



**INVIVO**  
fitness · spa · wellness

# MEMBER HANDBOOK

2060 N. Humboldt Ave., Ste. 300, Milwaukee, WI 53212

[invivowellness.com](http://invivowellness.com) 414-265-5606

[membership@invivowellness.com](mailto:membership@invivowellness.com)

# CONGRATULATIONS!

You have taken an important step toward improving and enhancing your wellbeing.

At INVIVO Wellness, we approach health and fitness from a holistic approach. We believe that our center is unique in its commitment to meeting each member's personal needs. Our functional fitness environment, variety of programs, and certified professionals will assist you in reaching and maintaining your health and fitness goals.

This INVIVO Member Handbook will provide you with the information you need to have a safe and enjoyable experience. We want you to enjoy all of the comforts, privileges, and services you deserve. Our team will maintain and oversee these policies for your benefit and for all of our members.

This book features key policies and procedures of INVIVO Wellness but it is not meant to be a complete list. We may change policies to benefit all members.

Our INVIVO team is happy to explain any of the policies and procedures contained in this handbook.

From all of us at INVIVO Wellness, we would like to welcome you.

We hope your membership experience will result in a healthier mind and body for many years to come.

-INVIVO Wellness Team

## MEMBER SERVICES

Our Front Desk staff are here to assist you. We are here to ensure you have the best possible experience. If you have any questions, it is best to call the Front Desk to answer your questions or concerns immediately.

We will assist with membership-related issues, program enrollment and scheduling, product purchases, and member feedback.

In addition, comment cards are located at the Front Desk to provide additional opportunities for members to communicate with INVIVO Management in a written form. We encourage you to meet with our Front Desk Manager or Wellness Director whenever you have a concern.

## MEMBERSHIP TERMS AND CONDITIONS

All INVIVO Members shall comply with this Member Handbook and all INVIVO Terms and Conditions. The rules contained herein are not inclusive.

Amendments to INVIVO Member Handbook, Terms and Conditions and Rules and Regulations may be made from time to time as necessary. The decision of INVIVO shall be final regarding the interpretation of INVIVO Member Handbook, Terms, Conditions, Rules, and Regulations.

Monthly fees shall continue regardless of use.

Month to Month membership cancellations **require a 30-advance written notice and completion of the termination paperwork.** Members will be responsible for all applicable fees during the cancellation period.

Please refer to the Right to Cancel Membership on page 5 of this handbook.

## MEMBERSHIPS AT REDUCED RATES

INVIVO offers memberships at reduced rates for seniors (60+), military, first responders, and college students (18-26). Must present ID, student ID, and/or Employee ID to receive a discount. Certain restrictions may apply.

INVIVO partners with local businesses to provide a discount on memberships or services to their employees. Ask our Front Desk Staff for details or visit our website. NOTE: Only a single discount may be applied to membership or service.

## MEMBER ID CARD & REPLACEMENT

All members are required to present and scan their membership cards upon entrance at the Front Desk.

INVIVO membership key fob scan cards that have been lost or stolen will be replaced through Front Desk for an additional fee. The fee for replacement is due upon receiving your card. ID Cards are non transferable.

## GUEST POLICY

Select Memberships allow Members to bring a guest 1 time per month. Member must accompany the guest.

The Guest Pass allows access during normal operating hours. Guests have access to the same services per Membership level. Guests may make use of the entire facility: gym, equipment, and locker rooms. Not included in Guest Pass: Personal Training, Yoga Therapy, workshops and specialty classes.

Guests must present a valid, current government issued photo ID card, have an account with photo created and sign a waiver of liability before admittance.

Guests must be 16 or older to use the fitness center or participate in any yoga or fitness classes.

Guests are asked to abide by and follow all INVIVO policies and procedures.

## HOURS OF OPERATION

Monday: 8 am – 6:30 pm  
Tuesday: 11 am – 8 pm  
Wednesday: Closed  
Thursday: 8 am – 7 pm  
Friday: 11 am – 5 pm  
Saturdays: 9 am – 3 pm

INVIVO Wellness hours are subject to change.  
[Check the website](#) for holiday closings.

## FACILITY TOURS

Tours are available. Schedule a visit with the Front Desk staff.

## FITNESS STUDIO ORIENTATION

It is recommended that all members attend a Fitness Center orientation to learn how to use the various equipment most effectively.

Book your FREE orientation at the Front Desk.

## PROPER ATTIRE & CONDUCT

**During COVID-19, masks are required at all times throughout the facility.**

Please wear appropriate athletic attire in all areas of the facility.

The standards include shirts, shorts, sweatpants, and athletic shoes. Street shoes are not permitted in the Fitness Center.

Bare feet are allowed only in the yoga studio and locker room. The use of shower sandals in the sauna and locker room is recommended.

