrators, and Staff** – University of Miami identification (‘Cane) card
 - **Alumni** – picture identification and a copy of UM diploma or a current Alumni Association membership card
 - **Retirees** – valid UM retiree/emeritus identification card
 - **Trustees** – ‘Cane card with Board of Trustees classification
 - **Citizens Board member** – picture identification and Citizens Board membership card
 - **Spouse** – picture identification card and copy of marriage certificate
 - **Domestic Partner** – complete a Domestic Partner Verification Form in the sales office and provide proof of domestic partnership.
 - **Dependent children (through age 26)** –birth certificate and driver’s license, or a state of Florida identification card
 - If dependent child’s name is not the same as the primary member, then a copy of the member’s marriage certificate OR a copy of the court papers proving adoption or legal guardianship is also required. Dependent children through age 26 must be unmarried, financially dependent, and living at home or away at school.
3. Misrepresenting your affiliation with the University of Miami to obtain membership will result in immediate termination of the membership without refund.
4. Long-term guest passes are available for those who are eligible for membership.
5. Refunds will not be given due to full building closures and/or closure of specific activity areas in the building.
6. Refunds will not be given for membership not used.
7. All cancellation requests must be provided in writing or via e-mail.
8. Memberships that are on open ended deductions (EFT or Payroll), must submit cancellation request before the 14th of each month in order to avoid an additional deduction.

- MEMBERSHIP FREEZES -

1. Membership must be frozen for a minimum of 30 days and up to a maximum of 6 months. After a membership has been frozen for 6 months, the member will be contacted and notified that their membership is going to be automatically reactivated.
2. Memberships may be frozen once per person, per membership period, not to exceed two freezes per person in one year.
3. The member must contact the sales office during office hours when they want their membership to be unfrozen. We will not take “Unfreeze” dates in advance.

4. The front desk staff cannot unfreeze memberships. This can only be done by contacting the Sales Office during business hours.
5. Memberships that are on open ended deductions (EFT or Payroll) are unable to be frozen. Membership must be cancelled and then reactivated when the member is ready to resume working out.

- GUESTS -

1. Members may bring guests with them to use the Herbert Wellness Center. The guest and member must present themselves at the front service desk and complete a Guest Waiver. The member must be present to sign the guest in, unless the guest presents a guest coupon previously purchased by a member.
2. All guests 16 years of age or older must have a valid photo ID. This includes non-members signing in as guests and non-members wishing to enter but not use the facility. Valid photo ID is limited to drivers license, passport, school ID, or military ID.
3. Guests under three years of age are free. Those age three and older must pay a guest fee and be sponsored by a member.
4. Members of the Herbert Wellness Center are responsible for the conduct of themselves and the conduct of their spouse/partner, dependent(s), and/or guests. Individuals involved in any behavior in violation of the Herbert Wellness Center Policies and Procedures, for example, fighting and destruction of property, will automatically forfeit their privileges to use the Herbert Wellness Center. Any suspended individual must appear before the Department of Wellness and Recreation professional staff members to be considered for reinstatement.
5. Members may sponsor up to five guests a day; more than five must be approved by the facility manager on duty or a professional staff member in advance.
6. Guests may use the Intramural Fields with their sponsor provided the appropriate guest fee is paid to the front desk.
7. A University of Miami student who is not a member is eligible to purchase a day pass for themselves at the Front Desk. A non-member who is eligible for membership can purchase a day pass for themselves but the very first pass must be purchased in person at the Sales Office.
8. Herbert Wellness Center members under the age of 18 (a minor) who wish to bring a guest who is also a minor must have an original Minor Consent, Waiver and Release Agreement form signed by the parent or legal guardian of the guest. The form can be found online at www.miami.edu/wellness under the Facilities tab.
9. The fee is \$10 for all non-student members and \$5 for student members.

- RETURNED CHECK POLICY -

The Herbert Wellness Center will charge a \$20 fee on all returned checks.

- LOST AND FOUND -

Lost items should be reported to the front desk. Items deemed to have significant monetary value are kept for up to six months and are stored in the administrative office. Items of nominal value are kept for up to one month and are stored at the pro shop. Unclaimed items are disposed of after the respective timeframe previously mentioned. The Herbert Wellness Center is not responsible for lost or stolen items.

- PARKING INFORMATION -

According to University policy, a parking permit is required between 8 a.m. and 4 p.m. Monday through Friday. For more detailed information about parking, contact the Department of Parking and Transportation by visiting www.miami.edu/parking.

- SUGGESTION BOX -

The Department of Wellness and Recreation is constantly seeking ways to improve the Herbert Wellness Center. Comments and suggestions from members are encouraged and appreciated. Please write down your comments on a “Hey Scott” card and place them in the suggestion box located at the front desk.

