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Opti-Life Member Handbook

Welcome to Opti-Life Vitality Club + Spa!

Our **VISION** is to awaken our Community Members to their highest potential.

Our **MISSION** is to provide a path to vibrant health and vitality through inspiration and empowerment.

OUR CORE VALUES

We are KIND. It starts within us. We take precious care of our own hearts and so we can share kindness to the hearts of others. We are thoughtful and courteous in all our interactions. We show a genuinely caring attitude, always.

We are GRATEFUL. We appreciate in fullness the wonderful people and things that surround us. We choose to focus on positivity. We appreciate the many blessings in our lives which are present every single day.

We CONTRIBUTE. Each of us has amazing gifts and knowledge to share that can help others reach a higher potential. We help one another, go the extra mile, and share our gifts with passion and joy. Contribution is a true expression of who we are.

We are JOYFUL. We believe JOY is a choice and a perspective. We each have a great capacity to feel, express, and cause great pleasure and happiness. We choose joy each day because we believe that when joy becomes a habit, love becomes a reflex.

OUR PILLARS

Community
Elimination
Food as Medicine
Mindfulness
Movement
Purpose
Rejuvenation

Opti-Life Vitality Club + Spa's dream was to build as a place for people to become healthy and thriving - not just physically, but emotionally and spiritually as well. A place where people can feel a true sense of community and feel loved for showing up exactly as they are. It's a place to feel welcomed, celebrated, and supported. It's a place to exercise, rejuvenate, connect, and self-nourish. From the blueprint of our mission to the blueprint of our building – every square inch of Opti-Life was built with very strong intention and purpose. We call Opti-Life our “happy place”, we hope it will become your “happy place” too.

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This handbook will provide you with the information you need to have an enjoyable and safe experience. We want you to enjoy all the courtesies, comforts, privileges, and services available to you. Our Team will maintain and oversee these policies for your benefit and for all our Members.

This handbook features key policies and procedures of the Opti-Life Vitality Club + Spa, but it is not meant to be a complete list. We may change policies to benefit all Members. We are always happy to explain any policies or procedures when you have questions.

The Opti-Life Vitality Club + Spa team is happy to explain any of the policies and procedures contained in this handbook at your convenience. From all of us at Opti-Life Vitality Club + Spa, we would like to welcome you to the family. We hope that your Membership experience will result in a healthier mind, body, and soul for many years to come!

PROPER ATTIRE

Opti-Life is focused on the health and wellness of all people in our community. To maintain a comfortable, safe, and non-intimidating environment, we ask that our Members follow these guidelines. Appropriate attire is required always:

- T-shirts, sleeveless shirts, or tank tops, and shorts/pants must be worn for all Opti-Life activities.
- Shorts must be long enough to cover the buttocks and groin when the participants exercise or move. Appropriate undergarments and support are required always.
- Clothing with offensive language, designs, or pictures is not acceptable. Clothing inscribed with profanity is prohibited.
- Soft soled, closed-toed athletic shoes must be worn in Opti-Life; preferably a pair of clean, dedicated workout shoes - unless otherwise noted for classes that do not require shoes.
- Cleats are only permitted in the Cycle Studio and may not be worn in other areas of the Club. We ask that cycle participants wear soft-soled shoes into the Club and only change into cleats when they enter the Cycle Studio.
- Belts, metal zippers, studs, etc. are prohibited as they may damage exercise equipment and pose a risk of injury.
- Jewelry that may cause equipment damage or pose a risk of injury should be removed. Users may be asked to remove items that pose a danger to self or others.

If management determines that a Member's dress is unacceptable, he/she may be asked to change. These policies are meant to encourage a family- friendly environment.



MEMBER EXPERIENCE

Our Member Experience team is here to assist our Members in any way possible. Please visit our Membership desk if you have questions or concerns so we can provide you with the best possible experience. In addition, comment cards are located at the Membership desk to provide additional opportunities for Members to communicate to Club Management in a written form. We encourage you to meet with our Member Experience Director or Executive Director whenever you have a concern.

MEMBER TERMS & CONDITIONS

All Members shall comply with this Member Handbook and any and all Opti-Life Vitality Club + Spa Terms and Conditions. The rules contained herein are not inclusive. Amendments to Opti-Life Vitality Club + Spa Member Handbook, Terms and Conditions and Rules and Regulations may be made from time to time as necessary. The decision of Opti-Life Vitality Club + Spa shall be final regarding the interpretation of Opti-Life Vitality Club + Spa Member Handbook, Terms, Conditions, Rules and Regulations.

Monthly dues shall continue regardless of use. Please note that all Membership cancellations require an advance written notice. Members will be responsible for all applicable dues and fees during the cancellation period.

GUEST POLICY

Certain levels of Membership allow a guest to visit the facility up to 4 times in one calendar year. The guest must be at least eighteen (18) years old, supply a valid ID, and be accompanied by the Member or by a Legal Guardian if under (18) years old. Each guest must sign a Waiver and Release of Liability furnished by OLF.

MEMBERSHIP CHANGES

To Upgrade

To add a family member to an existing Membership, please contact a Membership Associate. Additional family members must reside at the same address and be age appropriate based on Club policy.

To Downgrade

To cancel or remove a family member from a Membership account, please provide a request in writing.

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MEMBER ID CARD & REPLACEMENT

All Members are required to check-in upon entrance to the Club at the Member Experience Desk. Opti-Life Vitality Club + Spa Membership cards that have been lost or stolen will be replaced through the Membership Desk.

LOST & FOUND

The Club maintains a "Lost & Found". Inquiries can be made at the Member Experience. Members may turn in or claim items. Items will be kept for one month before being donated to charity. Intimate items including underwear, soaps, brushes/combs will be disposed of. Opti-Life Vitality Club + Spa is not responsible for lost or stolen items.

