

Wellness Center Policies and Procedures

"At the U, we transform lives through teaching, research, innovation, 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 welcoming environment in the Herbert Wellness Center. All general policies apply throughout the Herbert Wellness Center and Outdoor Adventures, where applicable. Members and guests are responsible for following these policies.

1. A valid University of Miami identification card is required to use the Herbert Wellness Center and the Outdoor Adventures services. If a member does not have their 'Cane card, a valid photo identification can be used. Valid photo identification is limited to driver's license, state identification card, passport, school ID, and military ID
2. Any member attempting to help non-members enter the Herbert Wellness Center or the Outdoors Adventures area illegally will have their identification card confiscated and risk forfeiture of membership.
3. All Wellness and Recreation facilities are alcohol-, tobacco- and drug-free. Any member or guest who appears to be under the influence of alcohol or drugs will be asked to leave.
4. All Wellness and Recreation facilities operate 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. Personal belongings, such as duffel 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.

7. The 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.
8. 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. Keys for the free daily lockers located in the locker rooms are assigned at the Pro Shop.
9. 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.
10. 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, Outdoor Adventures, and tennis courts) must be approved by relevant Department of Wellness and Recreation professional staff member.
11. For safety, privacy and security purposes, the use of any device to photograph, record, or videotape in any of the Department's facilities is not permitted. For media and academic class project purposes, advanced approval by department administration is required. Email requests to wellnesscenter@miami.edu at least five (5) days in advance.
12. All Department equipment shall remain in its designated areas.
13. Report all equipment, maintenance, or safety problems or issues to the Department staff immediately. Do not use any equipment if in doubt of your safety.
14. Language and behavior should be appropriate for a family oriented University setting.
15. Patrons under the age of 13 must enter and remain with a parent or guardian at all times.
16. 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.
17. 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 and are not permitted in the building. 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?

18. The University of Miami seeks to maintain a safe learning, living, and working environment free from all types of sex-based and gender-based discrimination prohibited by state and federal laws, including Title IX and Title VII, and in keeping with the University's culture of belonging, values and expected behaviors. Sexual misconduct includes dating violence, domestic violence, sex- or gender-based discrimination, sexual assault (including sexual battery), sexual exploitation, sexual harassment, and stalking. The University is committed to prevent sexual misconduct and to create an environment where all individuals know how to report an incident of sexual misconduct.

Patrons of the Herbert Wellness Center or Outdoor Adventures who observe behavior or are subjected to behavior that may be in violation of the University's Sexual Misconduct Policy are asked to report their concerns to any employee of the Wellness Center or directly to the Executive Director of the Wellness Center. In addition, any member of the UM Community including Wellness Center patrons can report any impropriety anonymously by visiting <https://compliance.miami.edu/> and clicking on Report a Concern.

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 legal spouse 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
 - 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 CANCELLATIONS -

1. Membership cancellations require a 30-day notice, communicated in writing, to the Assistant Director, Member Experience.

- 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 sales 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 to park on campus 7 days a week from 8 a.m. to 11 p.m. 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 email wellnesscenter@miami.edu with your comments and suggestions.

- 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 Senior Manager, Business Operations.
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 Senior Manager, Business Operations, events that are not hosted or sponsored by the Department of Wellness and Recreation may request to post event on digital signage.
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, hot tub, saunas and cold plunge may only be used when a lifeguard/pool monitor is present.
2. A shower is required before entering the pool, hot tub or cold plunge.
3. It is recommended that jewelry be removed before entering the natatorium to prevent loss while in the pool, sauna, cold plunge or hot tub.
4. Appropriate swim-wear is required in the pool, sauna, cold plunge and hot tub.

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 hot tub. Individuals may not use the pool or hot tub 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 hot tub.
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.

