



## Member Handbook

9100 Freedom Center Boulevard  
Manassas, Virginia 20110-2203

Mailing Address:  
10900 University Boulevard MSN 5F6  
Manassas, Virginia 20110-2203

[www.freedom-center.com](http://www.freedom-center.com)

703-993-8444 / 703-993-8478 fax  
Effective May 1, 2011

# WELCOME TO THE FREEDOM AQUATIC & FITNESS CENTER

**Our mission is to support the fitness and recreation goals of  
a health conscious community**

**The Freedom Aquatic & Fitness Center at George Mason University** provides a broad range of year-round recreational, educational, social and cultural programs and activities. The facility is designed to attract and serve a variety of individuals and user groups, including but not limited to, the general public, youth, school and community groups, the elderly and persons with disabilities.

As the result of an innovative partnership agreement, the Freedom Center primarily serves the residents of Prince William County, the City of Manassas, and the students and staff of George Mason University. The unique cooperative agreement between these three agencies assures the finest professional fitness and health education services at a fair price for value. If you would like to know more about any aspect of the programs and services available at the Freedom Center, please check our website at <http://www.freedom-center.com>.

## Important Phone Numbers

### RENTALS

- General Information/Administrative Services: 703-993-8444
- Membership Services: 703-993-8444
- Facility Rentals: 703-993-8510
- Birthday Party Rentals: 703-993-8444
- Aquatics Rentals and Group Visits: 703-993-8538

### SERVICES

- Assessment & Personal Training Appt. Cancellations: 703-993-8532
- Group Exercise Programs: 703-993-4862
- Personal Training (Including Aqua): 703-993-8532

### PROGRAMS

- Aquatics Programs(Instruction): 703-993-8511
- Recreational/Sports Programs: 703-993-8510/8551
- Arts/Education Programs: 703-993-8510/8553
- Kid Kare Services: 703-993-8524
- Freedom Preschool: 703-993-8553

George Mason University is responsible for all aspects of the daily administration and operation of the Freedom Aquatic & Fitness Center, and as such, the Center is an equal opportunity and an affirmative action facility committed to the principle that access to Center facilities, programs and activities shall be afforded equally to all persons without regard to race, color, religion, national origin, disability, sexual orientation, veteran status, sex, or age. Specific mandates with regard to priority of use and resident status arrangements are contained in the Center's governing document – the tripartite agreement duly executed by the three partners.

**We Look Forward To Serving You**

## **Freedom Center Members' Code of Conduct**

All participants in activities and programs at the Freedom Center are expected to uphold a standard of conduct which allows all patrons to fully enjoy this facility and permits all employees to discharge their duties and responsibilities without undue interference. Members who engage in any of the following prohibited conduct, or who violate any rule or regulation set forth by the Freedom Center, may face administrative action, up to and including termination of membership. Each incident will be dealt with on a case-by-case basis. Members are also subject to relevant portions of the Code of Virginia, University Regulations, and general use policies. Violations under this Code of Conduct are:

- Sexual harassment
- Intentional battery leading to injury
- Possession of any weapon (as defined in 8 VAC 35-60-10)
- Misuse, duplication or alteration of an identification card
- Disorderly conduct
- Verbal harassment of another member or Freedom Center staff
- Any member who, is loud, offensive, uses profanity, is obstructive to other members, guests or employees or otherwise causes a disruption which substantially interferes with other members' enjoyment of the Center
- Misuse of any facility or program area
- Misuse of any program equipment
- Willful or careless destruction of property
- Unauthorized entry

Reports that a member has violated this code of conduct will be investigated by Freedom Center staff who were not involved in reported incidents and George Mason University Police if the incident involves a potential violation of criminal law. Reports of violations of law or this Code of Conduct will also be sent to the Freedom Center Operations Manager and/or Campus Police. Reports concerning students or employees shall be sent to Student Conduct or Human Resources, as appropriate. Members, guests, and visitors may be required to vacate the premises temporarily, up to 72 hours, pending the result of the investigation. (Authority for this requirement may be found at 8 VAC 35-31-40.)

