



THE WAVE

AQUATIC & FITNESS CENTER

**Member
Handbook**

2025

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MISSION

[The Wave](#) is a non-profit organization dedicated to the health and well-being of our community.

Through a public/private partnership, the community is provided with an exceptional facility that will maintain affordability and not be a financial burden to taxpayers. This project has been a conduit for the community to come together and create a great amenity that will enhance the quality of life for all of the people in the North Valley.

The Wave is governed by a seven-member board responsible for guiding this organization with strategic planning and fiduciary oversight.

VALUES

- ❖ Financial Stability
- ❖ Transparency and Communication
- ❖ Inclusiveness
- ❖ Workplace Quality
- ❖ Excellence
- ❖ Respect and Integrity
- ❖ Quality of Experience

WELCOME TO THE WAVE

At The Wave, we have adopted policies, procedures, rules, and regulations designed to provide for the safe, enjoyable, and healthy use of our premises and events by you - our members and guests.

First, please download the Whitefish Wave app. There you will find resources, important information, policies and procedures.

These policies apply to your conduct on The Wave's premises, including all outdoor areas, its parking lots, sidewalks, and child center play areas, or any use of The Wave's online, mobile, or interactive offerings or websites. They also apply to your conduct during its programs, training, events, or other Wave-sponsored activities off the premises including events.

These policies supplement those posted or otherwise provided in our facility, on our website, or at our events. In some instances, the law may establish different requirements and may not be outlined here. In the event of a conflict with other policies, the more restrictive policy applies.

If you violate any of these policies, your membership access may be suspended or terminated. Our decision on all questions regarding construction or interpretation of these policies is final.

We may change these policies at any time, without notice, at our sole discretion. You may find the most recent version of these policies at www.whitefishwave.com. As a member or guest of The Wave, you are responsible for reviewing and always complying with these policies.

SECTION I: HOURS OF OPERATION

A. FACILITY

Winter Hours

- Effective from Labor Day to Memorial Day
 - ❖ Monday through Friday 5:00 AM-10:00 PM
 - ❖ Saturday & Sunday 7:00 AM-8:00 PM

Summer Hours

- Effective from Memorial Day to Labor Day
 - ❖ Monday through Friday 5:00 AM-9:00 PM
 - ❖ Saturday & Sunday 7:00 AM-8:00 PM

Hours are subject to change. The Wave doors will be open no sooner than the posted times. We ask that all activity cease and you are ready to leave the building by closing time.

**** All amenities in the Aquatics area close 15 minutes prior to the official facility close time. This includes all pools, steam rooms, and sauna.**

B. HOLIDAY HOURS

All hours are subject to change at any time.

- 1. CLOSED:** Easter Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day.
- 2. EARLY CLOSURES:** On Christmas Eve and New Year's Eve. The Wave will open at regularly scheduled FULL USAGE hours and close at 2:00 PM. Members will have full access to the facility, staff, and scheduled programs.
- 3. LATE OPENINGS:** On various holidays The Wave will open at 8:00 AM, have LIMITED USAGE, and close at regularly scheduled hours. Members will have limited usage of the facility.
 - **LIMITED USAGE** is described as: No scheduled classes, programs or water slide unless otherwise posted. Childcare will not be available, and the administration office will be closed. Service desk staff will be available for check-in, towel service, and juice bar menu items.

C. CLOSURES

1. INCLEMENT WEATHER: While every attempt is made to maintain our operation without disruption, we do have the rare occasion on which facility programming and/or hours of operation are disrupted due to inclement weather or other emergencies. When this occurs, messages will be posted on The Wave's main phone line, 406-862-2444, in the "alert" box on The Wave's webpage, push notifications in the app, and on social media platforms.

2. MAINTENANCE: The Wave reserves the right to periodically close all or part of the facility for necessary repairs and maintenance.

3. CLUB SCRUB: Once per year, The Wave may close for a short period (3-4 days) to perform our “Club Scrub,” which consists of extensive cleaning, painting, repairs, and special projects. This is a very common practice in our industry and is necessary to return your facility to its usual pristine condition. Dues will not be prorated for any closures.

D. SLIDE POOL HOURS

**** Hours subject to Lifeguard availability and other various circumstances.**

Winter Hours

- Effective from Labor Day to Memorial Day
 - ❖ Monday through Friday 4:00 PM-7:00 PM
 - ❖ Saturday & Sunday 1:00 PM-5:00 PM

Summer Hours

- Effective on the first day of summer vacation for the Whitefish School District.
 - ❖ Monday through Sunday 1:00 PM-5:00 PM

SECTION II: CODE OF CONDUCT

The Wave is committed to providing a safe and welcoming environment for all members and guests. To promote safety and comfort for all, individuals are asked to always act appropriately when in our facility or participating in our programs.