Hot tub, Saunas, Cold Plunge

1. 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 hot tub, cold plunge or sauna.
2. Children under the age of 13 may use these amenities only when accompanied and directly supervised by an adult. Adults should be advised of the risk of children related to hot tub, cold plunge or sauna use. Adults are strongly advised to limit the amount of time they permit their children to use the hot tub and sauna.
3. Individuals should observe a reasonable time limit (15 minutes). Long exposures may result in complications, including dizziness, nausea, or fainting.
4. Cold plunge usage is by appointment only. Exposure to the cold plunge should be limited to less than three minutes.
5. For sanitary reasons, it is recommended that sauna users sit or lie on towels.
6. The saunas are DRY saunas. Water must not be poured into the heating system.
7. After leaving the saunas, individuals must take a shower before entering the pool.
8. Glass bottles are prohibited.

- TRACK -

1. Track direction changes daily as indicated by the track direction sign. Monday, Wednesday, Friday and Sunday the direction is clockwise. Tuesday, Thursday, and Saturday the direction is 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 and STORM ZONE-

1. Individuals must be at least 16 years of age to use this area. Children 13 – 16 years of age may use this area while under the direct supervision of a DWR personal trainer as part of an approved, paid personal training session.
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. During peak times, please be courteous and limit your time on equipment so others can participate with the equipment.
2. Please clean equipment after use for the benefit of the next user.
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.

- 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.

- MAIN GYMNASIUM, CENTRE COURT & OUTDOOR COURTS -

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 Associate Director of Facility Operations and are monitored by the 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.
 9. The use of drones on the fields is strictly prohibited. The exception to this rule is for Club Sport teams during their practice and game times only.

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

- 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.

- OUTDOOR ADVENTURES -

Membership to the Outdoor Adventures is open to the University of Miami community defined as students and full-time or permanent part-time faculty and staff.

- GUESTS -

- A. Members may bring guests with them to use the Outdoor Adventures Climbing Wall. The guest and member must present themselves at the Climbing Wall desk and complete a Guest Waiver. The member must be present to register the guest.
- B. 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 driver's license, passport, school ID, or military ID.
- C. Members may sponsor up to five guests a day; more than five must be approved by Outdoor Adventure Supervisor on duty or a professional staff member in advance.
- D. Guests may use the Outdoor Gym, Volleyball Courts, or Hammock Garden with their sponsor provided the appropriate guest fee is paid to the climbing wall desk.
- E. A University of Miami student who is not a member is eligible to purchase a day pass for themselves at the Climbing Wall desk.
- F. Outdoor Adventures 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.
- G. The fee is \$10 for all non-student members and \$5 for student members.
- H. Guest may not rent gear

- CLIMBING WALL -

- A. Everyone must check-in before each use.
- B. No climbing in bare feet - use climbing shoes.
- C. Use liquid chalk.
- D. Watch for loose or broken holds. Inform a team member when one is found.
- E. Climbing wall use requires appropriate membership. Included for all students enrolled full time.
- F. No climbing over the top of the wall.
- G. Do not climb above or below another climber or walk underneath another climber.
- H. Do not offer climbers unsolicited advice.
- I. Only Outdoor Adventures staff should adjust, move, or alter holds, problems

- OUTDOOR GYM -

Fitness equipment and the surrounding area may be unavailable during certain times of the day for general use during fitness or personal training classes or sessions.

- SAND VOLLEYBALL COURTS & HAMMOCK GARDEN-

The following are prohibited:

- Activities that damage or compromise the condition of the courts, equipment, or grounds
- Alcohol
- Glass containers
- Animals (except certified service animals)

- LOST AND FOUND -

Lost items should be reported to the rentals 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 rentals desk. Unclaimed items are disposed of after the respective timeframe previously mentioned. The Department is not responsible for lost or stolen items.

- PROMOTIONAL/MARKETING MATERIALS -

All promotional/marketing materials displayed within or around the Outdoor Adventures 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.

- A. Distributing or hanging any flyers, banners or other marketing/promotional materials within any space operated by Outdoor Adventures must be approved by the Assistant Director of Outdoor Adventures.
- B. Promotional/marketing materials are not allowed to be hung on walls or columns or placed on counters and furniture/equipment under any circumstances.
- C. All promotional/marketing material will be displayed for up to 14 days prior to the event.

Note: The Department of Wellness and Recreation Policies and Procedures are subject to change without notice.