

# ABILITY360

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## SPORTS & FITNESS CENTER

To provide exceptional adaptive sports, recreation, aquatic, and fitness programs that promotes the independence, health, and overall well-being of people with disabilities and their family members.

## Member Handbook

Ability360 Sports & Fitness Center  
5031 E. Washington St.  
Phoenix, Arizona 85034  
602-386-4566

[www.Ability360sports.org](http://www.Ability360sports.org)

### ***No fragrances please!***

To accommodate those with allergies, breathing conditions or multiple chemical sensitivities, please do not smoke or wear scented products when attending ABILITY360 events or visiting ABILITY360 offices. ABILITY360's events are accessible and in compliance with ADA guidelines. Upon request, we provide sign language interpreters and materials in alternate formats.

Dear Member,

Welcome to the Ability360 Sports & Fitness Center. Ability360 is a universally accessible sports and fitness center designed to bring people together with disabilities and chronic health conditions to encourage wellness, physical fitness and nutritional health.

Our 45,000-square-foot sports, fitness and aquatic center houses competitive sports programs and accommodates fitness, health, and wellness programs for people with disabilities and their family members. Our staff is specially trained in adaptive sports, fitness and recreation. We are here to help you achieve your fitness and wellness goals.

This membership guide will provide you with some basic information on Ability360's policies and procedures. Our "Code of Conduct" and rules are in place to ensure a quality experience for all of our members and to ensure the safety of our facility.

If you have any comments, questions, or concerns, please feel free to talk with any of our staff. We are here for you!

Sincerely,

Gus LaZear  
Vice President & General Manager  
Ability360 Sports & Fitness Center  
5031 E. Washington St.  
Phoenix, AZ 85034  
Phone: 602-386-4280  
gusl@ability360.org

**Hours of operation:**

Monday - Friday: 6:00 am – 8:30 pm

Saturday: 8:00 am - 4:00 pm

*Holidays hours will vary per holiday. Please go to [www.ability360.org/sports](http://www.ability360.org/sports) or call 602-386-4566 for up to date holiday schedules.*

*Additional closures may be added throughout the year for special events and tournaments.*

**Ability360 Amenities:**

- Gymnasium
- Indoor Track
- Therapy pool
- Lap Pool
- Hot Tub
- Fitness Center
- Group Fitness Room
- Rock Climbing Wall
- Locker rooms, showers, and dressing areas

**Policies:****Membership**

The Ability360 Sports & Fitness Center opened in October of 2011 designed to be accessible for people with disabilities. The Ability360 Sports & Fitness Center is open to the public; every member will be provided a facility, fitness and equipment orientation.

**Code of Conduct:**

**RESPECT the facility; it was built for you.**

**RESPECT the rules; they are here for your safety.**

**RESPECT the staff; we are here for you.**

**RESPECT each other; everyone deserves to be treated with respect.**

**Smoking**

Ability360 Sports & Fitness Center maintains a tobacco-free environment within all facilities as required by the Arizona Smoke-Free Arizona Act. Smoking is prohibited in all of the enclosed areas within all Ability360 worksites and vehicles, without exception. Smokers and users of tobacco products must dispose of the remains in the proper containers. Ability360 also prohibits E-cigarettes or vaping within all ability360 worksites and vehicles without exception.

**Personal items**

We strongly recommend that you leave your valuables at home or in a locker with a lock. Ability360 does not provide locks and are not responsible for lost or stolen items. If interested lockers are available to rent monthly, ask front desk staff for pricing. Please do not leave your personal belongings in a locker overnight. Unless you rent a locker on a monthly basis, Ability360 has the right cut any locks left overnight and discard the contents of the locker.

**Personal Care Attendants**

Ability360 staff is unable to provide assistance for activities of daily living for our members. If a personal care attendant is required for participation, prior approval from our assessment team must be granted. Personal care attendants must sign a liability waiver, abide by the Ability360 Code of Conduct and must stay with the member at all times. Personal care attendants are not permitted to workout unless they have paid a daily drop in.