- PROSHOP and Daily Locker -

ProShop is located in the first floor of the Herbert Wellness Center in the hallway towards the back of the building before the locker rooms.

1. Personal belongings, such as duffle bags and purses, are prohibited in the “workout” spaces of the Herbert Wellness Center. Storage bins, daily lockers, and rental lockers are available throughout the Herbert Wellness Center.
2. The Herbert Wellness Center staff cannot guarantee the security of valuables, book bags or other personal articles left unattended. Report any incidents of theft or loss to the staff at the front service desk.
3. Personal locks are prohibited in the men’s and women’s locker rooms and will be removed immediately. Members will not be reimbursed for personal locks that have been removed.
4. Keys for the free daily lockers located in the locker rooms are assigned at the Pro Shop.
5. Patrons will be notified of any unreturned key via e-mail. Patrons that fail to pay or justify the lost or damaged key will be suspended from access to the Herbert Wellness Center.

Equipment Check Out/In

1. Equipment may be checked out at the ProShop Desk without charge for students and paid members. All patrons must present their valid University of Miami ID card or membership ID card at the time of check out. All equipment must be returned the same day. All patrons are responsible for the replacement

cost of any item(s) damaged, mutilated or lost.

2. Patrons will be notified of any unreturned item(s) via e-mail. Patrons that fail to pay or justify the lost or damaged item(s) will be suspended from access to the Herbert Wellness Center.

- LOCKER ROOM -

Children age 6 and younger may accompany their parent or guardian into the locker room of the opposite sex. Parents/guardians are expected to be mindful of other members' privacy while their children are using the locker room.

Children older than 6 must use the locker room of their own gender. The bathrooms located next to the outdoor courts are unisex and can be used as a family restroom. A changing cabana, located on the pool deck, is also available for parents/guardians to use with their children.

Members may rent a locker for a monthly fee. It is the member's responsibility to clean out their locker by the expiration date. Items left in a rental locker passed the expiration date will be discarded one month from the locker expiration date.

- PROMOTIONAL/MARKETING MATERIALS -

All promotional/marketing materials displayed within or around the Herbert Wellness Center must be of high-quality, related to a University-sponsored event, and align with the University's mission as well as the mission of the Division of Student Affairs and of the Department of Wellness and Recreation.

1. Distributing or hanging any flyers, banners or other marketing/promotional materials within any space operated by the Department of Wellness and Recreation must be approved by the Marketing Specialist.
2. Only promotional/marketing materials for events hosted or sponsored by the Department of Wellness and Recreation are to be hung on bulletin boards (or similar) located within or around the Herbert Wellness Center.
3. With prior approval of the Marketing Specialist, events that are not hosted or sponsored by the Department of Wellness and Recreation may place materials of appropriate size on the Community Event Brochure Holder located near the front desk. Exceptions to include other posting locations must be approved by the Marketing Specialist in advance.
4. Promotional/marketing materials are not allowed to be hung on walls or columns or placed on counters and furniture/equipment under any circumstances.
5. All promotional/marketing material will be displayed for up to 14 days prior to the event.

- NATATORIUM -

1. The pool, spa, and saunas shall be used only when a lifeguard/pool monitor is present.
2. A shower is required before entering the pool or spa.

3. It is recommended that jewelry be removed before entering the pool deck to prevent loss while in the pool, sauna, or spa.
4. Appropriate swimwear is required in the pool, sauna, and spa.

Pool

1. The following are prohibited in the pool area:
 - Diving
 - Unnecessary roughness, pushing, backward jumping, or running in the pool area
 - Distracting the lifeguard/pool monitor on duty
2. For your health and safety, any person suffering from a skin infection or open wound is prohibited from entering the pool or spa. Individuals may not use the pool or spa if they have bandages or adhesive tape on their body.
3. Children under 13 years of age must be accompanied and directly supervised by an adult dressed in swim attire who is present on the pool deck or in the pool with the child.
4. Children under the age of three are not permitted to swim in the pool (even if wearing swim diapers).
5. The lifeguard/pool monitor on duty must approve the use of swimming aids.
6. When more than one person is using a lane please stay on the right side of the lane.
7. In case of an emergency, members shall follow directions given by the lifeguard/pool monitor. Three quick whistles by the lifeguard/pool monitor indicates an emergency and is the signal for all participants to clear the pool and spa.
8. During peak times in the fall and spring semesters, up to two pool lanes may be reserved for aquatic classes or swim lessons. During the summer when Mini Canes Recreational Sports Camp is in session, a maximum of three lanes may be reserved.