We expect persons using The Wave to act maturely, to behave responsibly, and to respect the rights and dignity of others.

A. NON-DISCRIMINATION POLICY

The Wave prohibits discrimination in all its programs and activities on the basis of race, color, national origin, gender, gender identity, religious beliefs, age, disability, political beliefs, sexual orientation or identity, and marital or family status.

B. HARASSMENT, INTIMIDATION, OR BULLYING

The Wave does not tolerate any form of harassment, intimidation, or bullying. If any action (gesture, written, verbal, or physical) that is reasonably perceived as being threatening occurs, the incident shall be reported to a Wave staff member as soon as possible, and the staff member shall take immediate action to ensure the safety of the victim and take appropriate corrective action.

If harassment is committed by a Wave staff member(s), the incident of harassment shall be reported to the appropriate supervisor(s) as soon as possible, and the supervisor(s) shall take immediate action to ensure the safety of the member and take appropriate corrective action.

C. ATTIRE

The Wave has a diverse community with different ideas of modesty and sensitivity. We ask that clothing be appropriate for a family environment. Any clothing that has writing or symbolism which degrades, humiliates, or threatens another person is not allowed.

If a clothing item does not fall within these requirements, our staff is directed to use positive customer service in finding a solution that allows the patron to continue use if possible. We do reserve the right to ask anyone whose attire does not meet the policy standards to discontinue his or her workout until he or she is complying.

Aquatics Area:

For your safety, shower shoes or sandals are highly recommended in all wet areas.

Attire that is allowed includes:

- ❖ Any article of clothing that is designed for swim use that is Chlorine resistant and colorfast.
- ❖ One-piece bathing suit
- ❖ Two-piece bathing suit
- ❖ Swim shorts or trunks
- ❖ Swim skirt
- ❖ Swim shirt
- ❖ Full swimsuit
- ❖ Wetsuit
- ❖ Water shoes

Attire that is not allowed includes, but is not limited to:

- ❖ Thong-style or similar swimwear
- ❖ Swimsuits that are see through when wet
- ❖ Underwear, including sports bras
- ❖ Any type of street clothes:
 - Jeans, jackets, T-shirts, shoes, socks, etc.
- ❖ Cotton clothing
- ❖ Gym shorts, cut-offs
- ❖ Clothing with buttons and zippers

Fitness and Court Areas:

Since there is such a wide variety of fitness clothing on the market, we reserve the right to use discretion and make determinations on a case-by-case basis. All users must wear proper fitness attire. Attire tops must cover the entire chest, back, and torso. Examples of inappropriate attire are:

- ❖ Sleeveless tops with arm holes or gaps modified to open below shoulder blades.
- ❖ Clothing designed to be worn as an undergarment worn as workout attire.
- ❖ Street clothing with buttons or snaps, as these will damage equipment upholstery.
- ❖ High heels, boots, open-toed shoes, flip flops, slip-on shoes, or bare feet.

D. HYGIENE

The Wave cleans and disinfects regularly to keep our members and guests safe. Having our patrons practice good personal hygiene can be the difference between getting in a workout and becoming ill.

You can do your part in making our facility healthy and safe by:

1. Utilizing a good barrier such as clothing or a towel. This will help reduce incidences of skin-to-skin and skin-to-equipment contact. Seats and benches on fitness equipment, in steam rooms, and the dry sauna are a few examples.
2. Using the disinfectant wipes provided around the facility to wipe down fitness equipment before and after each use. Never assume that the person before you cleaned up after he or she was finished. Infections that may spread without such attention include bacterial staph, MRSA, and fungal ringworm, among others.
3. Wearing clean, fresh workout clothes.
4. Emptying, sanitizing, and drying out your bag or locker and everything in it.
5. Avoiding The Wave if you are feeling ill or believe you have a contagious illness.
6. Keeping your feet covered. It is impossible to clean floor surfaces, such as showers, between every use.
7. Taking a warm, soapy shower before using the pool.
8. Not over scenting with deodorant or perfume, as this can also be an issue for those with chemical sensitivities.

E. TOBACCO USE

The Wave is a designated smoke- and tobacco-free environment. There are no designated smoking areas. This includes chewing tobacco. Vaping pens of any sort are also not permitted.

F. WEAPONS

Possession of weapons while on The Wave's premises is prohibited. Exceptions include sworn officers of public law enforcement agencies, correctional officers, or other situations when specifically permitted by the director. As used in this policy, the word weapon means any firearm, knife, explosive, aerosol (pepper spray, etc.) or other object carried, possessed, or used which may injure or intimidate any person or which may damage Wave property. Folding pocketknives with blades less than 4" are specifically exempted from this definition.

