



# Member and Guest **Handbook**

MAC | Michigan Athletic Club



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# CODE OF CONDUCT

The Michigan Athletic Club (MAC) is committed to providing a safe and welcoming environment for all members and guests. To promote safety and comfort for all, all individuals are asked to act appropriately at all times when in our facility or participating in our programs. We expect persons using the MAC to act maturely, to behave responsibly, and to respect the rights and dignity of others.

Members and guests shall refrain from:

- » Harassing or intimidating others using words, gestures, body language, or any type of menacing behavior including but not limited to vulgar language, swearing, name-calling, or shouting
- » Racist, sexist, and discriminatory behavior
- » Unwanted contact
- » Sexual conduct
- » Possession of a weapon (i.e. object that can inflict harm) while on MAC property, irrespective of whether person is licensed to possess such weapon
- » Defacing or damaging restrooms, locker rooms, or any other area of facility
- » Sabotaging or malicious destruction of any property on MAC premises including but not limited to property of employees, visitors, members, and guests
- » Theft or attempted theft of MAC property or the property of others
- » Gambling on MAC property
- » Tobacco or drug use on MAC property
- » Alcohol except served by the MAC Restaurant or MAC Shack
- » Using cell phones within the MAC's shower area or locker room
- » Using any video/photo equipment, including camera phones, in the MAC's shower area, locker room area, or fitness area
- » Permitting persons to gain unauthorized access to MAC property without proper check in
- » Any other action deemed inappropriate by the MAC management

If a member or guest feels uncomfortable, they should report the behavior to a MAC caregiver immediately. In order to carry out these policies, we ask that members and guests identify themselves when asked. The MAC Director will investigate all reported incidents. Suspension or termination of MAC membership privileges may result if, in the director's discretion, a violation of the Member Code of Conduct has occurred.

SEE SOMETHING .

SAY SOMETHING .

CHANGE SOMETHING .



# POLICIES & PROCEDURES

## MEMBERSHIP DEFINITIONS

- » **Individual:** Designed for one person on the membership, called the Primary Member. An enrollment fee and monthly dues are charged. Memberships include all club amenities and charging privileges. You must be at least 18 years of age to enroll. For ages 13-17 please see the Member Services Office.
- » **Additional members:** Additional members are priced per head and must be residing in the same household as the Primary Member (proof of address / documentation may be required). Additional Members for family accounts may be spouses, domestic partners, or legal dependents living in the same household as the Primary Member (proof of address / documentation may be required).
- » Children ages 13-24 are assessed monthly dues. Children ages 25 and older are not eligible to be on a family membership.
- » **Temporary Membership:**  
A maximum of two months may be purchased per calendar year, in succession. Temporary Members must supply a photo ID and proof of non-local home address.

## MEMBERSHIP DUES

- » MAC members have the option to make house charges to their account if they have an automatic payment on file, which is billed monthly. Charging privileges will be removed once an account carries a past due balance for 30 days or longer. Monthly billing will include current monthly dues as well as any house charges from previous billing cycle.
- » The MAC withholds the right to restrict usage of the facility. Once an account carries a past due balance for 30 days or longer membership will be suspended until the balance is paid in full. Once an account carries a past due balance for 60 days or longer, eligibility for continuation of membership will be reviewed by management. If you have a locker and your membership is suspended, you have 30 days to clear out all your items or they will be donated. Monthly dues are not based upon usage (corporate memberships may be regarded as an exception).
- » Statements are provided to members monthly and can also be found on the member App. All MAC members are responsible for any account charges or changes. Should charges in error be recognized and brought forward in a timely manner, the MAC will reimburse up to a maximum of 6 months from the date of the reimbursement request.
- » MAC reserves the right to adjust the dues and enrollment fee structure at any time.
- » **Annual Pre-payment Option:** Members choosing to pre-pay for a year of membership will receive a monthly discount on the primary dues. Locker dues are also available for the annual pre-payment option. No other monthly or add-on charges are eligible and prepayment is nonrefundable.



## MEMBERSHIP CHANGES

- » Changes may only be made by the primary account holder, in writing, and prior to the 1st of the month.
- » **Adding or Removing Members:** The primary member cannot be transferred unless there is a medical reason. All associate member changes are valid for no less than 30 days and charges associated with such changes will reflect a fee equivalent to a minimum of 30 days of membership. All account information changes must be put in writing with our membership/business office. This includes home address, phone number, email, or name change.
- » Memberships are not transferable.