INVIVO reserves the right, in its sole discretion, to determine what is appropriate attire and appropriate member conduct.

INVIVO reserves the right to revoke membership privileges based on improper conduct or behavior that might interfere with other members' use and enjoyment of the facility or is otherwise contrary to orderly facility operations.

## AGE REQUIREMENTS

INVIVO is an adult facility. You must be 18 to have a membership.

All members and guests must be at least (16) years of age. An adult must accompany all members and guests under the age of (16).

No children under (13) years of age will be allowed in the Fitness Center. Children are only allowed in the facility when supervised by an adult.

## LOST & FOUND

INVIVO maintains a "Lost & Found." Inquiries can be made at the Front Desk.

Members may turn in or claim items.

Items will be kept for 4 weeks before being donated to charity. If you call to claim an item and it is not picked up, we will set it aside for you at the front desk.

Intimate items including underwear, soaps, brushes/combs will be disposed of.

INVIVO is not responsible for lost or stolen items.

## EEO / CIVIL RIGHTS - SECTION 504 STATEMENT

INVIVO Wellness does not discriminate on the basis of religion, race, color, national origin, age, sex, height, weight, marital status, disability, veteran status, sexual orientation, gender identity, gender expression, or any other protected status in its programs and activities.

## YOUR MEMBERSHIP ACCOUNT

All members' personal, financial, and health-related information is strictly confidential and may require updating from time to time.

INVIVO utilizes different methods to settle your account depending on the type of membership.

Electronic Funds Transfer (EFT) or prepayment is used for all membership types via MasterCard, Visa, Discover, or check. Gift Cards may be used for most of the new membership levels.

## ACCOUNT SETTLEMENT METHODS

Once you provide your account information and authorization, we will automatically debit the predefined accounts for the appropriate monthly fees as designated in any program or the membership agreement.

INVIVO reserves the right to refuse entry to any member whose account has not been settled. Any questions regarding membership accounts may be directed to INVIVO Front Desk Manager.

## RIGHT TO CANCEL MEMBERSHIP

Members may cancel their membership agreements without penalty within 3 business days after signing the initial agreement and may receive a full refund.

All membership cancellations after this period will require a 30-day advance written notice of intent to cancel to a member of the Member Services Team.

**Members are required to complete a termination form in order for the cancellation to be finalized.**

If written notice is received by the 20th of the month, membership will be terminated at the end of that month. If received after the 20th of the month, membership will be terminated at the end of the following month.

Members are responsible for paying their monthly fees for the period until cancellation becomes effective.

## Month to Month MEMBERSHIP HOLD

Members may freeze (suspend) membership once a year by providing written notice to INVIVO 30 days prior to the next payment due date. Complete a form at the Front Desk. During the freeze period, the member may not use the facility.

Memberships may be suspended for a minimum of 1 month to a maximum of 2 months for regular members.

All freeze time requested will be transferred to the end of your membership contract, extending the expiration of the contract.

### **MEDICAL FREEZE**

- Members must provide written authorization from member's doctor indicating the inability to use the facility within 30 days of the event. Upon return, the member must provide written authorization from his or her physician to resume facility use.
- Medical freezes are honored for a minimum of 1 month and a maximum of 12 months.

### **MILITARY FREEZE**

- Members may request a military freeze of up to 1 year. Any freeze time will require written documentation / military orders precluding the member from using the facility.

## MEMBER PERKS

INVIVO has teamed up with local businesses to offer helpful discounts, benefits and rewards for our members. INVIVO Membership key fob scan card must be presented to redeem discounts.

### **Performance Running Outfitters/In Step**

Receive 10% off regularly priced items when you shop at any store location. Garmin and Roll Recovery products excluded.

**Burghardt Sporting Goods** Receive 10% off regularly priced items when you shop at any store location. Some restrictions may apply.

# PROGRAMS

## HEALTH CONCERNS

If you have any health concerns before, while or after using INVIVO's equipment and/or services, you agree to promptly notify INVIVO staff and/or instructors about such concerns, including but not limited to any unusual pain, discomfort or other sensations while using INVIVO's equipment or services.

In addition, you agree to consult a physician regarding such concerns before using or continuing to use INVIVO's equipment and/or services.

## GROUP EXERCISE

INVIVO provides a variety of group exercise programs. Our group fitness classes add variety, challenge, and a great group dynamic to your workouts.

Schedules are available at the Front Desk, MINDBODY mobile app, and on our website.

*We recommend that you [SIGN-UP](#) for a class early to ensure your space. Book online or via the app.*

Class participants should arrive 15 minutes early to sign-in, secure personal belongings, and get into class. This way you will avoid disrupting other class members and get the maximum benefit from the warm-up.