G. DETERMINATION OF CONSEQUENCES

The Wave will investigate all reported incidents. Suspension or termination of Wave membership privileges may result from a determination by The Wave if, in its discretion, a violation of these policies has occurred.

SECTION III: HOUSE ITEMS

A. MEMBERSHIP CARDS

Members 14 years of age or older will receive a membership card. Age 14 years is considered an adult member. You may enter The Wave by swiping your membership card at the service desk. You can also scan your bar code from The Wave app ('Whitefish Wave' in your app store). Members aged 13 and under will not receive cards but must check in at the service desk with an accompanying adult member. Membership cards are non-transferrable. Sharing cards with another individual is prohibited.

B. CHECK-IN

Please scan your membership card or bar code from the app at the service desk when you enter The Wave. Members under age 13 are not issued cards but are required to check in by giving their name to the service desk staff and must be accompanied by an adult member. Those 14 and older can supervise younger members, but they must be siblings. No one will be allowed in The Wave without appropriate identification or payment.

C. ELECTRONIC DEVICES, CELL PHONES, AUDIO, VIDEO & STILL RECORDING

For the protection of our Members and Guests, cellular phones and other mobile devices may not be used in the locker rooms, period. In addition, taking photos and videos is prohibited in all workout areas including the weight floor, cardio floor, all studios, and gymnasium. Please use common courtesy when using mobile devices in other areas of the facility:

- Take phone conversations to lobby areas.
- Do not park on strength or other fixed fitness equipment while using your device.
- No electronic devices in sauna, hot tub, or steam room.
- Head phones, ear buds, or other personal listening devices must be used. No speakers.

With prior consent, the Wave allows recordings to be made under the following conditions:

- 1) During a special event
- 2) On the final day of scheduled swim lessons
- 3) By special permission of the Manager on Duty
- 4) Only of children by their parents or legal guardians
- 5) No other Wave members or guests can be photographed

The Wave management reserves the right to preview photo shoots, confiscate film, video or digital images, or delete images that may include individuals not involved in the group activity to ensure the privacy of those individuals.

D. PETS

Pets are not to be tied up anywhere on the premises or brought into the building except for service animals. (Refer to section b for service animals.)

- a. We care about our members and guests as well as their dogs, so for everyone's safety, we ask that you leave your dogs at home. Please refer to Whitefish City Ordinance 09-20 which states:

Dogs: No owner, keeper, or harbinger of any dog shall permit such dog to run at large on any street, alley, avenue, park, or public ground of the city, or to trespass upon the private property of any property owner not the owner, keeper, or harbinger of such dog, within the city limits, and all dogs shall at all times when not on the premises of the owner, keeper, or harbinger be restrained and under the strict control of some person in charge of such dog by means of a rope, strap, chain, or leash securely fastened to such dog and held by such person so in charge. Any person violating any provision of this subsection shall be guilty of a misdemeanor and punished therefore as provided in the general penalty in section 1-4-1 of this code. In addition, any person violating any provision of this subsection shall be deemed to have committed a municipal infraction, the penalty for which is set forth in section 1-4-4 of this code. For each separate incident, the city shall elect to treat the violation as a misdemeanor or a municipal infraction, but not both. If a violation is repeated, the city may treat the initial violation as a misdemeanor and the repeat violation as a municipal infraction, or vice versa. (Ord. 09-20, 10-19-2009)

- b. In accordance with the Americans with Disabilities Act (ADA), The Wave allows service animals to access most areas within the facility. Service animals are not permitted in swimming pools or wading pools.

Definition:

Service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained, or untrained, are not service animals for the purpose of this definition. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, or companionship do not constitute work or tasks for the purpose of this definition.

Permission:

A service animal is permitted in most areas of The Wave UNLESS one of two exceptions is met: (1) The animal is out of control and the animal's handler does not take effective action to control it, or (2) The animal is not "housebroken." A service animal shall have a harness, leash, or other tether, unless either the handler is unable because of a disability to use a harness, leash, or other tether, or the use of a harness, leash, or tether would interfere with the service animal's safe, effective performance of work tasks, in which case the service animal must be otherwise under the handler's control (e.g. voice controls, signals, or other effective means).

E. LOCKER ROOMS

1. Day-use lockers are available in each locker area at no charge. Use of keypad entry system in the women's locker room and combination entry system in the men's locker room are recommended to secure your belongings.
2. At the end of each day, locked day use lockers will be opened and the contents of the locker will be placed in the lost and found. (See lost and found section for more information.)
3. The Wave is not responsible for lost or stolen items.
 - a. ADULT
 - i. The men's and women's locker rooms are reserved for adult members and guests 14 years of age and over.
 - ii. Rental lockers for storage of personal items are available for an annual fee. Check at the service desk for availability (or to place your name on a waiting list). There is a fee for key replacements or rekeying if key is not returned upon cancellation (applies to men's rented lockers).
 - b. FAMILY CHANGING ROOMS & COMPANION CARE
 - i. Private changing rooms are available for companion care, parents with young children, and for children with a parent of the opposite sex.
 - ii. Please use the day-use lockers provided in the hallway for your belongings. Use of personal locks are recommended for security.
 - c. BOYS' AND GIRLS' LOCKER ROOMS
 - i. Boys' and girls' locker rooms are for all children 13 years of age and younger.
 - ii. The swim team and other youth groups will also be using these locker rooms.
 - iii. Supervision of children under the age of 13 is required by an accompanying adult member.