Spa and Saunas

1. Spa and sauna use is not advised for individuals suffering from conditions such as heart disease, diabetes, high/low blood pressure, respiratory problems. Pregnant women and those using prescription medications should consult their physician before using the spa or sauna.
2. Children under the age of 13 may use the spa and saunas only when accompanied and directly supervised by an adult. Adults should be advised of the risk of children related to spa and sauna use. Adults are strongly advised to limit the amount of time they permit their children to use the spa and sauna.
3. Individuals should observe a reasonable time limit (15 minutes). Long exposures may result in complications, including dizziness, nausea, or fainting.

4. For sanitary reasons, it is recommended that sauna users sit or lie on towels.
5. The saunas are DRY saunas. Water must not be poured into the heating system.
6. After leaving the saunas, individuals must take a shower before entering the pool.
7. Beverages of any kind are prohibited.

- TRACK -

1. Track direction changes daily as indicated by the track direction sign. Even numbered days are clockwise, odd number days are counter-clockwise.
2. Walkers must remain to the outside of the track, towards the wall. Runners must remain to the inside of the track, towards the railing.
3. Stretching and warm-up exercises should be completed on the warm-up concourse outside the track or in the corners at the ballet bars.
4. Non-spiked athletic shoes must be worn on the track at all times.
5. Stopping or standing on the track (except at the ballet bars) is prohibited.

- FITNESS ROOM-

1. Individuals must be at least 16 years of age to use this area.
2. Storage bins and wallet lockers are available for storing personal items in the fitness room. Personal items such as book bags, purses, wallets, etc. may not be taken on the floor. Also, for safety reasons, baby carriers, strollers, and baby joggers are not permitted in the fitness room.
3. Only a qualified Department of Wellness and Recreation Personal Trainer may perform personal training. Providing these services may result in dismissal from the Herbert Wellness Center and loss of membership. Personal trainer and personal training are defined as:

Personal Trainer

Those who provide fitness advice and/or assist in the training of others in a one-to-one or group situation in a health/fitness center regardless of payment exchange or not.

Personal Training

The act of any one and or/all of the following: screening and evaluating health and fitness, designing exercise programs, instructing in exercise techniques, supervising and monitoring others, and/or responding to questions and problems that arise.

4. Appropriate exercise attire is required in the fitness room. T-shirts, shorts, warm-up suits, sweat suits, tennis clothing, aerobics attire, and athletic shoes are acceptable attire when working out. Sandals, open-toe shoes, hard-soled shoes, string tank tops, cut-off tank tops, mesh tank tops, jeans, street clothing, and anything which compromises the safety and professionalism of the fitness room are prohibited.
5. For sanitary purposes, an appropriate sized (12"-24") cloth towel is required to work out. Equipment should be sanitized with provided gym wipes after each use.
6. Users unfamiliar with the exercise equipment should seek help from fitness room staff.
7. All equipment must remain in its designated area.
8. Report all equipment problems to the fitness room staff, including jammed, frayed, loose, or worn parts. Do not use any equipment if you are in doubt of your safety.
9. Members are permitted to bring fitness accessories (i.e. weight belts, ab wheels, mats etc.) for personal use. Other major fitness equipment (i.e. kettle bells, plyo boxes, barbells, etc.) not purchased by the Department of Wellness and Recreation is prohibited.

Cardiovascular Area

1. Individuals are limited to 30 minutes per machine.
2. A reservation system is available for selected cardiovascular equipment. Sign-up at the information desk. Users may sign up no more than one day in advance and may do so in person or by telephone at (305) 284-8507. There is a limit of one reservation per person per day. Use of a reserved machine will be forfeited if user has not checked in at the fitness desk within 5 minutes of designated start time. The clock in the fitness room will be the official clock for reservations. See the fitness desk for more details.
3. For participant safety, cardiovascular equipment should only be used in the way it was designed and intended.

Weight Area

1. All weight training should be performed in a controlled safe manner. Slamming, dropping, or bouncing of weights (both on machines and free weights) is prohibited. Olympic lifting (clean and jerk/snatch) is prohibited.
2. For personal safety, lifters are encouraged to work out with a partner. Fitness room staff are available for spotting.
3. Dumbbell use is limited to one set of dumbbells at any one time.
4. All free weights and dumbbells must be replaced to appropriate racks when finished.
5. For safety reasons, use of personal headphones is strongly discouraged in the free weight area.

6. Weight gloves and wrist straps are allowed. The use of chalk is prohibited.
7. Be courteous to others by limiting the length of stay at a single station to acceptable limits. Do not loiter on the equipment while resting so that others may also use the equipment. Up to three people may use any single station at one time.
8. Weight collars are highly recommended in the free weight area.

Equipment Check Out/In

3. Equipment may be checked out at the Middle Fitness Room Desk without charge for students and paid members. All patrons must present their valid University of Miami ID card or membership ID card at the time of check out. All equipment must be returned the same day. All patrons are responsible for the replacement cost of any item(s) damaged, mutilated or lost.
4. Patrons will be notified of any unreturned item(s) via e-mail. Patrons that fail to pay or justify the lost or damaged item(s) will be suspended from access to the Herbert Wellness Center.