*Group exercise classes listed on the class schedule are all-inclusive.*

However, there are specialty classes that require a fee for attendance.

INVIVO reserves the right to change class times and instructors and to add or remove classes.

## YOGA

INVIVO provides yoga classes to offer the tools to help you achieve a high state of focused performance and wellness. From beginner to advanced yoga classes, we offer a variety of styles and levels to keep your practice inspired, balanced and challenged.

*We recommend that you [SIGN-UP](#) for a class early to ensure your space. Book online or via the app*

Class participants should arrive 15 minutes early to sign-in, secure personal belongings, and get into class. This way you will avoid disrupting other class members and get the maximum benefit from centering moments.

INVIVO provides yoga equipment at no extra charge.

*Yoga classes listed on the class schedule are all-inclusive.*

However, there are specialty classes that require a fee for attendance.

INVIVO reserves the right to change class times and instructors and to add or remove classes.

## WORKSHOPS / EVENTS

INVIVO offers a variety of monthly workshops that are open to the community.

Pre-registration is recommended for all workshops.

To register for events, please call INVIVO's Front Desk at 414-265-5606, sign-up in-person, or online.

## FACILITIES

### LOCKERS

No personal items (coats, bags, etc.) are allowed in the Fitness Center or the Yoga Studio.

INVIVO features an advanced keyless locker system for your protection and convenience.

Lockers are provided for members on a “per use” basis. These lockers must be emptied of their contents after each visit.

### LOCKER ROOMS

INVIVO features an advanced keyless locker system for your protection and convenience.

Lockers are provided for members on a “per use” basis. These lockers must be emptied of their contents after each visit. Any items left in the lockers at closing will be moved to the Lost and Found to be claimed.

During the winter season, bulkier coats should be stored on the coat racks and boots on the boot trays provided.

### SAUNA

**Not Available during COVID-19.**

A sauna is provided in each locker room to enhance your fitness experience. No shaving or use of scents, oils or creams in these areas. Towel coverage is required in the sauna. Street shoes and full clothing are not allowed in the sauna.

See signs in the locker rooms for complete sauna rules.

### CELL PHONE / PHOTOGRAPHY / VIDEOGRAPHY

As a courtesy to fellow members and for your own safety, talking on cell phones is discouraged in the facility.

Please use lobby areas to make and receive cell phone calls. Cell phone use is prohibited in the locker rooms.

Photography and videography are strictly prohibited in INVIVO unless the Wellness Director has granted authorization. Multiple offenses of this policy can result in loss of membership privileges.

On occasion, INVIVO instructors and staff may take photos and videos of individuals, classes, and events for the promotional use purpose. If you would prefer not to be photographed, please let the staff member know.

### TOBACCO, ALCOHOL, CONTROLLED SUBSTANCES & WEAPONS

INVIVO is a designated smoke-free environment. Smoking cigarettes, pipes, cigars or use of any other tobacco product including E-Cigarettes are not allowed. Alcohol and drugs are NOT permitted on the premises. Weapons including guns, knives, explosives or any other items with the 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.” Please also refer to the signs posted on the Fitness Center and located around the wellness center for details.

## GENERAL

- Avoid the use of strong-smelling colognes, perfumes or lotions.
- Please use clean athletic shoes to keep the Fitness Center and equipment clean for others.
- Food is prohibited outside the lobby area; beverages must be stored in plastic bottles with secure tops.
- Food is prohibited in the locker rooms and fitness floor.
- 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 CENTER

- Limit time on any cardio equipment piece to 30 minutes during peak times.
- Limit the use of circuit training equipment to one set per machine when others are waiting and allow other members to “work in” with you.
- Use the towels and/or wipes provided in the exercise areas to remove perspiration from equipment before and after each use; disinfectant spray and towels are available throughout the Fitness Center.
- 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.
- For your safety, do not stand on the flat side of the BOSU. Use the other balance discs.
- Use the buckles when adjusting the TRX suspension trainer straps. This reduces wear and tear on the equipment.
- Please return fitness equipment to its proper storage area.

## LOCKER ROOM

- Please assist us in keeping the locker rooms clean for your fellow members.
- Eating and storage of perishable items are not permitted in the locker rooms at any time, and lockers must be emptied of contents after each visit.
- 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 room.
- Use of camera feature or tablet is strictly prohibited in the locker rooms, treatment rooms and spa relaxation areas.

## MEMBER’S ROLE IN ENERGY CONSERVATION

We ask members to please limit the usage of large towels during their visit to INVIVO. These efforts will allow us to remain committed to our environmental mission of conserving water and energy.

## ASSISTANCE

If you have any questions or need assistance in the Fitness Center, feel free to ask one of the Fitness Team members.

