



## Chickasaw Wellness Complex (CWC) 24/7 Access Questions and Answers

- 1. Is it really 24/7?** Yes you can access the facility with your access card 24 hours a day and 7 days a week. This does include holidays as well days where we might be opened late or closed early due to inclement weather.
- 2. Will my membership price be different?** If you want to participate in the 24/7 Access Membership you will have a slightly increased rate as well a security deposit to pay. If you are not switching to the 24/7 Access then your membership prices will stay the same.
- 3. What is the security deposit for?** The \$200 will need to be paid at the time of sign up for the membership and it will be deposited into the CWC's account. We will hold on to this money until you have either decided to cancel the membership (1 year contracts) or if there are any damages done to the facility while you are using it. If you are a new member and cancel before the 1 year contract is completed then you will not receive your deposit back. We have this security deposit set in place to make sure that if any damages do happen, and it is caused by a member, we will have the funds to cover it. There will be security cameras placed around the inside of the building as well as outside to monitor the usage. If after your 1 year contract has passed and you decide to cancel you will receive your deposit back. If after 2 years of a 24/7 membership without cancelling or having any sort of problems then you will receive \$100 back of your deposit. After 3 years if you are still a member and continuing with no problems then you will receive the other \$100 back.
- 4. How much are the access cards?** The first access card purchased is \$20 and then each additional card purchased is \$10. For example: (For example: Husband buys card for \$20, wife buys card for \$10 and son (over 18yrs old) buys card for \$10).
- 5. What if everyone in my membership plan doesn't need 24/7 Access?** You have a couple different options in this situation. You can have a regular membership plan for those who don't want the 24/7 as well as a 24/7 membership for the member who wants that. Your other option would be to get a 24/7 membership but only purchase the access cards for those who need it. (For example: Husband wants 24/7 access but wife does not. You can get a couple 24/7 membership but husband only purchases the access card).
- 6. What are the age requirements for 24/7 Access?** To be issued an access card the member must be 18 years or older. Members under 18 years of age will be allowed in with their parents but will not be issued an access card of their own. The parents will need to monitor the children and are responsible for them at all times.
- 7. Will there be security cameras?** Yes, there will be cameras inside the building as well as outside the building to monitor usage.
- 8. What happens if I let someone else use my access card or lose my access card?** If you are found to be sharing your access card with other individuals (members or nonmembers) or letting other individuals (members or nonmembers) into the facility with your access card, you will be charged \$25 per offense. After 3 offenses the CWC will immediately cancel your 24/7 access card. You will also lose your security deposit. If you should happen to lose your 24/7 access card you will be charged \$20 fee to cancel your card and to replace it with a new card. It is imperative that you notify the CWC if your card is lost or misplaced. You will be held accountable for any damages that occur until your card is cancelled.
- 9. What sections of the facility will be open for usage?** The cardio machines, weight room, sports courts, racquetball room, track, and bathrooms will all be available for use. The Multipurpose

Rooms, storage closets (contains pitching machine gear), and offices will be off limits during non-staffed hours.