## MEMBERSHIP RESIGNATION PROCESS

- » Resignations may only be submitted by the primary account holder, in writing, and prior to the 1<sup>st</sup> of the month. No prorated refund will be given upon resignation.
- » Membership will cancel at the conclusion of the month, as long as the account balance has been fulfilled.
- » If a one-year agreement is on file, the terms of the contract must be satisfied before a MAC account can be resigned.





## PAYMENT OPTIONS

- » Members are required to place Auto-pay information on file upon joining.
- » There are six payment options for Auto-pay: VISA, MasterCard, American Express, Discover, Checking, or Savings account. Payment will process on the third day of each month.
- » Returned Checks or Non-sufficient funds will be assessed a fee. A second attempt to debit funds will be attempted before a fee is charged.
- » Any changes to your Auto-pay method must be made through Member Services. The MAC is not responsible for fees assessed due to inaccurate or incomplete payment info.
- » **Late Payments / Delinquent Accounts:** All accounts carrying a past due balance after the 10<sup>th</sup> of any month will be assessed a late payment charge. Continuously delinquent accounts will be subject to further penalty.

## ACCOUNT FREEZE

- » A member may request to freeze the account for a minimum of two months and a maximum of six months per 12 month period. An account maintenance fee is charged each month. Including applicable locker fees.
- » Freezes must be submitted in writing prior to the first month in which the freeze begins. No credits will be given. If the membership is reactivated mid-month, in addition to the freeze fee, prorated dues will be charged.
- » Before being placed on freeze, the account balance must be paid up to date.
- » All primary and associate memberships will remain inactive during the freeze period and will automatically reactivate at the conclusion of the freeze period. Members that currently pay their membership dues in advance or are in a 12 month contract will have the requested freeze period added to their current expiration date.
- » While on freeze, any program registration will be assessed at the non-member rate. If wishing to gain entry to the club for daily use, an active member sponsor and guest fee is required. Charging to the account is not permitted.

## MEMBER CHECK-IN PROCEDURE

- » Members must present MAC membership ID or photo ID at front desk upon check in. (photos must be on file for all members).
- » Ages under 13 must be accompanied by an adult (18 and up). See [YOUTH AND FAMILY GUIDELINES](#) for more information.
- » No one will be allowed in the club without appropriate identification or payment.

## GUEST CHECK-IN PROCEDURE

- » Members bringing in non-members without checking them in as a guest will have their membership and/or access suspended for 12 months. See [GUEST POLICIES](#) for more information.

## EQUIPMENT

- » Unreturned/damaged items will be assessed a fee which will be charged to your membership account. Field sports equipment is not permitted in the club.
- » The Gun 6000 basketball shooting machine as well as the volleyball nets are limited to private training and/or structured league play under the direct supervision of MAC personnel.

## COURT RESERVATIONS

- » **Tennis Courts:** reservations can be made up to 2 hrs per member, per day. Start times are on the hour or the half-hour. Court reservations can be made up to two (2) days in advance of your booking.
- » MAC members may not make reservations on behalf of another member.
- » Racquetball/Handball/Squash/Pickleball: reservations are for up to a two-hour period and can be made up to two days in advance.

- » Failure to show for any reservation will result in a no show fee. Members must check in to the Service Desk/Concierge Desk before heading to the court. Failure to check in 15 minutes after the reserved time (i.e. 5 p.m. reservation and not checked in by 5:15 p.m.) will result in forfeiting of the reservation.
- » Basketball courts cannot be reserved but played on a first come first serve basis.

## CLASS RESERVATIONS

- » Only members may make class reservations, at a maximum of seven days in advance of class.

## PROGRAM REGISTRATION

- » Registration is required for all pay-for services and programs available at the MAC.
- » You may register for a program in person, over the phone at the concierge, or the app. Registration is dependent upon availability.
- » If a program has already started you may register if there is space available and at the discretion of the program supervisor (fee proration may or may not be applicable).