F. TOWELS

1. Shower towels are available at the service desk for a fee. Annual and daily rates are available.
*One towel per member per visit
2. Please return used towels to any towel drop located on the fitness floor, at the service desk, or in locker areas.
3. Sweat towels are available at no charge.
4. Please do not remove towels from The Wave.
5. Swimmers are asked to dry off prior to entering lobby areas and locker areas.

G. GENDER IDENTITY NON-DISCRIMINATION POLICY

The Wave is a non-profit community aquatic, health, and fitness facility located in Whitefish, Montana. The following outlines our corporate policy regarding the accommodation of our members in terms of gender identity.

Terminology:

- ❖ Gender expression: the way a person expresses gender, such as behavior, clothing, hairstyle, activities, voice, mannerisms, etc.
- ❖ Self-reported gender identity: a person's gender-related identity, appearance, or behavior, whether that gender-related identity, appearance, or behavior is different from that traditionally associated with the person's physiology or assigned sex at birth.
- ❖ Transgender: an umbrella term that refers to any person whose gender identity as male or female is different than the gender identity typically associated with the person's assigned birth sex.
- ❖ Transgender man: a person whose gender identity is male, but who was assigned female at birth.
- ❖ Transgender woman: a person whose gender identity is female, but who was assigned male at birth.
- ❖ Gender transition: the process by which some transgender persons go from living in their assigned birth sex to living in a manner consistent with their gender identity.
- ❖ Gender assignment: the gender assigned to a person at birth.
- ❖ Gender nonconforming: describes people whose gender expression differs from stereotypical expectations of their gender assignment.

For the purposes of this policy, a gender nonconforming individual or a transgender individual is a person who consistently and persistently asserts in all settings a gender identity or gender expression that is different from their gender assignment. This involves more than a casual declaration.

Policy Provisions:

1. The Wave does not tolerate verbal or physical harassment of any member. If a Wave member, including a transgender/gender nonconforming member, experiences harassment, the incident of harassment shall be reported to a Wave staff member as soon as possible, and the staff member shall take immediate action to ensure the safety of the member and take appropriate corrective action. If harassment is committed by a Wave staff member(s), the incident of harassment shall be reported to the appropriate supervisor(s) as soon as possible, and the supervisor(s) shall take immediate action to ensure the safety of the member and take appropriate corrective action.
2. Transgender/gender nonconforming persons applying for membership shall not be turned away or referred to another fitness facility because of their gender identity, transgender status, the length or extent of their gender transition, or because they do not appear as a typical male or female.
3. Except as otherwise stated in #6, Wave members shall be treated according to their self-reported gender identity. Notwithstanding the foregoing, it is impermissible for a Wave member to assert a self-reported gender identity not consistent with how they present themselves generally in public, or for fraudulent or other improper purposes. Whenever an issue or conflict

arises regarding a Wave member's self-reported gender identity, a Wave staff member who has been trained on The Wave's policy and practices regarding transgender/gender nonconforming members:

- ❖ May initiate a conversation with the member to ascertain the member's gender identity and any other gender-related concerns.
 - ❖ May request documentation supporting the member's stated gender identity, including a letter from a medical provider, therapist, social worker, member of the clergy, family member, friend, etc.
 - NOTE: Documentation of gender identity for Wave members is **not** generally expected or required. This provision shall only be triggered upon The Wave's staff determining that there is a reasonable concern for calling into question the member's stated gender identity.
4. Private information, including a person's status as transgender/gender nonconforming, the person's gender transition, and any medical information shall be kept confidential by The Wave.
 5. The Wave's staff shall strive to address members with names, titles, pronouns, and other terms consistent with their self-reported gender identity if reasonably known to staff members. For example:
 - ❖ A transgender woman shall be referred to by her preferred name and female pronouns.
 - ❖ A transgender man shall be referred to by his preferred name and male pronouns.
 6. All Wave members, including transgender/gender nonconforming members, are allowed access to locker room facilities, bathrooms, showers, steam rooms, and all other facilities separated by sex, based on their gender assignment, unless that member has or is in the process of physically and/or medically transitioning to the opposite gender.