ADDITIONAL SERVICES

Personal Training

Opti-Life Vitality Club + Spa offers a variety of Personal Training services and packages provided by degreed and certified Fitness Professionals for an additional fee. Only Opti-Life Vitality Club + Spa Personal Trainers are eligible to conduct Personal Training in the Club; therefore, Members who do not comply with this policy (by participating in and/or providing training for a fee) are subject to having their Memberships revoked.

Rejuvenation Med Spa

Appointment Reservation Policy

When scheduling, we require a valid email address, phone number, and a deposit of 50% for services booked to secure your appointment, which will be applied to your invoice at check out. You will forfeit your deposit if you no-show, cancel, or change your appointment within 24 hours of your scheduled appointment.

Late Arrivals

If you arrive more than 10 minutes past the start of your scheduled appointment(s) and we are unable to accommodate your service, your appointment will be rescheduled, and the deposit forfeited. When we are able to accommodate a late arrival, certain services may be omitted, and the full price of your treatment will be charged. As a courtesy to our next guest, treatment times are not extended based on late arrivals.



Cancellation Policy

All appointments must be secured with a deposit of 50% for services booked. Rejuvenation Med Spa will refund the deposit if you cancel or reschedule prior to the 24-hour cancellation window. If you need to cancel or reschedule an appointment, you must notify Rejuvenation Med Spa at least 24 hours before your appointment or you will forfeit their deposit. Clients will forfeit the deposit regardless of the reason for canceling. We appreciate your understanding!

GROUP EXERCISE

Registration for Group Exercise Classes are encouraged. Registration for Classes will open exactly one week prior to Class time. If a Class is full at the time of registration, you may be placed on a waitlist for the Class. Class participants should arrive on time to avoid disrupting other class members and to get maximum benefit from the warm-up. Group Exercise Classes listed on class schedule are all-inclusive; however, there are specialty classes that require a fee for attendance. Opti-Life Vitality Club + Spa reserves the right to change class times, class size, instructors, and to add or remove classes.

KID'S CLUB

The Kid's Club is a supervised child activity area where children enjoy a fun experience while their parents or guardians are using the Club. Children receive quality care in a safe, kid-friendly atmosphere.

- Access to Kid's Club is restricted to certain Membership Types
- For ages 6 weeks to 10 years old
- Limit one visit per day, two-hour time limit
- Parents or guardians must remain on Opti-Life Vitality Club + Spa's premises while a child is in Kid's Club

For further details please see the Kid's Club enrollment packet.

HIMALAYAN SALT SAUNA

A Himalayan Salt Sauna is provided in each locker room to enhance your wellness experience. These saunas are open for all Member use and do not require reservation. No shaving, nail clipping, use of scents, oils, or creams in these areas. Appropriate attire should be worn, street shoes are not allowed in the sauna.

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LOCKER ROOMS

Lockers are provided for Members on a “per use” basis. These Lockers must be emptied of their contents after each visit to the Club. Lockers are emptied by Opti-Life Employees at the end of each business day. Please do not keep belongings in lockers overnight. Please adhere to the following etiquette guidelines:

- Please assist us in keeping the Locker Rooms clean for your fellow Members
- Please discard all dirty towels and trash in the appropriately marked receptacles
- It is required that a towel be wrapped around or placed beneath oneself when using the sauna, benches, and chairs
- Street shoes are not permitted in the shower and spa areas
- Fingernail cutting, toenail cutting, and exfoliating are prohibited in the Locker Rooms
- Hair cutting and coloring are prohibited in the Locker Rooms
- Cell phone or tablet use is strictly prohibited in the Locker Rooms

CELL PHONE/PHOTOGRAPHY/VIDEOGRAPHY

- As a courtesy to fellow Members, and for your own safety, talking on cell phones is discouraged in the Club. Please use Lobby areas to make and receive cell phone calls.
- Photography and videography are strictly prohibited in the Locker Rooms. Multiple offenses of this policy can result in loss of Membership privileges.

TOBACCO, ALCOHOL, CONTROLLED SUBSTANCES, AND WEAPONS

Opti-Life Vitality Club + Spa is a designated smoke-free environment. Smoking cigarettes, pipes, cigars, or use of any other tobacco product including e-cigarettes is not allowed. Alcohol and drugs are NOT permitted on the premises. Weapons including guns, knives, explosives, or any other items with potential to inflict harm are not allowed on the premises. Appropriate action will be taken against any Member or guest who violates this policy.



MEMBER ETIQUETTE

Please abide by the basic rule of “courtesy to fellow Members.”

General

- Avoid using profanity in the Club
- Avoid the use of strong-smelling colognes, perfumes, or lotions
- Food is prohibited outside the Lobby and Social Lounge area; beverages must be stored in plastic bottles with secure tops
- Food is prohibited in the Locker Rooms
- For the safety of others and your personal belongings, (including but not limited to cash, credit cards, and jewelry), should not be left unattended at any time

Fitness Floor

- Please sanitize all equipment after use, using towels and disinfectant provided on Fitness Floor
- When vacating the equipment, please remove all personal belongings
- Please re-rack your free weights after use and avoid dropping weights and dumbbells on the floor
- Children are prohibited from the Fitness Floor and stairs leading to the Fitness Floor for safety reasons; please use the elevator if escorting children to another level
- Please do not leave treadmills running unattended; if you must leave the treadmill, please use the pause button to temporarily halt the treadmill belt
- For the safety of yourself and others, personal belongings such as gym bags are prohibited from the Fitness Floor

Revised date 12/23/2021