## PROGRAM CANCELLATION

- » Effective March 1, 2025 all programs must be cancelled within 2 weeks of the start of the session. If a program is canceled by the MAC for any reason, the member will be notified and receive an account credit.

# FACILITIES

## FACILITY HOURS

- » **Monday through Thursday: 5 a.m. to 10 p.m.**  
**Friday: 5 a.m. to 8 p.m.**  
**Saturday and Sunday: 7 a.m. to 8 p.m.**
- » Doors will open no earlier than the posted club opening time.
- » The club will close including the lockers rooms at the posted club closing time. Members not abiding by facility hours may be suspended or terminated.
- » The facility will be closed on Christmas Day and Thanksgiving and will observe limited hours on other holidays as determined by the MAC (subject to change).
- » The facility or sections of the facility may be periodically closed for required maintenance or emergencies. Dues will not be prorated for closures.

## APPROVED ENTRANCES/EXITS

- » **Main Entrance:** members & guests
- » **Physical Therapy Entrance:** (east side of building, lower level) members only, approved stroller/ADA entrance. Must have Keytag.
- » **Pool Pavilion Entrance:** (open Memorial Day through Labor Day) members & registered guests

## LOCKER ROOMS

- » **Etiquette:** Please avoid the embarrassment of other members in general lounge areas, changing areas, locker room bays, and towel counter by keeping others in mind when selecting appropriate attire and towel coverage.
- » **Locker Room Toweling Policy:** To maintain cleanliness, hygiene, and respect for all individuals utilizing our locker room facilities, it is required that all patrons wear a towel while in the locker room area. This policy applies to all members, guests, and visitors.

- » **Spa Areas:** Swimwear is required in the Cold Plunge and Hot Tub. In the Sauna and Steam Room, a towel at minimum must be worn.

- » In the Men's Locker Rooms, shaving is limited to the vanity area only.
- » All lockers MUST be closed and locked. The MAC is not responsible for lost, stolen or damaged items.
- » Half length, day lockers are available for free use by members and guests. If items are left in day lockers when the club closes, the lock will be cut and items will be removed and held for 30 days, then donated if not retrieved.
- » Full length, permanent lockers are available for rental for a monthly fee. *Fees still apply with account holds.*
- » Cell phones and devices with a camera are prohibited within the MAC shower area and prohibited in all the locker room areas.
- » Please use discretion when bringing your child into any locker room area. Private changing areas are available for your use in the lower level, east side of the club.
- » Please read and follow all posted precautions in the locker room areas.

## POOL AREAS

- » Running, pushing, causing undue disturbance, or any conduct that may endanger the welfare of self or other patrons is prohibited.
- » All members MUST shower before entering any of the following: sauna, steam room, hot tub, cold lunge, or pools.
- » No diving unless in designated areas.
- » The rules and requests made by lifesaving personnel must always be followed.
- » All equipment must be used properly. Please see a lifeguard if unsure on its use.





- » No outside food, drinks or coolers. Glass objects are strictly prohibited on pool deck.
- » Avoid water activities if you have had diarrhea, a communicable disease, or a contagious disease in the past two weeks.
- » Do not use any of the pools while under the influence of alcoholic beverages.
- » Emergency procedures must be observed. Swimmers must leave the pool area immediately upon the signal or request of lifeguard staff.
- » Children under 13 must be supervised by an adult at all times unless participating in a MAC program or a swim lesson.
- » Children who are not toilet-trained and less than four years old will be allowed in the pool only if they wear a swimsuit diaper or plastic pants and a swim suit.
- » Children under 13 are not allowed in "spa areas".

- » Children ages 5 and under must be accompanied in the water by an adult.
- » Puddle jumpers are allowed if a parent is in the water within arms reach of the child.

## FITNESS AREAS

- » All new members are provided with one free complimentary fitness session with a fitness professional. This offer is valid for 30 days.
- » Children under the age of 13 are not permitted in the cardio or resistance training areas. Limited access is provided in those areas. See [FIT KIDS CERTIFICATION](#) for more information.
- » **Indoor Track:** Children ages 8-12 years must be accompanied by a parent or guardian at all times. For safety reasons, children under the age of 8 are not permitted in this area. Strollers are NOT permitted on the track. Track spikes are strictly prohibited.