Personal Trainers provide one-on-one service and should not be interrupted unless there is an emergency.



# MEMBER PROTOCOLS DURING COVID-19

## MEMBER GUIDELINES

- Members are welcome to work out in the INVIVO Fitness Center during our regular business hours. As Member use of the facility increases, it may be necessary to book your workout time with the Front Desk or online or via the MindBody App (Look for Open Gym time slots under Classes).
- All members entering INVIVO must scan their membership card upon arrival. If you don't have an INVIVO Key Fob, please request and obtain one at the Front Desk.
- For each visit, each Member must fill out a Health Attestation Form.
- Only 6 members per hour will be permitted on the gym floor in the Fitness Center and 6 members per hour in the Yoga Studio.
- Please bring your own FULL water bottle and a towel.
- Showers, sauna, and towel services have been discontinued.

## COVID-19 HEALTH SAFETY PROTOCOLS

- Stay home if you are unwell with a cough, cold, or other flu-like illness or are in close contact with anyone who is unwell.
- Physical distancing between members / staff should be maintained at all times.
- Wearing of face coverings are required during workouts, classes and in the common areas of the facility.
- Wash hands or use hand sanitizer upon entering and leaving the facility.
- If you need to cough or sneeze, use a tissue and dispose of it immediately. Then wash your hands or apply hand sanitizer.
- Avoid touching your face, mouth or eyes while training.

## CLEANING PROTOCOLS

- Antibacterial sanitizing spray and fabric cloths will be supplied to disinfect the equipment and machines.
- Do not spray cleaners directly onto the screens of the cardio machines. Spray cleaner onto cloth & wipe the screen surface.
- INVIVO Cleaning Crew will thoroughly clean and disinfect equipment and all high touch areas in the facility and locker rooms several times each day.
- INVIVO is using Ecolab products. This is used on the surfaces, floors, machines, equipment, restrooms, and all high touchpoint surfaces.
- All staff are required to wash their hands frequently and use hand sanitizer.

## MEMBERSHIP MANAGEMENT

- Staff will keep a register and time log of members entering and leaving the gym using our MindBody software.

# APPOINTMENT-BASED SERVICES

## CANCELLATION POLICY

When canceling appointments for session-based services, 24 hours' notice is required. Should less than 24 hours' notice be provided, the client may be charged \$35. Please note: All sessions expire one year from the date of purchase unless otherwise indicated.

## PHYSICAL THERAPY

INVIVO's highly skilled Physical Therapists are dedicated to the art and science of evaluating and treating disorders of the joints, muscles, fascia, and nerves that prevent normal movement, cause pain and limit an active life.

INVIVO offers a unique, hands-on approach to physical therapy. Our physical therapists specialize in techniques such as myofascial release, craniosacral therapy, joint and spine mobilization and soft/deep tissue massage. They also use advanced techniques and technologies such as ultrasound, kinesiotaping, iontophoresis, and cervical traction.

## MASSAGE THERAPY

INVIVO's licensed massage therapists provide a therapeutic and clinical approach to the massage services we offer. Our massage therapists focus on your individual needs necessary to improve overall health and encourage relaxation. Schedule a massage service and experience for yourself our unique approach. A menu of massage services is available at our Front Desk and on our website.

## YOGA THERAPY

Yoga Therapy uses the ancient science of yoga to enhance health and wellness at all levels of the person: physical, emotional and spiritual. It is applicable to groups or individuals with specific health challenges or injuries, those who are going through life changes or those who are simply striving for optimal health. Clients facing specific challenges will get the most benefit from Private Sessions that focus on their individual issues, helping them to expand their personalized yoga toolbox, on and off the mat.

## ESTHETICS

Esthetics is the treatment of the skin for health and

beautification. Esthetics services are focused on the treatment of the upper layers of the skin. During a treatment, an esthetician assesses the skin type, skin conditions and any disorders present to create a treatment plan to suit the client's desired results.

Inside INVIVO Wellness, Esthetician services are performed by Adrienne Hauck of Adrienne Marie Beauty LLC.

## CHIROPRACTIC

When the body is out of balance and alignment, it can create pain symptoms and trigger other physical and emotional stress. By correcting the imbalances and bringing the body back into alignment with itself, health and healing can happen naturally.

Dr. Michael Hecker is a highly-skilled and experienced chiropractor who provides safe, gentle long-term pain relief without drugs or surgery.

## PERSONAL TRAINING

INVIVO offers a variety of personal training services and packages provided by certified fitness staff for an additional fee. Contact the Front Desk for additional information or to schedule an appointment.

Only INVIVO trainers/instructors are eligible to conduct personal training/instruction in the facility; therefore members who do not comply with this policy (by participating in and/or providing training/instruction) are subject to having their membership revoked.