If Freedom Center staff finds that the report is substantiated, the Operations Manager will recommend that the General Manager take administrative action, up to and including termination of membership. Termination of membership shall be memorialized in a written notice and delivered or mailed to the subject person. Termination of membership may be appealed, not later than thirty days after notice is delivered or mailed, in writing to Ron Carmichael, Chief Operating **Officer, Prince William Campus,** whose decision shall be final.

# GENERAL INFORMATION

## HOURS OF OPERATION

<b>Monday - Friday</b>	<b>Saturday</b>	<b>Sunday</b>
<b>5:00am - 10:00pm</b>	<b>8:00am - 8:00pm</b>	<b>9:00am - 6:00pm</b>

<b>Center Non-Prime Time</b>	<b>Center Prime Time</b>
<b>Opening until 4:00pm Monday-Friday</b>	<b>Monday – Friday after 4:00pm to closing, all day on weekends and holidays*</b>

\*Martin Luther King Day, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day

The Freedom Aquatic & Fitness Center reserves the right to close any or all of the facility for special programs and events. Additionally, the Center may close for up to 2 weeks in late August/early September for annual major maintenance and repair.

- In case of inclement weather please call 703-993-8444 for a message concerning the Center's opening and/or closing procedures.

## MEMBERS

- Members must present their membership keytag upon entering the facility.
- Personal identification: Member pictures will be processed at the time of enrollment, or as soon as practicable, and attached to the electronic membership record; the picture will serve as identification upon entry into the facility.
- Member's guests may use the Center's facilities, programs and activities by paying the daily admission fee. Please note that this fee is good for one entrance into the facility per day. While members may depart and reenter the Center at any time, no readmission will be authorized for daily guests. Fees for one daily admission can be credited towards one month, six month, and annual membership dues, for up to one week with a receipt for proof of purchase. For information on rates, please contact a member service representative at 703-993-8444.

---

**Commercial Activity – “For Profit Activities”:** *No commercial or other private “for profit” activity may be conducted in or on the Freedom Aquatic & Fitness Center premises without prior written approval from Center management. Examples of these activities include but are not limited to personal training (land or aquatic), physical therapy, massage therapy, team training or coaching, etc. Solicitation for future performance of these type “for profit” activities on the premises without prior approval of the management is also prohibited.*

## FACILITY INFORMATION

**Gymnasium** – The gymnasium is available for a variety of recreational activities including open basketball and pick-up games. Routine programming of this space occurs for basketball, volleyball, pickleball, children’s programs, special events and rentals. Gymnasium schedules are available at the sales desk.

**Indoor Track** – Entrance to the indoor track is upstairs and down the left hand hallway. Direction of travel signage is changed daily. 14 laps = 1 mile. Slower individuals should stay on the inside lane. Strollers of any kind are not allowed on the track.

**Freedom Pro Shop** – Small sports items are available for purchase at the Sales Desk. For samples, see our pro shop merchandise displays located in the main lobby.

**Facility Rentals** - The Freedom Center has limited availability for rental space both during and after operating hours. Examples include but are not limited to the Community Room, classrooms, pool space, gymnasium, birthday party area, outdoor tent, volleyball court, and field. Please call 703-993-8510 for more information.

**Appropriate Sports Attire** – For the safety and comfort of all members and guests, Center participants are required to wear sports attire appropriate for the activity area being used. Requirements vary between areas. If you have specific questions, please check with the member service representatives at the Sales Desk or check with any attendant working in the area you intend to use for your work-out.

General guidelines follow:

- 2<sup>nd</sup> floor except for classrooms & wellness resource area – appropriate workout clothing i.e. workout shorts, tee or tank tops, Yoga pants, warm up pants, athletic shoes; only closed toe fitness shoes unless in Yoga or Pilates; no swimsuits; participants must keep shirts on. Inappropriate wording or graphics on clothing is not permitted.
- Natatorium (both pools & spa) – appropriate swim attire, i.e. lined swim suits (men & boys), no thong swim attire, no “running” shorts, no street clothes.