## FITNESS AREAS (CONTINUED)

- » We request that all members clean equipment after use. Cleaning supplies are located in all fitness areas for your convenience.
- » Appropriate attire is required per our attire guidelines, which includes no open toed shoes, clogs, slides, bare feet or sandals.
- » Practice safe etiquette in the weight room by racking weights when finished, using collars to secure weight plates, refraining from swearing or other profanity, and not using hand chalk.
- » Limit cell phone use while using fitness equipment. Respect others by stepping away from the machines while engaged on cell phone.
- » Field sports equipment is not permitted in the club. Examples: baseball bats/gloves/balls, lacrosse sticks, soccer balls, footballs etc...

## GYMNASIUM/COURTS

- » Open play on a first come first serve basis.
- » No hanging on rims.
- » Non-marking athletic shoes must be worn at all times. Shoes worn outside of the club may not be worn in any fitness area or court.
- » Eye protection is recommended at all times on racquet courts.
- » Weights and other fitness equipment are not permitted on the basketball court unless accompanied by a personal trainer or coach.
- » Tennis/Pickleball: Curtains, barriers and dividers are not to be run into, moved or vandalized. Fees for damage and replacement will be assessed at the cost of the member/guest.

# GENERAL HOUSE RULES

## DRESS CODE

- » All members are expected to wear proper athletic attire for club activities. Prohibited clothing items include, garments with offensive language or graphics, open toed shoes, clogs, bare feet, sandals and outdoor shoes. Shoes with non-marking soles **MUST** be worn on any wood surface. You may be asked to leave an area if you're wearing non-approved footwear.
- » The MAC is a family friendly facility. Please keep your attire in mind when coming into to the club as modest dress is expected. Tops must fully cover and securely support the chest. Bottoms must fully cover the buttocks. Appropriate undergarments should be worn under fitness attire. Be sure to pay special attention when participating in activities that may leave you exposed (ie, pilates, stretching, etc).
- » **Tennis:** Shirts must be worn at all times as well as court appropriate shoes on the indoor and outdoor tennis and Pickleball courts.
- » **Outdoor Spaces:** Swimwear is acceptable in the pool areas. The outdoor pool area includes the pavilion, adult-only space, sand volleyball courts, and 3-wall courts. Appropriate cover-ups should be worn when traveling to and from pools.
- » H\YA 57 reserves the right to determine what is acceptable attire and can request members make adjustments to conform to club standards 'UbX`gJZY/m[i ]XY`]bYg'

## TOWELS

- » Towels are available for use at the MAC, free of charge. Please return all towels to the nearest towel bin located throughout the club. Do not remove towels from the building.

## DUPLICATION OF SERVICES

- » Bringing guests or members to the club to engage in one-on-one or group training of any kind is strictly prohibited. This includes but is not limited to personal training or private sports/fitness lessons of any type. Parents training with their children is acceptable. The exchange of money or other business arrangements for such unauthorized services is prohibited and could result in loss of membership privileges.

## LOST AND FOUND

- » All items (non-valuable) are placed in the lost and found office and sorted by type.
- » Non-valuable items that are not claimed within the month collected will be donated. All items must be claimed in person.
- » All items that are found in the club that are of value (i.e. jewelry, cell phones) are placed in a secure location in the Business Office. Once they are received, the Business Office Associate will log them and move them into the safe. When a member claims an item, they must identify the item in detail and their name and contact information is logged.
- » Valuable items not claimed within 30 days will be donated. All items must be claimed in person.



## EXPULSION

- » The MAC reserves the right to discontinue membership privileges for any member that fails to comply with the policies and procedures and/or code of conduct in place.
- » Unlawful activity, knowledgeable misuses, destruction of the equipment of facility, failure to pay membership dues and fees, any activity that is thought to be detrimental to the reputations of Sparrow and the Michigan Athletic Club, or any reason deemed necessary by the MAC will lead to termination of membership.

## EMERGENCY PROCEDURE

- » During an emergency, the MAC will announce instructions for members via the club wide public address system. Follow the instructions given and those offered by the MAC staff in your immediate area. If an evacuation or non-use of areas is demanded by the MAC staff you must comply per the EAP (Emergency Action Plan).