**Personal Trainers**

Anyone receiving payment for their services must meet with Ability360 management before scheduling sessions at the Ability360 Sports & Fitness Center. No outside trainers are allowed at our facility, if you are found training or being trained unauthorized, your membership will be revoked.

**Physical / Occupational Therapy Services**

Ability360 Sports & Fitness Center does not offer these services. We do offer corporate policies for rehabilitation centers please ask for more information.

**Additional Ability360 Equipment**

Ability360 has additional equipment that may be checked out at the reception desk. Equipment must be signed out and returned to the reception staff prior to leaving the facility.

Available equipment includes:

- Haulin hooks
- Active hands
- Basketballs
- Volleyballs
- Kneepads
- Soccer balls
- Soccer nets
- Footballs
- Kick balls
- T-ball stand
- Bats bases
- Badminton equipment
- Tennis equipment
- Cones
- Ping pong paddles and balls
- Scooters
- Parachute
- Flags
- Badminton Equipment
- Golf clubs and balls
- Putting cups
- Hula Hoops
- Trampoline
- Bocce Equipment
- Pickle Ball Equipment
- Floor Hockey Equipment

**PHOTO / MEDIA**

- Unauthorized photo taking – prior approval from Ability360 Management staff

**Membership Rates:**

Daily Drop In

Daily Drop In	\$5
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Punch Pass (12 visits) good for one year

Punch Pass	\$50
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Monthly (must be set up as auto pay)

Youth (18 and under)	\$25
Adult (19+)	\$35
Senior (62+)	\$30
*Adult +1	\$50
*Senior +1	\$45
**Family	\$60

Annual (Paid up Front)

Youth (18 and under)	\$255
Adult (19+)	\$357
Senior (62+)	\$306
*Adult +1	\$510
*Senior +1	\$459
**Family	\$612

\*2 people in the same household

\*\*up to 6 people in the same household – starts at \$60

- Monthly memberships are available for credit card holders only and must be set up on an automatic withdraw. At the time of registration, first and last months' fees will be required.
- Cash payments are accepted. At the time of registration, first and last months' fees will be required. Payments will need to be made a minimum of five days prior to your billing date.

***Please note, membership privileges may be revoked at any time if a member is unwilling to follow Ability360 Code of Conduct.***

**Membership Holds**

Monthly or annual memberships can be put on hold for month-long periods of time. If members will not be using the facility for a full month, they must let the Ability360 know before the billing date to put their account on hold. If +1 or family membership accounts are put on hold, all members on the account are on hold for the designated period of time. Holds cannot exceed 6 months unless approved by management. Once the four months is up, your membership will return to active status and your account will be charged unless you call us to extend. Extensions are made on a case by case basis.

### **Membership Cancellation**

To cancel your membership, you must give written notice to Ability360 management at least 8 days before your next billing date so that payment can be stopped. At that time, your last month pre-paid monthly fee will go into effect. You will still have that following month to use your membership at the Ability360.

### **Family Memberships**

The general family membership has spots for 6 family members. We do offer a couple different types of family memberships. Please ask the front desk for more details.

Individuals sharing a family membership must be immediate family members, living in the same household, while also sharing the same address.

### **Membership Discipline**

If a member is not following the Code of Conduct as stated in the Membership Handbook, Ability360 Management reserves the right to implement disciplinary action. *(These terms do not apply to personal training violations or outstanding balances.)*

- Verbal warning
- Written warning
- Membership suspension – range from 1 week to 1 month
- Membership termination – minimum of 1 year, then member can reapply

Ability360 has **zero tolerance** for, but not limited to, discrimination, harassment, violence, verbal abuse and fraud. This includes member to member interaction as well as member to staff interaction.

Ability360 has a **no retaliation** provision to prevent retaliation from other members as well as staff towards those that have filed complaints.