### **Men’s and Women’s Changing Rooms / Family Changing Rooms / Day Lockers**

- Men and women’s changing rooms are available for daily use and are complete with saunas and 240 lockers each. All members are required to bring their own locking device and to remove their personal belongings daily prior to departure. For your convenience, locks may be purchased at the Sales Desk.
- Small day lockers are available for storing personal belongings while using the Gymnasium, Cardio or Strength Training Rooms. Please keep the floor areas clear in gymnasium, fitness areas, and indoor track.
- The Freedom Center is not responsible for lost or stolen articles.
- Members and guests requiring assistance may use the Family Changing Rooms located near the main entrance to the pool area.
- Members and guests accompanied by children of the opposite sex over 4 years of age **MUST** use the Family Changing Rooms located near the main entrance to the pool area.

- Dry saunas are provided in both the men's and women's changing rooms. To avoid embarrassment to other Center participants, total nudity is not permitted. All Individuals must be 16 years or older to use saunas.

**Club Locker Rentals** – Members may rent locker space on an annual basis in the Center's Club Locker Rooms. In addition to the 38 lockers in both the men's and women's locker rooms, members will be entitled to towel service and other amenities.

For the safety, comfort, consideration of all club locker users:

- Club locker room privileges extend **only** to the person listed on the club locker room contract (adults age 16 and older only) and do not extend to family members, friends, or other guests.
- Auxiliary courtesy lockers are for use only when the member is present in the center (not for overnight storage).
- Please be considerate when using personal grooming lotions, powders, and oils; notify the Customer Service staff at the Freedom Front Desk if the area needs attention, particularly if a safety/slipping hazard exists.
- Please conserve water by running the shower and sink only when you are using them (one shower station per person please).

**Food & Beverages** – Food items may not be brought into the Freedom Center (party rental contracts excluded). Food purchased from the vending machines is permitted in the Lobby and break-out area only. Water and sports drinks in sealable plastic containers may be brought into the facility. All food is prohibited on the 2<sup>nd</sup> floor.

## **ACTIVITY COURTS / RACQUETBALL & WALLYBALL**

- Reservations and payment are required to guarantee activity court availability. Call 703-993-8444 or stop by the Sales Desk to make a reservation and pay hourly fee.
- Reservations are taken up to 1 week in advance.
- Please call to cancel reservations at least 4 hours in advance (or risk refusal to make future reservations).
- Participants must be a current Center member or pay the daily admission fee.
- Protective eyewear is required for all racquetball players.

## **Instructional Programs & Special Events**

The Freedom Center offers recreation, sports, fitness and aquatics classes, youth camps, leagues, preschool and other special events throughout the year. Program schedules are posted on our website [www.freedom-center.com](http://www.freedom-center.com) and in PWC Park Authority's **Leisure Magazine**.

To register for classes, please select one of the following:

- Mail in class registration form found on Freedom website
- Phone 703-993-8513 (credit card payments only)
- Fax registration form to 703-993-9177
- At the Sales Desk during normal operating hours

All programs require registration in advance.

## Member Class Discount Policies

- All members receive a 10% discount for Freedom Center instructional programs.
- Unless stated in a separate fee schedule, the member discount does not apply to services, including fitness assessments, one-day seminars, or any programs/special events with a fee of less than \$20.
- Any member discounted fee applies to participation in program by the **MEMBER ONLY**. Proof of membership will be verified at time of registration. Current members may register for a program and receive the discount regardless of membership contract end date.
- Activities conducted by rental groups or other sponsored organizations or businesses do not receive the discount.
- Member discount cannot be combined with any other offer.

## FITNESS SERVICES AND PROGRAMS

**Equipment Introduction:** First-time members (annual, 6-month, one month and promotional specials) have an opportunity to meet with fitness instructors to learn how to use cardio and strength equipment. Stop by the fitness area circuit desk to sign up; no fee.

**Group Fitness Classes:** Please ask our member service representatives, located at the Sales Desk, for our schedule of group fitness classes, including studio, pool, classroom 218, and Cycle. Please check in at the Sales Desk when attending classes in Room 218 or the Cycle Studio to obtain a pass for entrance to the class. Schedules are also available on the web at [www.freedom-center.com](http://www.freedom-center.com).

