



Dear Valued Member:

Congratulations on your membership to **CentraState Fitness & Wellness Center!**

Our mission is to provide you with all the necessary tools to comfortably and safely achieve your fitness, health, and wellness goals. Regardless of your age, fitness level, medical history, or physical condition, we are dedicated to your success. Our Medical Advisory Board ensures that we provide you the highest standards in programming, training, and education.

Our facility is equipped with a state-of-the-art cardiovascular workout area, free-weight area, stretching area, Group Fitness studios, Pilates Reformer studio, and an expansive Aquatic Center with salt-water filtered pools, featuring a lap pool, spa pool, and therapy pool. Sauna and steam room are located in the men's and women's luxurious Locker Rooms. Our supervised Childcare Center provides convenience and peace-of-mind.

To ensure our members' safety, we require medical clearance for most members with a medical history, members 50 years of age or older, members under 18 years of age, and any member who is pregnant. Medical clearance helps us incorporate appropriate guidelines and any necessary restrictions your physician may recommend while exercising. Please provide our medical clearance form to your physician prior to starting your exercise program. Once completed, bring the form into the Center or have your physician fax the form to the Center prior to your next visit.

We strive to make your time at the Center rewarding and inspiring through exceptional programming, services, and amenities. So, to assist you on your fitness and wellness journey, we offer complimentary regular fitness assessments and screenings.

Stay informed on the latest Center updates! Visit our website and Movofit™ app often and make sure to check your email inbox for monthly communications. Also, don't forget to follow our social media accounts on Facebook, Twitter, and Instagram for notifications, exercise tutorials, fitness tips, and lots more. In addition, all of our members can enjoy a complimentary subscription to our e-magazine, *F&W News* at fitnessandwellnessnews.com, for exciting ideas on how to live your healthiest life.

Again, welcome and we look forward to having you as part of our family!

The Staff of CentraState Fitness & Wellness Center

Billing Information

Billing Questions or Assistance

For additional assistance or questions regarding your account contact our Call Center at +1.855.724.1418.

Hours of Operation:

Monday - Thursday: 9:00am–8:00pm | Friday: 9:00am–5:00pm | Saturday: 9:00am–1:00pm

Hours are subject to change based on usage/need. Or visit our member portal Empower M.E. to view and update your account.

Monthly Dues

Monthly dues are automatically billed upon enrollment. If you require additional time to obtain a medical clearance, a 30-day extension will be granted upon request.

Payment Options

- **Automatic Payments:** Pay by debit/credit card or electronic funds transfer (EFT) from your savings or checking account.
- **Statement Billing:** Members can make payments at the center, call our Call Center or pay through the member portal, Empower M.E. There is an automatic monthly processing fee for this payment method.

If dues are automatically charged to a credit or debit card, and that card is due to expire, it can be updated through our member portal Empower M.E. or call our Call Center (coming soon) to provide updated information no later than the 20th of the month that the card expires. This ensures you will not be switched to paper statement.

Freeze Policy

We understand that life happens. So, we are here to offer the following freeze option to assist you.

Members may temporarily suspend their membership using their membership "Freeze Privilege" for a minimum of one (1) month and a maximum of three (3) consecutive months. A \$10.00 per month fee must be paid at the time of freeze. (For military service there is no freeze fee charged).

Freeze privileges are limited to three (3) one-month freezes per year; however, each request will be granted on an individual basis. You may not cancel your membership while it is frozen.

A member may freeze their membership in accordance with the following terms:

- Your membership must be in good standing and dues must be current.
- A specified start and end date must be provided at time of freeze.
- Your reason for freezing your membership falls into one of the approved categories below:
 - Medical
 - Job-related travel
 - Extended vacation
 - Second residence
 - Out-of-state school
 - Military Service

Freezing your Membership

To freeze your membership, please visit the Center with documentation demonstrating one of the approved reasons.

Examples of accepted documentation are as follows:

- Letter from the treating physician
- Letter from employer regarding travel
- Proof of second residence
- School schedule
- Military orders

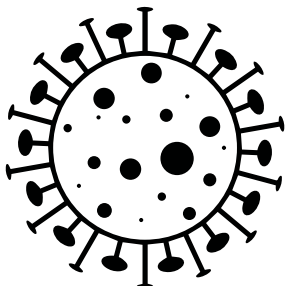
To avoid being charged dues for the month(s) you wish to freeze, please complete and sign an electronic freeze form with one of our staff 10 days prior to your freeze start date, especially if it coincides with your billing date (1st or 15th of the month).

Cancelling Your Membership

We allow members to freeze their memberships; however, sometimes unavoidable circumstances arise which force a member to cancel their membership. A cancellation form must be completed, electronically signed and submitted to the center via certified mail or confirmed hand delivery. Cancellations are accepted thirty (30) days in advance, and there will be one final billing. You may continue to take advantage of all the Center offerings through the end of the final billing month.

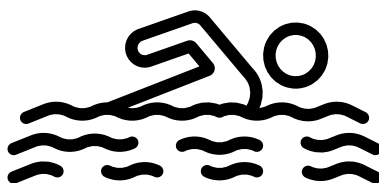
Please note: In order to terminate your membership, your dues and account must be current.

For more information on the following visit:



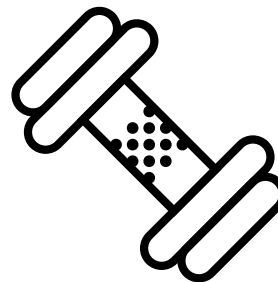
COVID-19 Resource Hub

centrastatefitness.com/covid-19-resource-hub



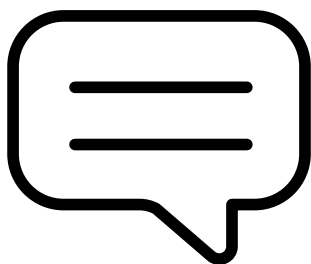
Aquatics

centrastatefitness.com/aquatics



Fitness Orientation

centrastatefitness.com/personal-training



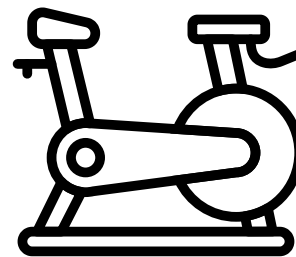
Frequently Asked Questions

centrastatefitness.com/faq



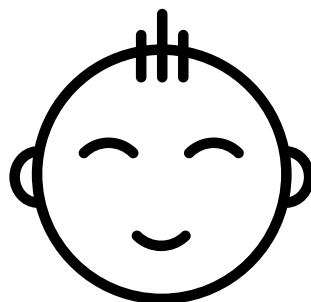
Group Fitness

centrastatefitness.com/group-fitness



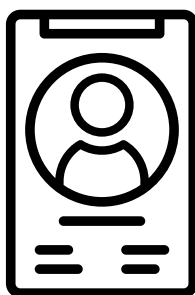
Rules for the Fitness Floor

centrastatefitness.com/fitness-floor



Childcare

centrastatefitness.com/childcare-information



Member Portal

centrastatefitness.com/empowerme



Movofit™ App

centrastatefitness.com/movofit-app