As a reasonable accommodation to ensure the broadest possible access to all Wave programming and facilities, any transgender or gender nonconforming member who is, for any reason, uncomfortable using a shared restroom or locker room of their respective gender assignment shall, upon request, be provided with a safe and non-stigmatizing alternative. This may include, for example, use of the private changing rooms located within The Wave, use of a unisex restroom, or the use of a private space for changing purposes, etc. Under no circumstances is a member required to use such facilities because they are transgender or gender nonconforming,

H. VALUABLES, LOST & FOUND

1. The Wave is not responsible for any items lost, stolen, or damaged in, on, or around the facility or parking lot.
2. It is advised to leave valuables at home. Do not leave them unsecured within the club or unattended in your vehicle.
3. Found items are kept for approximately two weeks and then donated to charity.
4. All items must be claimed in person at the service desk.

I. GUEST POLICY

1. All guests MUST complete the [digital registry](#) located on site or via our website. Appropriate fees must be paid. Passes are valid for the same day as purchase unless otherwise noted. Guests will check in upon arrival.
2. Each active committed membership will be given six complimentary guest passes to use each calendar year as an added benefit. These will be added to the primary member's account on January 1 and expire December 31.
3. Minor guests (under the age of 18) must present to the service desk a guest registration form completed, signed, and dated by their parent or legal guardian. Guest registration forms are available via tablet at the service desk and online on the Wave website.
4. Members sponsoring a guest will be responsible for the conduct of their guest, as well as payment toward any damages and/or charges their guest may have incurred.

J. SPECIAL EVENTS

Special events will have precedence in facility usage and will be posted as far in advance as possible.

K. SOLICITATION/DISTRIBUTION

Requests for any solicitation and/or distribution must be made to the facility director.

L. GROUP USAGE

Groups of six or more intending to meet for a social or professional gathering may use designated areas only. Users must get advance approval from management. Usage fees may apply. Outside food and beverages are not allowed unless previously authorized by management.

M. WIFI INTERNET CONNECTION

The Wave provides a wireless Internet connection as a service to our members only. Guests will be allowed to use the connectivity after paying the appropriate guest fees. We ask that participants of this service respect their fellow Internet users. Commercial use (web serving or file transfers) or viewings of illicit adult pictures or websites is prohibited. Abusers of this service may have their member/guest privileges suspended.

N. PUBLICLY PLAYED MUSIC

Music played in group exercise classes will be generally acceptable non-offensive music. If any music is in question as to its appropriateness, the facility director will determine its acceptability.

Members are not allowed to bring into The Wave music playing devices that have common speakers, such as boom boxes. Personal music is allowed only if played through headphones.

O. PERSONAL TRAINERS

Due to insurance and liability issues, personal trainers/coaches who are not employees of The Wave cannot work with their clients on The Wave's premises or use Wave-owned equipment. The Wave has several options for training and/or coaching sessions. Please see our Member Services or Fitness Department for details.

P. PHYSICAL THERAPY

We realize there may be times when our members have a need for an off-campus therapist to familiarize them with The Wave's exercise equipment. As a service to our members to assist with their self-supervised therapy programs, we would like to offer the following:

- a. Limited to a one-time orientation to The Wave's exercise equipment for a patient newly released to exercise.
- b. The therapist must be preapproved by The Wave as a verified provider. Contact our administration office for a current list.
- c. Sessions must be prescheduled by the member through our administration office.

Q. PARKING

Members and guests may use designated parking areas while patronizing the facility. Vehicles left overnight, for carpooling, or ski bus parking may be towed at the owner's expense. There is a two-hour parking limit.

R. FOOD AND BEVERAGES

The Wave offers an excellent selection at our juice bars. Please keep food in the lobby and juice bar areas. Food is prohibited on all pool decks.

SECTION IV: FACILITY STANDARDS

A. EQUIPMENT CHECKOUT

The Wave has many pieces of equipment available for member use at no charge. These may include, but are not limited to: Basketballs, volleyballs, indoor soccer balls, pickleball paddles, etc.

B. AQUATICS

1. Water wings and other similar toys are not an approved personal flotation device and are not allowed to be used as such.
2. Swim diapers are required for all children not toilet trained or who, for any other reason, may not be able to control their bodily functions.
3. Glass is prohibited.
4. Water/deck shoes are recommended.

C. RECREATION, WARM, AND ACTIVITY POOLS

1. **SHOWERING** - State law requires that you shower prior to entry into the pool and/or spa. A thorough shower with soap helps keep the experience good for all users by removing perspiration, body oils, perfumes, cosmetics, and traces of urine and fecal matter on the body.
2. **CHILDREN** - For safety reasons, please keep a ratio of four children per adult.
3. **RULES** - Please read and follow all posted rules: running on deck, rough play, and **DIVING** are prohibited. Equipment must be used properly and appropriately.