**Fitness Assessment: Initial Assessment is Free with first time memberships!** Additional assessments may be scheduled upon request with the purchase of a personal training session. Establish a baseline to check your progress as you attain your fitness goals. The assessment measures cardio function, muscle mass, flexibility, muscular strength and endurance. Call 703-993-8532 or register at the circuit desk for an appointment.

**Personal Training:** Informative, supportive, motivating, goal-setting and achievement-oriented one-on-one sessions provide the ideal service for everyone from novices to veterans. **Single sessions, training packages, and group training packages** are available. Call 703-993-8532 for more information.

## AQUATIC SERVICES AND PROGRAMS

The pools are open from start of business until one-half hour before closing each day. Some areas are reserved for aquatic programs, classes and rentals throughout the day. Please consult a pool schedule, available on the web at [www.freedom-center.com](http://www.freedom-center.com) or at the sales desk, for specific information and times for Recreation Swim\*, diving board, lap lane availability and group fitness.

**\*The slide, vortex, current channel and tumble buckets are operational during Recreation Swim**

At least **four lap lanes** and an open swim area are generally available during operating hours except when the competition pool is closed for special events.

All participants must **shower** before entering the pool

**Appropriate swim attire** required for pool and spa, i.e. lined swim trunks. No thong swim attire, no “running” shorts, or street clothing will be permitted.

Kickboards and swim training equipment are authorized for lap swimming and aquatic exercise only. Please return equipment after use.

Non-toilet trained children must wear tight fitting plastic pants or swim diapers.

The lifeguard staff must approve personal play items, please check with the head lifeguard.



## **Freedom Kid Kare Reservation & Information Line 703-993-8524**

The Kid Kare provides a limited duration child care service for members while they are using the Freedom Aquatic & Fitness Center. We welcome children from 6 months to 11 years of age. Each child is limited to one visit per day. This visit cannot exceed 2 hours. **At least one parent or guardian must be present in the Freedom Aquatic & Fitness Center to use this service.** Background checks are completed on all staff before they are hired. Current First Aid training is required for the entire staff. Supervisors hold First Aid and CPR certificates.

The Kid Kare Emergency Contact Form must be completed and submitted prior to the first visit. This form and the Policies and Procedure Manual are available online or in the Kid Kare area.

### **Kid Kare Center Hours**

Monday - Friday:  
8:30am - 2:00pm  
and 4:30pm - 8:30pm

Saturday: 8:30am - 1:30 pm

Sunday: 10:00am - 1:30pm

Frequent users of Kid Kare may choose  
6 month or annual add-ons to their membership.  
Hourly fee also available.  
Please see a member service representative for  
more information.

## **Freedom Preschool 703-993-8553**

The Freedom Aquatic & Fitness Center offers a morning and afternoon half day preschool program for children ages 3 and 4. This program provides an opportunity for young children to learn in a loving and secure environment. Our curriculum focuses on developing a child socially as well as academically through individual and group activities. Children must be toilet trained and reach the program age by September 30<sup>th</sup>. Registration for the upcoming school year begins in February. Children are accepted throughout the school year, please check on availability. Freedom Center annual members and current preschool families have priority in registration.

Our teachers and staff have many years of experience working with young children and complete yearly training. The program is licensed by the Commonwealth of Virginia.

More information on our preschool is available online or from the Director, 703-993-8553.

## **Children's Use of The Freedom Aquatic & Fitness Center**

### **Center Supervision Policy:**

- For the safety of children and the comfort of our members and guests, all children under the age of 12 must be accompanied and supervised by an adult unless they are in Kid Kare or participating in a Center-sponsored program.
- Public and private groups should maintain an adult supervision ratio of 1:3 for ages 5 and under and a ratio of 1:12 for ages 6 and older, for adequate supervision of children while in the Center.
- For safety purposes, children under the age of 12 must remain on the first floor unless they are enrolled in a Center-sponsored program being conducted on the second floor.
- Parents of children under 5 years of age must directly accompany them while they are in the pool. Parents with children between 5 and 11 years of age may supervise their activities from the pool deck.
- Members or guests accompanied by children of the opposite sex 4 years of age or older **must** use the Family Changing Rooms located near the main entrance to the pool area.

