



PWC MEMBERSHIP FREQUENTLY ASKED QUESTIONS

Q: What does my membership include?

A: Membership includes all areas of the facility plus access to Culpeper Sport & Fitness facility for 2018 and all regularly scheduled aquatic and group exercise classes.

Q: What is included for my children if I sign-up for a Couple or Family Membership?

A: Children ages six-weeks to 12 years of age can use Kids Corner as part of the membership, up to 2 hours per visit. If children are not part of a Single Parent Membership the following fees apply:

- \$5 per visit or
- 30-visit punch card for \$120

Children ages 10 – 12 can use the indoor track and exercise equipment when directly supervised by a parent or guardian. Orientation with a Fitness Instructor is required before use of equipment.

Children ages 13 – 15 have full access to the indoor track, exercise equipment and group fitness classes when in the line of sight of the parent or guardian.

Children ages 16 and up have full access to all areas, including aquatics.

Children up to the age of 24 may be eligible for inclusion on a Single Parent Membership. See a member Services Representative for details.

Q: Who can be on a Family Membership?

A: Included in a Family Membership is married/unmarried mother and father or life partners plus biological or adopted children. Children in which you have legal guardianship over may also be included on your membership. Proof of legal guardianship might be required. Children up to age 23 (see Membership Department for guidelines) are allowed on family memberships. A couple/family of 2 membership consists of the following: a husband/wife, fiancé/fiancée, biological or foster parent and 1 child, a boyfriend/girlfriend with the same address, and partner/partner. **Family Membership does not include extended family.*

Q: Can I bring a guest?

A: Guest are welcome! Guest fees are:

- Walk-in \$15 per day with a member \$10
- Children under 16 years of age, with a member \$8



Q: If I have a Physician referral can you bill my insurance for the membership?

A: All membership types are self-pay. We are happy to supply you with documentation that you can submit for reimbursement through your insurance company.

Q: I have never been a member of a fitness facility, will there be someone to show me what to do?

A: Every new member can receive a complimentary initial fitness assessment and an equipment basics orientation from a fitness instructor.

Q: Is there a contract period? How do I cancel?

A: There is no contract to sign! We offer month-to-month memberships. If you ever need to cancel for any reason, you are required to give a 30-day written notice. All 30-day cancellation periods are paid by the member.

Q: How do I make changes to my membership?

A: A Membership Services Representative can assist you with any changes.

Q: What if I have to have surgery or become sick and find myself unable to use the facility?

A: We offer Medical Holds, for a period of 30 – 180 days. You would complete a Membership Change Form that your Physician would sign. Forms must be turned in prior to hold being granted, there are no retroactive holds or account credit provided.

Q: Can my adult brother and I, who live in the same house, join as a couple?

A: To qualify for a couple/family of 2 membership you must be husband/wife, fiancé/fiancée, biological or foster parent and 1 child, a boyfriend/girlfriend with the same address, and partner/partner.

Q: When will I be charged for my first month's dues?

A: When you join the facility, you will pay the pro-rated dues for the remainder of the month you are joining and then your checking account or credit card will be charged on the 5th of each month as long as you remain a member.

Q: Do we qualify for the Senior Couple Rate if only one of us is age 62 or up?

A: Yes