4. TOYS AND EQUIPMENT - Outdoor toys and small toys are not allowed in the pools. Clean floating toys, four inches or larger in diameter, are generally acceptable, although The Wave management or lifeguards reserve the right to disallow any toy or piece of equipment at any time.
5. [SCHEDULING](#) - Please check the current pool schedule for information on classes, lap swim, swim team, adult swim, open swim, and special events. Current schedules are available online and at the service desk. Scheduled classes have priority use of the pool. Members can share pool time with other members where noted on schedules. Courteous and compatible usage is encouraged. Classes requiring exclusive use of the pool will be posted.
 - a. LAP SWIM - Please observe lap swimming etiquette. If crowded, please travel in a circular pattern, and share the lane with other swimmers.
 - b. POOL CLOSURE - The pools may be closed for special events or maintenance which will be posted with as much advance notice as possible. We reserve the right to close any pool or spa due to contamination or mechanical problems.
 - c. FOOD - apart from water in a plastic container, food and beverages are not allowed in any aquatics area.
 - d. LIFEGUARDS - Lifeguards have the right to ask anyone to leave any pool if conduct is warranted unsafe or facility policies and procedures are not being followed.
6. Swimming items can be purchased at service desk such as adult and child caps and goggles.

D. SPA AND DRY SAUNA

1. The spa and dry sauna are co-ed.
2. Heat stroke warning: State law states that children under five years of age are not allowed in the spa or dry sauna.
3. DO NOT add water to the sauna! It is a dry sauna, and the elements will be damaged if water is added.
4. Elderly persons, pregnant women, and those with health conditions that require medical care should consult with a physician before entering the spa or dry sauna.
5. Sauna usage and/or hot water immersion while under the influence of alcohol, narcotics, drugs, or medication may lead to serious consequences and is not recommended.
6. Avoid using the spa or dry sauna alone.
7. Long exposure may result in nausea, dizziness, or fainting.
8. Limit usage to 15 minutes.
9. DO NOT add oils or scents.

E. STEAM ROOMS

1. The steam rooms are available in both the men's and women's adult locker rooms during all business hours.
2. Towel or swimsuit required.
3. A thorough shower with soap helps keep the experience good for all users by removing perspiration, body oils, perfumes, cosmetics, and traces of urine and fecal matter on the body.
4. PLEASE READ AND FOLLOW POSTED PRECAUTIONS.

F. SUITMATE®

1. A SUITMATE® suit spinner is available in both adult locker rooms. There is also one located at the entrance to the private change room hallway.
2. The SUITMATE® is for swimsuits only. Please do not place swim shoes, towels, or anything else in the drum.
3. Parents, please supervise children while using the SUITMATE®.
4. Use it at your own risk.

G. GYMNASIUM

1. Consult the service desk for activity options and times. The current gym schedule is posted outside gym doors and on the website.
2. Outdoor soccer balls and footballs may not be used in the gymnasium for safety reasons, unless approved by a manager. The Wave has indoor equipment (soccer balls, basketballs, volleyballs) that can be checked out at the service desk for no charge.
3. Athletic shoes must have non-marking soles. Any shoes worn outside the club may not be worn in any fitness area, including the gym.
4. Gym participants are to be respectful of other users, equipment, and the facility. Recklessly kicking balls or abusing equipment/facility is not tolerated.
5. No hanging on the rims.
6. The side basketball rims may be lowered for smaller children. Inquire at the service desk for assistance.
7. Groups or teams may use the gym only after completion of a usage agreement and written approval from Wave Management.
8. Shirts must worn at all times.

H. WEIGHT FLOOR AND CARDIO MEZZANINE

1. [SMART START](#) sessions are designed to give basic advice for making the most of your membership. It also serves as a basic orientation to fitness equipment and etiquette. This service is offered to all new members and is recommended prior to use. Schedule today with our Member Services or Fitness Department.
2. At times, some equipment may be reserved for special classes.
3. We request that members clean equipment after use. Cleaning supplies are available in designated areas.
4. Shoes and shirts are mandatory. Sandals, bare feet, or other open-toed shoes are prohibited.
5. Safety and etiquette:
 - a. Do not park on equipment.
 - b. Allow others to “work in” or take turns on weight equipment.
 - c. Return and rack weights when finished.
 - d. Always use collars to secure weight plates onto bars.
 - e. Wipe equipment when finished for sanitary purposes.

- f. Refrain from swearing, grunting, and making loud noises that are distracting or offensive to others.
- g. Control weights to avoid dropping them on the floor.
- h. Plan to avoid monopolizing several pieces of equipment at one time.
- i. Powdered chalk use is prohibited. Liquid chalk is acceptable and can be purchased from the service desk.
- j. No food in fitness areas. Beverages in closed containers only.
- k. Return towels and magazines to their proper place.
- l. During peak hours (or while others are waiting) limit your time on the cardio equipment to 30 minutes.