### **6 Months – 11 Years**

#### **Facility**

Use of Kid Kare is available with a variety of activities. Child care service is available for children age 6 months – 11 years while parent/guardian is present in the Center. See the Kid Kare section of this handbook for hours of operation.

A variety of children's recreation and fitness activities/programs and camps (school breaks and summer) for all ages are offered by the Center – most requiring payment of a program fee. Please consult our web page, the Freedom section of **Leisure Magazine**, or a member service representative for details.

Other activities include:

- Use of the leisure and competition pools under adult supervision. Recreation swim is available at scheduled times. Please consult our website or the pool schedule (available at the Sales Desk) for times.
- Use of the gymnasium for basketball during open gym hours under adult supervision. Gym schedules are available on our website or at the Sales Desk.

## **12 years – 15 years**

### **Facility – First Floor**

12 – 15 year olds may use the competition and leisure pools and the gymnasium for basketball without direct supervision of parents. Open gym schedules are available at the Sales Desk.

### **Facility – Second Floor**

#### **12 - 13 Year Olds**

Children Ages 12-13 may use the indoor track without direct supervision of parents and attend center sponsored programs on the second floor. Children ages 12-13 may not use the cardio or strength training areas.

#### **14-15 year olds**

Children Ages 14-15 may use the indoor track without direct supervisor of parents and attend center sponsored programs on the second floor. Children ages 14-15 may not use the cardio or strength training areas.

**Youth, 16 years and up, have full adult privileges**

## Financial Fees and Conditions

- Electronic Fund Transfer Procedures – Annual or six-month members electing a monthly payment plan have funds withdrawn from their checking or savings account. Monthly membership fees may also be charged to a Visa or Master Card account. Members submit a voided check or imprint of credit card for the account from which funds will be deducted. Monthly deductions occur on the first business day of the month. The last day to cancel deductions for the next month is 15<sup>th</sup> of the month. No other arrangement for monthly payments on memberships is available.
- New key tag \$5.00  
Lost or stolen keytags can be replaced after 3 visits of it not being available.
- Downgrades \$20.00  
This includes changes to a membership such as the removal of persons and/or the changing from one membership to another.
- Membership Freeze \$20.00:  
Members may freeze their membership for a minimum of 30 days / maximum of 90 days. Requests must be made in writing.
- Early membership cancellation \$50.00 to \$100.00  
Requests for early membership termination will be reviewed and approved on a case-by-case basis. If approved, a cancellation fee, ranging from \$50.00 to \$100.00 must be paid prior to the termination of member's contract.
- Return check fee \$25.00  
Fee applies to each check returned by the bank for insufficient funds. If the returned check results in an unpaid account, a suspension will result until the account is paid.
- Electronic funds transfer (EFT) resulting in "Non-Sufficient Funds" \$25.00  
Freedom Center members remitting membership payment via monthly EFT transactions must have sufficient funds available the 1<sup>st</sup> of the month to complete the process. Failure to do so will result in revocation of automatic draft privileges unless member demonstrates circumstances were beyond their control and the above fee. If payment is not made within 30 days, account will be considered delinquent and the membership suspended.
- All refunds must be approved by management and may take up to 15 working days to process. For check refunds, a social security number and local mailing address is required and will take 4-6 weeks to receive.
- Activity class transfers or refund \$10.00
- Camp activity fee transfers or refunds \$40.00 (full day), \$25 (half or partial day camp)

Any patron requesting to be moved from one class to another after registration will be assessed this fee. After the fee is paid, the transfer will be granted providing the class has space available.

- Lost rental equipment or failure to return basketball, or other loaned equipment \$25.00

### **Collection of Accounts**

Failure to meet financial obligations to The Freedom Aquatic & Fitness Center may result in the delinquent account being placed with a collection agency, withholding of money from tax returns, and/or other collection procedures. Members are responsible for costs incurred by the Freedom Center in collecting their delinquent accounts.