***Please note membership privileges may be revoked at any time if a member is unwilling to follow Ability360 Code of Conduct.***

### **Membership Balance Due:**

When Ability360 Sports and Fitness Center is unable to bill member for monthly dues the following actions and procedures will take place:

- Member's account will be put on suspension until payment is made and payment method is updated.
- If member's account balance is not brought up to date, member will be subject to collection calls.
- If Ability360 is unable to collect balance in due time, the account will be terminated with debt outstanding.
- Member will be unable to return to facility till debt is collected

### **Rentals:**

Event and party rentals available; check with Ability360 staff about rates for your event

**Locker Room Rules:**

- Private restrooms are available.
- Adult supervision is required at all times.
- Please dispose of needles, catheters, briefs and any other material containing bodily fluid in the red biohazard containers.
- Please use scent-free products.
- Rental lockers are available. Ask an Ability360 staff member for more information.
- Non rental day use lockers must be kept clean.

**Fitness Center Rules:**

- Children 10-14 years of age must have proper adult supervision while in fitness room.
- Children under the age of 10 are not permitted on the equipment, except recreation therapy sessions.
- Clean, close-toed athletic shoes are required. Boots, hard-soled shoes and sandals are not permitted.
- Appropriate workout clothing, including a shirt, is required. (No jeans with exterior buttons or ripped clothing).
- Closed water bottles are allowed, but no other food or beverage. Please use the atrium for eating food.
- Please refrain from cell phone use, especially photography.
- Please wipe down equipment after use with sanitizing supplies provided.
- Please return and re-stack all weights and equipment to proper place or ask a staff member for assistance if needed.
- Please do not slam or drop weights.
- Safe and proper use of equipment is required at all times. If you are unsure how to use a piece of equipment, please ask a staff member in the Fitness Room.
- Only authorized personnel of Ability360 are allowed to provide personal training services. Any individual who is not contracted by Ability360 specifically for that purpose may not collect fees for personal training services.
- Ability360 reserves the right to reserve space for rentals, as needed

**Group Fitness Room:**

- The use of the sound system is for staff, instructors and renters
- One door of the group fitness room will remain open unless a class, event, session or rental is scheduled
- Ability360 reserves the right to reserve space for rentals, as needed

**Court Rules:**

- Children under 14 must have adult supervision.
- Ability360 teams may reserve a court for practice; please see Program Manager for details.
- Rental rates apply for non-Ability360 teams

- Open gym times are for everyone's enjoyment; please be courteous to other members and share the space.
- No hanging or grabbing onto basketball hoop/rim.
- Bleachers are to be used for observation ONLY. No jumping or climbing bleachers.
- Bottled water is allowed in gym area. All other food and beverages are prohibited.
- Athletic non-marking shoes only.
- Stickum is not allowed on the court.
- Shirts must be worn at all times.
- Good sportsmanship is expected. Abusive language and "inappropriate" contact will not be permitted.
- Large groups need to call ahead to verify space is available
- Ability360 provides basketballs, however their condition is not guaranteed
- Stealing equipment will not be tolerated and membership can be revoked
- Ability360 reserves the right to reserve space for rentals, as needed

**Indoor Track Rules:**

*Track direction: Monday, Wednesday & Friday clockwise  
Tuesday, Thursday, and Saturday counter-clockwise*

- Everyone must follow directional signs.
- Children under 14 must have adult supervision.
- Bottled water only. All other food and beverages are prohibited.
- Please do not stop on track or use track as an observation area.
- Appropriate athletic shoes are required.
- Slower individuals should stay on inside lane; outside lane should be used for passing.
- Ability360 reserves the right to reserve space for rentals, as needed

**Rock Climbing Wall Rules:**

- Climbing is allowed only during posted climbing times.
- No one is to access the wall unless a trained Ability360 staff member is present.
- Only trained Ability360 staff, interns, & volunteers are to open the wall. No one else is to remove the tarps or access the equipment.
- Climbers are REQUIRED to be at least 40lbs to climb.
- All climbers and belayers are to use Ability360 equipment only. No personal climbing equipment except for climbing shoes and chalk bags are allowed.
- Children 14 years of age and under must have proper adult supervision while in the designated climbing area.
- All climbers, belayers, & observers are required to listen to Ability360 staff, interns, & volunteers when they are in the designated climbing area.
- All Ability360 rules and safety procedures must be followed.
- No racing up the wall against another climber or a clock.
- No climbing directly below or above other climbers.