I. GROUP EXERCISE STUDIO

1. This space is primarily intended for Wave-sponsored and Wave-scheduled group exercise classes. In addition, it serves an important multipurpose role during unscheduled periods for Wave-related activities, including use by The Wave's personal trainers.
2. Members are not permitted to access the studio stereo system.

J. CYCLING STUDIO

1. Complimentary instruction for bike set up is available ten minutes prior to the start of each cycling class. Schedules are available at the service desk.
2. Fitness On Demand workout sessions are available when there are not classes scheduled. See service desk for details.

K. COURTS

1. Members may reserve a court up to three days in advance at the service desk, by phone, or by visiting www.whitefishwave.com and clicking on "Login."
2. Each member is allowed one reserved time per day. Courts that are not reserved are open to play by any member.
3. The court will be held for ten minutes past the reserved time, after which the court may be given to another player.
4. Non-marking athletic shoes and appropriate clothing are always required.
5. Safety first! Eye protection is always recommended.
6. Pickleball rackets are available for purchase at service desk. You may also check out these items at the service desk.
7. Safety precautions and proper rules must be followed.
8. Squash is available on both courts. Please read wall-moving directions or check with the service desk for assistance. First-time players, please ask for assistance.
9. Court soccer may be played on all courts. Request equipment at the service desk.

L. AGE-BASED GUIDELINES

	0 – 4 Years	5 – 7 Years	8 – 13 Years	14 and Older
Hot Tub and Dry Sauna	Not allowed at any time per Montana state regulations.	Allowed under the direct supervision of an adult.	Allowed under the direct supervision of an adult.	Full access.
Steam Rooms	Not allowed at any time.	Not allowed at any time.	Not allowed at any time.	Full access.
Adult Locker Rooms	Not allowed at any time. Additional locker rooms are provided for girls, boys, and families.	Not allowed at any time. Additional locker rooms are provided for girls, boys, and families.	Not allowed at any time. Additional locker rooms are provided for girls, boys, and families.	Full access.
Activity Pool/Slide	Must always be under the direct supervision of an adult (18+). The supervising adult must be in the pool with the children.	When the slide is in operation and lifeguards are in attendance, children 5-7 may use it with a responsible adult in the pool area. All other times an accompanying adult must be directly supervising.	When the slide is operating and lifeguards are on duty, children 8-13 may use it with a responsible adult on premises.	Full access.
	0 – 4 Years	5 – 7 Years	8 – 13 Years	14 and Older
Warm and Recreation Pools	Allowed under the direct supervision of an adult. The supervising adult (18+) must be in the pool with the children.	Allowed under the direct supervision of an adult.	Allowed under the direct supervision of an adult unless deemed water safe by a lifeguard or Aquatics Manager.	Full access.
Gymnasium and Courts	Allowed under the direct supervision of a related adult (14+).	Allowed under the direct supervision of a related adult (14+).	Allowed under the direct supervision of a related adult (14+).	Full access.
Weight Rooms & Cardio Mezzanine	Not allowed at any time.	Not allowed at any time.	Children 12-13 allowed under the direct supervision of a related adult (14+).	Full access.
Mind & Body, Group Ex, and Cycling Studio	Not Allowed at any time, unless in a Wave supervised program with the following exception: Children 10-13 may attend an instructed class when accompanied by a related adult (14+). *Unless otherwise indicated. (Some classes are listed with age requirements.)			Full access.
ALL other areas	Children under the age of 14 may not be unsupervised in any other area of the facility at any time, including but not limited to the juice bars, lobby, and locker rooms.			Full access.

M. CHILDREN'S DEPOT

1. [The Children's Depot](#) is available for drop-in Gymcare for children aged 3 months to 11 years old. These services may be utilized while you use the facility for up to two hours per day with a reservation. Please call the direct line 406-890-7901 to reserve your spot.
2. We require proof of immunizations. Our standards are based on guidelines set by the State of Montana; however, we do not allow exemptions for medical or religious reasons. Children with a certified Conditional Attendance Form are accepted.
3. Parents are expected to be in the facility while their children are checked into The Children's Depot. Please let staff know where you will be in case of an emergency and we need to reach you (i.e. pool, group fitness, etc.).
4. Upon checkout, the same parent who checked their child in must be present. If a different person is picking the child up, they must have been preapproved.
5. No bugs allowed! For the protection of staff and other children, please do not ask us to care for your sick child. We reserve the right to refuse admittance of any child who is showing obvious signs of illness. Child must also be symptom free for 24 hours.
6. All personal items should be labeled with the child's name.
7. We will contact parents immediately regarding any child who is disrespectful and/or excessively disruptive while in our care.
8. We will give your child a 15-minute cry period. If your child is having a difficult time adjusting and regulating their emotions after that time, we will contact you to pick them up.
9. Please see a staff member in The Children's Depot for registration paperwork and a complete list of policies.