## PHOTO RELEASE

- » All members will have a photo required for their member profile and understand that a photograph, videotape, or a sound recording of their voice may be taken or made by the MAC, its employees, agents, or persons acting under their authority.
- » I hereby authorize The MAC to make, reproduce, copy, exhibit, publish, distribute, and otherwise use for publicity, fund raising, advertising, or any other lawful purpose such photographs, videotapes, and sound recordings taken of me. And I hereby release and discharge the MAC, its officers, agents, representatives, and all persons acting under their authority of and from all liability of any nature whatsoever arising there from.

## CELL PHONE

- » Cell phone conversations are prohibited in the following areas: stretching area, cardio equipment rooms, weight/selectroized equipment room, exercise/yoga/pilates/spinning studios, locker rooms, spas, pools.

## PHOTOGRAPHY ETIQUETTE & POLICIES

- » Taking photos of oneself is permitted within the Michigan Athletic Club premises and within our club guidelines.
- » The MAC reserves the right to determine what types of photo and videos are deemed appropriate.
- » The use of cameras, smartphones, or any other recording devices for the purpose of capturing images or videos of others without consent is strictly prohibited and may result in membership suspension or termination.
- » The use of cameras, smartphones, or any other recording devices for the purpose of capturing images or videos in the locker rooms is strictly prohibited.
- » Members and guests are encouraged to report any instances of unauthorized photography or video recording to club management promptly.
- » The club may have designated areas or events where photography is restricted entirely. Members and guests should adhere to any specific guidelines or instructions communicated by the club staff in such instances.

## PARKING

- » Use designated parking spaces only and do not park or leave your vehicle in front of the main entrance.
- » Parking is also for use only while you are in the building; overnight or campus use parking is not permitted.
- » Failure to follow parking rules may result in your vehicle being towed.
- » Mopeds and motorcycles must be parked in general parking lot.



## **BICYCLES**

- » A bike rack is available for member use. Bikes may not be brought into the club for storage at any time. The MAC is not liable for any damages to your personal property while you are in the club.

## **SMOKING**

- » Smoking of any kinds is strictly prohibited on MAC property.

## **POSTED CLUB POLICIES**

- » Various club policies and guidelines are posted throughout the club. Follow these instructions wherever they are visible.

## **COMMENTS & SUGGESTIONS**

- » We welcome your suggestions, opinions and concerns. Please offer us your comments through our DEAR MAC process.

## **AMENDMENT STATEMENT**

- » The MAC reserves the right to make changes to these policies at any time and without notice for the betterment of the membership and general business practices. It is the member's responsibility to stay up-to-date on any changes.

## **SOLICITATION**

- » No literature may be distributed, nor any solicitation made to our members or guests without the prior consent of the MAC staff.

# GUEST POLICY

The Michigan Athletic Club encourages active members to bring in guests to use the club and enjoy our many amenities.

## GUESTS OF ACTIVE MEMBERS

- » Members are responsible for the behavior of their guests at all times. Guest pass privileges will be revoked if Club Code of Conduct or Policies and Procedures are violated.
- » Members bringing in non-members without checking them in as a guest will have their membership suspended for a minimum of 12 months.
- » Active members may bring up to 4 guests into the MAC after paying the standard guest fee at the Service Desk. Guest passes are valid for one visit only and are non-refundable.
- » Guests are expected to follow all of the MAC Code of Conduct, Policies and Procedures.
- » All guests (ages 16 and up) must present a photo ID (driver's license, school ID, etc.). A proper liability waiver must be on file for any individual prior to entering the MAC.
- » See the Member Services Office for information on pricing and guest fees.

## TEEN MEMBERS & GUESTS

- » Active teen members between the ages of 13-17 may only have one guest in the club at a time.\*\*

## FAMILY MEMBERS

- » Children of active members who are under 13 are free of charge but must be accompanied by an adult 18 years of age or older (whether member or non-member) at all times.
- » A completed Family Form must be on file in Membership Services listing the names and birth-dates of all immediate family members.

