



January/February 2003

*Beat the increase*

## FitStart Personal Training

Current members may purchase the Fitstart Personal Training sessions one more time through February 1, 2003. After this date current members are subject to regular personal training rates. These rates will be going up February 1, 2003, so avoid the increase by purchasing your sessions now. See a Personal Trainer for more information.

## Executive Member Status

An incentive based program granting additional privileges for Paid in Full memberships. This program includes and does not exceed Year 1&2 4 guest passes, 3&4 5 guest passes, and 5-9 additional month, and 10+ years 2 additional months. In order to preserve the executive member status, you must renew on or before your renewal date.



## Note from Cynthia

The entire staff of *The Spa At Glenpointe* and I would like to thank you for your continued support during the past year.

As well as the many upgrades already completed; *The Spa* has plans for additional improvements.

Thank you for supporting us while we strive to make *The Spa at Glenpointe* the best in the industry.

We are hopeful that as the year 2003 begins, it will find you and your family in good health as a result of your participation here at *The Spa*.

*Cynthia Joseph*  
General Manager



## Coffee Service Changes

Please note that effective February 1, 2003 we will be limiting the hours of complimentary coffee and tea.

The new hours will be 6AM-9AM Monday-Friday.

After 9AM, *Lite and Natural* will have hot beverages available for a nominal fee.

# CLUB BUSINESS

### RENEWAL POLICY

Renewals need to be directed to the membership department. Member will be reminded by post card; invoices will no longer be mailed. Discounted memberships need to be verified. Renewals may be initiated either by mail or phone.

### CANCELATION/FREEZE POLICY

Any member seeking a freeze or cancellation of their membership, must submit a request in writing. Member will be notified within 3 to 5 business days regarding status of their request.

### GUEST POLICY

Guests need to be registered at the reception desk upon checking in. The member must be present in the facility with their guest. There is a \$12 guest fee per guest, with the exception of Member Guest Day. All guests must be 18 years of age in order to be on the work out floor.

### CHECK IN POLICY

Spa member ID or picture driver's license is required for admittance to facility. Without required identification member will not be admitted. Present card to reception, reception will then scan you in. Please be patient with the staff as they readjust to procedures.

### GUEST PASS AMNESTY

February 15, 2003 marks the final date to turn in all old, unauthorized guest passes. Any unqualified guest pass turned in after said date will not be honored. Please see the membership department.

### CHILDREN/NURSERY POLICY

When in the facility to work out, a member's child must be in the nursery. Unattended children will not be allowed in the facility. Anyone on the work out floor must be 18 years; a driver's license may be requested from anyone looking under the age of 18.



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Monday-Friday ..... 6AM-10PM  
Saturday ..... 7AM-10PM  
Sunday ..... 8AM-8PM

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