- Climbers must stay in their lane for the entirety of a climb. If a climber wishes to switch lanes they must descend down, and get set up on the desired lane.
- No climber should attempt to leave the wall while climbing to get on the running track or leave the running track to begin climbing on the wall.
- A time limit may apply per climb for safety. Ability360 staff will determine this.
- Closed water bottles are allowed, but no other food or beverage. Please use the atrium for eating food.
- No one under the influence of alcohol or drugs is allowed to access the climbing wall at any time.
- Failure to comply with Ability360's rules may result in the loss of rock wall privileges. It is the discretion of Ability360 staff whether an individual is allowed to climb or belay at Ability360.
- Adaptive equipment is available, however an appointment is required
- Ability360 reserves the right to reserve space for rentals, as needed

### Pool Rules:

- Children under 14 must be in attendance with someone 18 years or older in aquatic area.
- Children under 8 must have an adult with them in the water and be within arm's length reach of the adult.
- Members may be required to pass a swim test to swim unaccompanied.
- Jeans or clothes that are frayed are not permitted in the pools. Shirts and shorts may be worn over bathing suit but **MUST NOT** be see-through.
- Food and drink is permitted **ONLY** in designated areas: atrium.
- Unless approved by manager for special event, food is prohibited on pool deck with the exception of glucose tablets and water bottles.
- Glass is strictly prohibited in pool area.
- Please take a cleansing shower before entering the pool or after using the restroom.
- You must dry off before re-entering the facility.
- Standing or jumping from transfer bench in Lap Pool is not permitted.
- In the event of an emergency please clear the pool and follow all directions given by Ability360 staff.
- **ABSOLUTELY NO GUM IN THE POOL AREA!**
- If incontinent, you must wear tight fitting rubber or plastic pants or a swim brief.
- Please ask Ability360 staff for assistance with the pool lifts, if you need assistance with transferring please bring someone to assist you.
- Persons with sore or inflamed eyes, colds, nasal or ear discharges, boils or other acute or skin or body infections, or cuts shall be excluded from pool use.
- Only service animals allowed on the pool deck
- With the exception of durable water bottles (metal or plastic) drinks, candy, tobacco, popcorn, gum, alcohol, or food of any kind is prohibited in the pool or within the required walkways of the pool.
- Please wait 48-72 hours after having diarrhea before using the pool.

- Gates are to be used as an emergency exit only
- Ability360 reserves the right to reserve space for rentals, as needed

**Hot Tub Rules:** (Maximum Hot Tub Temperature is 102 degrees Fahrenheit)

- Children 14 and under are not allowed in the Spa.
- Pregnant women, Elderly and persons with medical issues should consult a physician before using the Spa.
- Do not exceed 15 minutes in the Spa.
- Please shower before using the Spa.

**Hot Tub and Pool Temperatures**

- Lap Pool 80-82°
- Therapy Pool 88-90 °
- Hot Tub 100-102°

# ABILITY360

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## SPORTS & FITNESS CENTER

### Acknowledgment and Receipt

**I have received a copy of the Membership Handbook.**

The membership handbook describes important information about Ability360 Sports and Fitness Center (Ability360) and the Code of Conduct for Members.

I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

\_\_\_\_\_  
Member's Signature

\_\_\_\_\_  
Member's Name (Please Print)

\_\_\_\_\_  
Date