## GUEST FEES

- » Active members are welcome and encouraged to bring in guests. Guest\* rates are as follows:
  - » **Children (ages 0-3)\*\* | \$0**
  - » **Guest 12 and Under\*\* | \$12**
  - » **Guest 13 and Up\*\* | \$20**

## WALK-IN GUEST FEES

- » A walk-in guest is a guest who is not accompanied by a member. Walk in guest\* rates are as follows:
  - » **Guest 12 and Under\*\* | \$21**
  - » **Guest 13 and Up\*\* | \$41**

*\*All guests are required to present a photo ID (driver's license, school ID, etc.) to gain entry to the club and must have a photo on file.*

*\*\*All guests, 13 and under, must be accompanied by either an active member or an adult 18 years of age or older.*





## YOUTH & FAMILY GUIDELINES

- » The MAC extends full membership privileges to adults and young adults, age 13 and older. We require all children under 13 years of age be accompanied by a parent/guardian/responsible adult at all times unless enrolled in a supervised program or meet the Youth Guidelines set below.
- » Guardian is defined as a person such as a grandparent, step parent, or an adult age 18 or older with whom the child lives, or a person who is legally responsible for the child's welfare, or is a designated caregiver for the child. Written authorization by means of a completed MAC Child Care Provider Form must be in place before any child can be accompanied by anyone other than their parent(s) at the MAC. The MAC

Child Care Provider Forms can be found in the Member Services Office located near the club entrance.

### YOUTH SERVICES

- » **Restricted Areas:** Children under the age of 13 are not permitted in specific areas due to safety considerations for our members; cardio rooms, weight room, hot tub, cold plunge, sauna, steam room, and group fitness studios. Fit Kids Certifications are required for additional access to the cardio equipment, all weight machines and functional strength area.

» **Fit Kids Assessments:** Children ages 8-12 may participate in a one-hour safety training which will allow them access to cardiovascular equipment and weight machines (resistance equipment for ages 11-12 only). A Parent or Guardian, 18 years or older, is still required for supervision in these areas after the Fit Kids assessment. Fit Kids bracelets may be obtained at the concierge and must be worn if a child is in any of the aforementioned areas.

» **Supervision:** All children under the age of 13 must be supervised and accompanied by a parent or guardian, over the age of 18 or a MAC Youth Programs Representative.

» **Nanny/Care Provider Passes:** Members may arrange for their nanny/care provider (guest) to bring their children/assistance needed member to the club for activities. The care provider (guest) is not permitted to use the club on their own, or during the time an assistance needed member/child(ren) are in a scheduled MAC Program. A required waiver must be signed by both the member and the care provider to be activated. Monthly fees associated.

## **FIT KIDS CERTIFICATION**

- » Available for member children ages 8-12 years.
- » Must be successfully completed in order to use Cardio and Weight Training Equipment. Children must wear their certification wrist band provided by the concierge while using the fitness equipment.

- » Fitness equipment use is restricted to Cardiovascular Equipment for children ages 8-10 years of age with a Fit Kids Certification.
- » Weight training equipment is available for children 11-12 years with a Fit Kids Certification.
- » A Parent or guardian over the age of 18 must accompany child at all times unless child is participating in a specific supervised program/event or is in the gym during designated "Open Gym" time as a Certified Fit Kid.
- » For more information the Concierge Desk at 517.364.8888. This program is complimentary for all members.

## **OPEN GYM (MAIN GYM & EAST GYM)**

- » Look for "Open Gym" times on the Main Gym and East Gym schedules located near each gym and on the main hallway bulletin board.
- » Availability may be limited by programs, events and group activities.
- » "Open Gym" is defined as time provided for members and families to participate in court activities of their choice.
- » Children 8-12 years that have their Fit Kids Certification may participate in the designated "Open Gym" times without the parent or guardian present (parents must still be present at the MAC).
- » Children under the age of 13 without a Fit Kids Certification must be accompanied by a parent or guardian at all times even during designated "Open Gym" times.

## COURTSIDE GRILL

- » Outside food is strictly prohibited.
- » Children under the age of 13 must be accompanied by a parent or guardian at all times.
- » Children 13 years and older are welcome to dine in the restaurant under the following conditions listed below. Failure to do so could result in suspension of restaurant use.
- » Be mindful of your behavior while in the restaurant and be respectful to your server and other guests.
- » Shouting, rough housing, and any other inappropriate behavior will not be tolerated.
- » An 18% gratuity will be added to the bill of all unaccompanied minors.

