



CONWAY SPORTS & FITNESS MEMBER & GUEST HANDBOOK

Conway Sports and Fitness Center
1515 Mill Pond Rd., Conway SC 29526
(843) 488-1950

Conway Sports & Fitness Center

Membership & Guest Handbook

Welcome to the Conway Sports & Fitness Center. Membership at the Conway Sports & Fitness Center is a smart investment in your health, and energy. Please consult your physician before beginning any exercise program. On behalf of the staff, we welcome your membership and hope you will consider making the Conway Sports & Fitness Center a regular stop in your day.

All policies and procedures are designed with you, the member in mind. It is our desire to:

1. Provide a safe and enjoyable exercise environment for all members.
2. To keep this facility in a clean and well-maintained condition.
3. To maintain all the equipment in excellent working condition and looking like new.
4. To provide our members with extraordinary customer service in the most professional, efficient, courteous, and helpful manner, while responding in a timely fashion.
5. The Conway Sports & Fitness Center reserves the right to amend or add to these policies, to change prices and fees, and to adopt new rules and conditions, as it may deem necessary.

Important Phone Numbers

General Information/Rentals/Customer Service Desk	843-488-1950
Membership Services	843-488-7682
Fitness Department	843-488-7685
Programs/Camps	843-488-7679
Aquatic Programs	843-488-7686
Athletic Programs	843-488-7687
Inclement Weather Message/Information	843-248-1744

Membership Guidelines

The following guidelines have been established to ensure the safety and security of Conway Sports & Fitness Center members and employees while promoting enjoyment during visits and workouts.

Membership ID Cards and Check-In Procedure

All members and guests are required to check in at the front desk at the beginning of each visit. Each member is responsible for the maintenance of his or her membership ID card. A charge of \$5 will be applied for a replacement card. Membership ID cards may not be given to a guest or another member to enter the facility.

Locker Rooms

Daily use lockers are available to all members and guest free of charge. Locker rentals are available, please see the membership coordinator for more information. Conway Sports & Fitness Center does not provide towel service or toiletries, members need to supply their own. Conway Sports & Fitness Center is not responsible for lost, stolen or damaged items.

Membership Types

Proof of Residency is required. A driver's license, state ID or utility bill is acceptable.

[Youth Memberships](#) can be purchased for ages 18 and under. Youth memberships are not permitted to leave the facility and return without a parent/guardian. Children 11 and under **CANNOT** be dropped off. Please see the front desk for the wristband rules for ages 18 and younger.

[Dependent Add On Memberships](#) can be purchased for ages 4 - 24 with an existing membership.

[Student Memberships](#) are available for individuals with a current student ID. Students must be enrolled at least 12 hours to qualify for rate.

[Individual Memberships](#) valid for one person 19 years or older.

[Couple Memberships](#) are available for two members living in the same household.

[Senior Memberships](#) must be 60 years or better.

[Senior Couple Memberships](#) are available for two members of the same household ages 60 years or better (both members must be 60 years or better to qualify).

Silver Sneakers, Silver & Fit and Renew Active memberships are available. Please contact your insurance provider to check for eligibility.

Club Etiquette and Behavior

The following guidelines have been established to ensure the safety and security of Conway Sports & Fitness Center members and employees while promoting enjoyment during visits and workouts.

- Check-in is required at Front Desk prior to each visit.
- Must have a wristband on if you are 18 years or younger.
- Sanitize equipment before and after use with sanitizing wipes.
- Members are responsible for providing any personal towels required.
- Limit cardio & weight equipment use to 30 minutes, especially during high usage times.
- Allow other members to use weight machines during rest periods.
- Re-rack weights after use.
- Headphones required for personal music devices.
- Please refrain from using your cell phone in the cardio and fitness areas.
- Horseplay is not permitted.
- Shirt and closed toe shoes must be worn, no flip flops or sandals.
- Please wear appropriate sports attire and bathing suite coverups in all areas in the facility.
- Food is not allowed in the pool area, basketball courts, cardio and fitness rooms.
- Conway Sports & Fitness Center is not responsible for lost, stolen or broken items.
- Please report faulty or damaged equipment to staff immediately.
- Smoking (to burn or exhale any cigar, cigarette, pipe, electronic-cigarette or any other device designed to inhale and/or exhale tobacco or any vaporizer related products) is prohibited.
- Use of profanity is strictly prohibited.
- Firearms are strictly prohibited within the facility.
- Dunking or hanging on the rims on a basketball goal is prohibited.
- Adherence to all facility rules and regulations is required.
- Please see the front desk for wristband rules for ages 18 and younger.

Membership Privileges

Memberships at Conway Sports & Fitness Center include a variety of facility privileges that are designed to optimize your visits and provide a unique and comfortable environment to achieve your fitness goals.

Complimentary Equipment Orientation

An interactive orientation of the cardiovascular and strength equipment on the fitness floor that is led by a fitness associate. Proper use of each piece of equipment is discussed to ensure safe and effective use of equipment during workouts.

Indoor Track

An indoor track is located around the gymnasium and is included in the fitness membership. The track is 1/10 of a mile in distance and is made of a durable cushioned material that reduces impact and increases shock absorption. Directional changes follow the even and odd day of the month, directional signs can be found on the wall around the track

Group Fitness Classes

Conway Sports & Fitness Center offers a wide variety of instructor-led group fitness classes that are available to members during scheduled operating hours. Participation is included with all membership types at no additional fees. Advanced registration is required for some classes. Please see a front desk associate for more details.

Personal Training

Members of all fitness levels who are seeking personalized attention, support and direction for their workouts are encouraged to work with a Certified Personal Trainer. Personal training sessions are available in one-hour sessions and are available in single or package options. Please see a front desk associate for more details.

Additional Fitness Programs

For information on current fitness program options, please refer to www.conwayparksandrecreation.net. We offer many great programs, including specialty fitness programs.

Complimentary Coffee

Start your day with a complimentary coffee, located in the lobby from 5am - 1pm daily. The complimentary coffee is for members only.