- MULTIPURPOSE ROOMS -

1. Food and drink (except plastic water bottles) are prohibited.
2. Hard soled shoes are prohibited.
3. Storage bins are available for storing personal items in Multipurpose Rooms. Personal items may not be taken into the activity area.
4. Multipurpose rooms are only to be used for classes and activities hosted by the Department of Wellness and Recreation (i.e. group exercise and community classes) and campus events with approved room reservations (i.e. Club Sports and approved departmental events).

- RACQUETBALL AND SQUASH COURTS -

1. Shirts and athletic shoes with non-marking soles are to be worn. Eye guards are strongly recommended.
2. Court reservations can be made online (wellness.miami.edu), at the Pro Shop in person or by telephone at 305-284-3261 during Herbert Wellness Center hours. Reservations are for one hour in length beginning on the hour or half-hour. Users may sign up no more than one day in advance. There is a limit of one reservation per person per day. Court reservations will be canceled if the court is not claimed by 10 minutes after the scheduled reservation time. Courts not claimed will be assigned to patrons on the waiting list. The clock in the Pro Shop will be the official clock for court reservations.
3. Challenge Court (#1) will be in effect daily. A player is limited to a maximum of three consecutive games. All challenges must be accepted in accordance with the order of their occurrence.

- MAIN GYMNASIUM & CENTRE COURT -

1. Only proper athletic clothing and athletic shoes with non-marking soles are to be worn.
2. Bare feet or stocking feet are not permitted.
3. Dunking the basketball and hanging on the rim are not permitted.
4. Though competitive spirit is encouraged and expected in the facility, the true nature of good sportsmanship shall be exhibited at all times.
5. Disassembling or moving equipment that has been set up is not allowed. Ask the Facility Manager for assistance with equipment setup and removal.
6. Other activities may be scheduled on the courts upon written request to Department of Wellness and Recreation administration and approval from appropriate policy boards.
7. For challenge court rules, refer to the sign posted in Main Gym.

- INTRAMURAL FIELD -

1. Reservations are made through the Assistant Director of Facilities and are monitored by the Associate Director of Recreational Sports and the IFA on duty.
2. The fields are monitored daily. All users are expected to show their University ID card or verify their affiliation upon request. Staff will have a portable 'Cane Card' reader to verify eligibility. Individuals not having a valid 'Cane Card' or unable to verify their affiliation will be asked to immediately leave the field, or purchase a guest pass if they have a sponsor.
3. The following are prohibited on the field:
 - Activities that damage or compromise the condition of the fields or equipment
 - Alcohol
 - Glass containers
 - Metal cleats or spikes
 - Animals (except certified service animals)
4. The fields will be closed during inclement weather. All activities must stop immediately.
5. An Intramural Field Assistant (IFA) monitors the fields from 2 p.m. to 11 p.m. (or as needed) during the week. The fields will also be staffed from 9 a.m. to 10 p.m. during the weekends (or as needed). There may be certain days during the week that the fields are staffed for open recreation time. The field assistant's duties include checking Cane Cards, cleaning the fields, taking inventory, checking out equipment, and monitoring fields.
6. The fields are numbered from 1 – 5 starting from the tennis courts.
7. The fields are rotated to preserve the quality of the surface.

8. All Department of Wellness and Recreation activities take priority over free play.

Eligible users during free play:

1. All current Herbert Wellness Center members
2. Full time and part-time undergraduate, graduate, medical and law students who have paid their Student Activities Fee

Guests of the above may use the fields with their sponsor provided the appropriate guest fee is paid to the front desk. The fee for all members is \$10.00. Student members may purchase \$5.00 guest passes at least one day in advance of their use.

Eligible users during Intramural and Club Sport events/activities:

1. Current students, faculty, and staff who are Herbert Wellness Center members

Equipment Check Out/In

1. Equipment may be checked out at the Field House without charge for students and paid members. All patrons must present their valid University of Miami ID card or membership ID card at the time of check out. All equipment must be returned the same day. All patrons are responsible for the replacement cost of any item(s) damaged, mutilated or lost.
2. Patrons will be notified of any unreturned item(s) via e-mail. Patrons that fail to pay or justify the lost or damaged item(s) will be suspended from access to the Herbert Wellness Center.

- ADDITIONAL ROOMS -

Other spaces not explicitly outlined in these policies, including but not limited to the instructional kitchen, classrooms, conference room, fitness lab, massage therapy room, BOD-POD room and cycling studio are only to be used for programs and services sponsored by the Department of Wellness and Recreation or by organizations with pre-approved reservations. Room-specific guidelines outlining the proper use of these spaces are available upon request.

Note: The Herbert Wellness Center Policies and Procedures are subject to change without notice.

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