## LOCKER ROOMS

- » Gender Neutral changing rooms are located between men's and women's locker room #2 and we encourage the use for all children under the age of 13 years.
- » Children under the age of 13 are not permitted in spa, saunas, or steam room as determined by the Michigan Department of Health.
- » Please use discretion when bringing your child into any locker room area. Private changing areas are available for your use in the Lower level, East side of the club.

## GROUP FITNESS CLASSES

- » Children 13 years and older may attend all classes, unless otherwise specified.

## TENNIS COURTS

- » Children 12 years and under must be accompanied by an adult at all times, unless enrolled in a tennis class or private session.

## INDOOR TRACK

- » Children ages 8-12 years must be accompanied by a parent or guardian at all times. For safety reasons, children under the age of 8 are not permitted in this area.
- » A Fit Kids Certification is not required to use the track but is recommended.
- » Strollers are NOT permitted on the track.

## STROLLERS/BABY CARRIERS

- » For safety reasons, strollers may only be used within the facility when picking up children from youth programs, and may not be "parked" for any length of time. Strollers and baby carriers are not permitted in the following areas: track, stretching area, cardio equipment rooms, weight/selectroized equipment room, exercise/yoga/Pilates/spinning studios). Please visit Kids Klub for other options for children 8 weeks through 12 years old.



# Kids Klub

## Things to Know Before You Go

Welcome to the Michigan Athletic Club's Kids Klub! We are not a licensed daycare; we are a drop-in childcare service available to members and guests during their MAC facility use for an additional cost. We offer a fun and safe environment for children ages 8 weeks through 12 years, where kids can enjoy 3 separate areas of play space and a private restroom.

### Enrollment:

- Complete an enrollment form for each child.
- Keep enrollment information up-to-date.

### MAC Member Reservations:

- Reservations are required and can be made in person, or by calling Kids Klub at 517-364-8809.
- Same-day reservations may be possible but are not guaranteed.
- Reservations can be made up to one week in advance.
- Reservations are limited to two hours per visit.
- Cancel reservations at least one hour in advance to avoid a \$20 fee.

### Guests:

- Guests must create a guest profile with membership or concierge before making a reservation.
- The guest fee plus the Kids Klub hourly rate are due at drop-off and can be paid with a credit card.

### Children Under 3:

- Bring diapers, wipes, a change of clothes, and comfort items.
- Feed infants before drop-off.
- Bring simple, finger-food snacks (nut-free) for highchair-aged children.

### Diapering:

- Children must wear clean diapers at drop-off.
- Kids Klub staff will change diapers as needed.
- Parents are responsible for diapering children 3 and over.
- Waterproof training pants or pull-ups are required for potty-training children.

### 15-Minute Rule:

- Staff will attempt to console crying children for up to 15 minutes.
- If the child remains inconsolable, parents will be contacted to pick up their child.
- In this case, we encourage you to keep trying!

### Behavior:

- Kids Klub rules are based on safety and kindness. Children having behavior issues will be reminded of our basic, age-appropriate expectations and, if needed, redirected to a different activity. Age-appropriate "thinking time" may be necessary to re-set and try again. All behavior concerns will be communicated to the parent or guardian at pick-up. If needed, a Kids Klub team member will page or call the parent to report to Kids Klub for immediate pick-up. If behavior issues continue, a child may be asked not to return for a length of time determined by management.

# Kids Klub

## Healthy Kids, Happy Kids

To ensure the health and safety of all children, please keep your child home if they are experiencing any of the following symptoms:

- Fever
- Cough
- Sore throat
- Runny nose
- Vomiting
- Diarrhea
- Unexplained rash
- Excessive coughing
- Excessive nasal discharge
- Pink eye/eye discharge

### Thank you for your cooperation!

By following these guidelines, you can help create a safe and healthy environment for all children at Kids Klub.

### Additional Tips:

- Make reservations in advance. Weekends fill up quickly.
- Be prepared with the necessary supplies for your child.
- Communicate with Kids Klub staff about your child's needs.
- Remove shoes at the door to help us keep our space clean. Socks must be worn.
- Simple nut-free snacks are welcome.

### Hours:

- Mon – Thursday      8:30 a.m. – 8 p.m.
- Friday                      8:30 a.m. – 5 p.m.
- Sat/Sun                      9 a.m. – 1 p.m.

# NOTES

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