

# **FAQ's ABOUT 24/7 CHECK-IN:**

## ***How does the key tag check in system work?***

When you swipe your key tag, your barcode ID # will be input into the computer database. The computer will check to make sure that your membership is current and if it is, it will release the electric door latch, allowing you access to the facility. If your membership is expired, the door will not open.

## ***How will it work when the facility is staffed?***

The same way as when it is not staffed. Please remember to always bring your key tag; it is your only means of accessing and checking into the club. All members have signed a waiver barring them from opening the door for others.

## ***When will the club be staffed?***

WINTER HOURS: (tentative we may add mid-day hours Tuesdays & Thursdays)

MON. WED. FRI.: 8:00 AM – 10:30 AM  
5:00 PM – 7:30 PM

SATURDAY 10:00 AM – 12:00 PM

SUMMER HOURS: T.B.A.

## ***When will the club go to 24 /7 access?***

Our goal is to have the bugs worked out of the system and have the security systems in place by 10/6/08, which will allow us to go to full access at that time. We will keep you posted as that day gets closer. You will then have the convenience of working out whenever you'd like, even weekends, holidays, and during hurricanes!

## ***Why are there video cameras?***

As we move toward the 24 / 7 access, we will be installing several security systems; the video surveillance is one of those systems. It is designed for your security and safety.

## ***What happens if I lose my key tag?***

If you lose your key tag, you must purchase a new one, since it is your only access to the facility. New key tags cost \$ 10. We will replace your key tag at no charge if it stops working due to normal wear and tear.

### ***What happens during a power failure?***

When the power goes out, our system will run on battery backup for approximately 30 minutes, if the power comes back on within the 30 minutes, the system will operate as usual. If the power stays off for over 30 minutes, the system will shut down and members will not be allowed access to the club until power is restored.

**Note:** We highly recommend exiting the facility if the power goes out, since emergency lights can only function for a short period of time (less than 30 minutes)

### ***What happens if my membership expires?***

If your membership expires, the computer system will not allow you access to the club. We strongly encourage everyone to keep track of their memberships, especially short term members, as you will need to renew your membership before expiration for your key card to allow access.

### ***Can I use someone else's key tag?***

You must use your own key tag to enter the club. Please do not loan your key tag to others, and don't ask to borrow other member's key tag. Swiping the key tag is our only record of your visit to the facility, which is a requirement of our insurance provider.

### ***If 2 people show up to work out at the same time (example – husband and wife), does the door have to shut in between people?***

No. Although you do both have to swipe your cards, the door does not need to be closed to register the second person's card. You will still here the door latch release, which is normal.

### ***What if I want to bring a guest?***

Please call the club during staffed hours at least 24 hours before you bring a guest, to work out details about having them signing the waiver, paying for their visit, etc. Do not bring a guest without notifying club staff first.

***IMPORTANT:*** Often members forget something in their car and they leave the club briefly to go get it. **PLEASE REMEMBER TO TAKE YOUR KEYTAG WITH YOU** as the door will lock behind you.

**Violating any of the rules and regulations is grounds for immediate loss of your membership, and no membership fees will be refunded.**