

Ithaca College Wellness Clinic Client Policies

The Wellness Clinic was first and foremost established as a clinical learning environment. Clients are expected to actively participate in our students' learning experience. To enhance their learning, student employees are encouraged to provide assistance and feedback, including observing, assessing, and correcting exercise technique within the scope of their training.

1) Member Enrollment and Orientation Requirements

- All new members must complete a Medical Health/History Form, Liability Waiver, and Membership Agreement prior to participation in Wellness Clinic programs and services.
 - Medical clearance from a physician may be required based on ACSM pre-participation health-screening guidelines and professional standards.
- UMembers are responsible for notifying the Wellness Clinic of any changes to their health status. The Medical Health/History Form must be updated as health changes occur and annually at the time of membership renewal.
- Upon enrollment, all new members (excluding graduate students) must complete two orientation sessions with a Fitness Specialist before independently accessing the fitness floor or participating in group exercise classes.
 - With the member's consent, orientation sessions may include a fitness evaluation.

2) Hours of Operation

- Current hours of operation and scheduled closures are posted on the Wellness Clinic website.
- Clients are not permitted to enter the exercise area prior to opening or remain in the facility after closing, including in locker rooms.

3) Check-In Procedures

- Clients must scan their membership key tag at the front desk each time they enter the Wellness Clinic.
- Group exercise class participants must sign in on the attendance sheet located in the group exercise room prior to the start of class.

4) Attire

- Clients are required to wear clean, closed-toe athletic shoes while on the exercise floor.
- For facility cleanliness and participant safety, athletic attire and shirts/tops that cover the torso are strongly encouraged. This helps reduce skin-to-surface contact and minimize the spread of common germs, including bacteria, fungi, and viruses.
- In consideration of individuals with allergies, asthma, and chemical sensitivities, please avoid wearing or applying heavily scented products in the Wellness Clinic.

5) Food and Beverages

- Spill-proof water bottles are permitted throughout the facility.
- Food is NOT permitted in the Wellness Clinic.

6) Music and Entertainment

- Personal music/entertainment devices are permitted when used with headphones.
- Audio played on personal devices must be kept at a reasonable volume and should not disturb other clients or interfere with Wellness Clinic activities.
- Wellness Clinic staff reserve the right to ask individuals to lower the volume of or discontinue use of personal entertainment devices.

7) General Equipment Use Guidelines

- Wipe down equipment after use.
- A spotter is recommended for exercises where the lifter's body is between the weight and the floor (i.e. overhead lifts, bench press, squat).
- Re-rack weights and return equipment to its designated location after use.
- Dropping or slamming weights is discouraged.
 - If unable to control a weight through the full range of motion, use a lighter weight.
- Chalk use is permitted (liquid and powder).
 - Chalk residue must be cleaned from equipment and surrounding areas after use.

8) Lockers

- Lockers are available for semester rental for a fee.
- Unrented lockers are available for DAY USE only.
 - Belongings and personal locks must be removed from unrented lockers after each visit.
- Filming or photography is prohibited in the locker room.
- Music, shows, podcasts and other audio content may only be played through headphones.
- Remove muddy or wet shoes and dirty clothing from the locker room after use.
- Remove all trash (Q-tips, cotton balls, etc.) and belongings when exiting the shower area.
- Do not leave personal items unattended on locker room benches.
- Complimentary baskets are available to store personal belongings on a first-come, first-served basis. Personal belongings should be kept in a basket when not stored in a locker.

9) Towels

- Both shower and sweat towels are available for client use. Shower towels are available in locker rooms. Sweat towels are at the exercise floor desk.
- Place used towels in the designated soiled bins located in the locker rooms or on the exercise floor.

10) Exercise Guidance and Safety

- At least one professional or student staff member will be available on the exercise floor.
- Staff are trained and encouraged to provide assistance and feedback within the scope of their training, including observing, assessing, and correcting exercise technique.
- For safety-related matters (e.g., spotting, equipment use, unsafe activities), members must follow the direction of Wellness Clinic staff.
- Maintain appropriate distance from others and equipment in use.
- Maintain control of equipment and be respectful of those around you.

11) Cancellation Policy

- Please be respectful of our staff and fellow clients by making every effort to keep scheduled appointments. We understand that illnesses and emergencies do occur. If you must cancel or reschedule, please provide at least 24 hours' notice whenever possible. Repeated cancellations, late cancellations, or missed appointments may result in placement on the waiting list for services or, in extreme cases, membership suspension. Thank you for your understanding and support.

12) Guest Policy

- Guests are welcome to use the Wellness Clinic for a \$5 fee. All guests must complete and sign a Guest Liability Release Form before using the facility.