SECTION V: MEMBERSHIP STANDARDS

A. MEMBERSHIP FEES/RATES

The Wave reserves the right to change all membership rates with 30 days written notice. Written notice may be in the form of posted material inside the facility, a mailer, and/or electronic notification via newsletter. Member is responsible for providing current contact information.

B. MEMBERSHIP CLASSIFICATIONS

1. Adult memberships are for those 14-64 years of age.
2. Family memberships include married couples, domestic partners, dependent elderly parents, and dependent children through age 20.
3. Domestic partnership is defined as two non-married cohabitating people responsible for each other's common welfare, intending to cohabit indefinitely, who have a financial interdependent relationship evidenced by any of the following:
 - a. Mutually granted financial or health care powers of attorney.
 - b. Designation of each other as primary beneficiary in wills, life insurance policies, or retirement plans.
 - c. Execution of a joint lease, mortgage, or deed.

- d. Joint ownership of a bank account.
- e. Excludes romantic partners not living together.
4. Dependent elderly parents qualify if adult child claims parent on current tax return.
5. When a child is no longer a dependent (age 21), he/she may continue their own membership as the primary member. The appropriate monthly rate for a primary member will be applied. Enrollment fees will not be assessed if registration as a primary member takes place within one month of their birth date.
6. Senior memberships are for individuals 65 years of age or older.
7. Temporary membership: 30 consecutive days from the date of origination. Full access to facility and programs is available to temporary members. No charges may be made to a temporary member account unless a credit card is on file.
8. High school, full-time college students (12+ credits), and military qualify for a discounted membership.
9. Corporate memberships are available. Please inquire with our Member Services Department.

C. ACCOUNTS

MONTHLY DUES - Monthly dues are not based upon attendance and may be paid by one of the following methods from our Payment Option Form:

EFT (Electronic Funds Transfer): Monthly dues automatically withdrawn from a checking or savings account on the 5th of the month.

Credit Card: Monthly dues charged on the 5th of the month to the credit card authorized on the Payment Option Form.

LATE PAYMENTS

A late fee will be incurred for declined payments.

DELINQUENCY

Delinquent accounts, 30 days past due, will be temporarily suspended with a “No Entry” status. Accounts 60 days past due are subject to cancellation at the discretion of The Wave management.

MEMBERSHIP HOLD POLICY

Membership may be placed on hold with a signed digital “Hold Request Form” submitted by the 25th of the month prior to the month the hold request is to be effective. Each membership is allowed a 1-calendar month hold once per calendar year:

- The entire membership must go on hold or it will not be granted.
- The dues fee is \$25.
- All member benefits will also be on hold (member guest passes, discounted guest pass fees, discounted swim lessons, etc.).
- If a member cancels and wishes to rejoin later, re-enrollment fees will be required.

MEDICAL-HOLD POLICY

Membership may be put on hold in the event of an injury, illness, or physician's orders to halt your workouts. Written physician's orders stating the months the member is unable to use The Wave is required to implement a medical hold. No hold fee will be charged for a medical hold.

D. CANCELLATION

1. Cancellation of a committed membership requires submission of the online cancellation form (found at www.whitefishwave.com) by the 25th of the month prior to the month the cancellation request is to be effective. Cancellations received between the 25th and last day of the month of cancellation will be charged a late fee of \$25. No cancellations will be accepted after the last day of the month.
2. Cancellation of a twelve-month agreement requires submission of the online cancellation form (found at www.whitefishwave.com) at the completion of the 12-month agreement no later than the 25th of the month prior to the month the cancellation request is to be effective. (Refer to the 12-month agreement for exceptions.)
3. Additional cancellation requirements (cancellations will not be processed until all requirements are met):
 - a. Accounts must be paid in full.
 - b. Rental lockers must be cleared of personal items and locker keys returned (Men's).
 - c. Cancellations are effective at the end of the month only. Enrollment fees are non-refundable.

E. TERMINATION

The Wave reserves the right to terminate memberships based upon the failure to comply with the following:

1. Member accounts past due more than 60 days. The account balance is due in full at the time of termination and must be paid in full to reactivate membership.
2. Membership may be terminated or suspended by management for any period due to the violation of rules and regulations contained in The Wave Member Handbook or any conduct which, in the opinion of management, is deemed detrimental to the welfare, good order, or character of The Wave.
3. Termination/expulsion will result without refund of fees and member shall be liable for all damages resulting from such action. Termination by The Wave does not relieve the member of dues or other charges applied prior to date of termination.