



COMMONPOINT
Community happens here



CENTRAL QUEENS MEMBERSHIP POLICIES



Welcome

We are thrilled to have you join us! Your support helps make our center a vibrant, welcoming space for everyone. Please take a few moments to review our guidelines, which are designed to keep our facility clean, safe, and enjoyable for all members. If you have any questions, don't hesitate to reach out:

Robyn Saling, Director of Membership and Community Outreach



rsaling@commonpoint.org



(718) 268-5011 x121



General

- All members will be issued Commonpoint barcode tags cards which must be scanned at each visit before passing by the welcome desk.
- In the event of a lost or stolen swipe card, members will be issued one replacement, free of charge. Any additional replacements cost \$5.
- All children under the age of 12 must have adult supervision while in the facility.
- Commonpoint is not responsible for lost or stolen articles in the facility.
- Credit card transactions made to Commonpoint will automatically include a 3% surcharge. This amount does not exceed the expense that Commonpoint incurs to process these transactions. This surcharge will apply to credit card transactions only. This fee cannot be waived and is non-refundable. In order to avoid the surcharge, payment can be made by EFT, debit card, check or cash.
- Between 2:30pm-7:00pm, members must use the ground floor restrooms (Health & Wellness Department).



Cancellation

- Annual Memberships consist of a one year contract which may be paid in full on the date of membership or paid monthly for twelve months. For the latter, the payment method will be charged on a recurring basis at the current rate until cancellation is explicitly requested in writing to cqmembership@commonpoint.org.
- Memberships may only be canceled before the end of the one-year agreement for qualifying circumstances, with appropriate documentation and 30 days' notice. Examples of qualifying circumstances include relocation (more than 15 miles), medical issues, or financial hardship.
- All cancellation requests must be submitted in writing. Requests may be submitted by completing a cancellation form in person or by emailing cqmembership@commonpoint.org.
- Commonpoint's Cancellation Policy requires a full billing cycle to cancel for any reason. A 30-day written notice is required to cancel a membership. Membership dues will continue during the 30-day notice period. If notice is submitted after your monthly billing date, one final payment may be processed.
- Membership dues are non-refundable, except members may cancel their membership contract within 48 hours of signing, with no cancellation penalties.
- No prorated refunds will be issued for unused days within a billing cycle. Memberships cannot be frozen.
- Members will receive written confirmation once the cancellation has been processed.



Locker Rooms

- Children under 5 years of age may use the locker room of either parent or guardian.
- Please bring a lock for daily usage. Locks left overnight will be clipped and discarded.
- Food items and/or eating is strictly prohibited in locker rooms, sauna and steam rooms. Glass containers are prohibited.
- No drying of towels, bathing suits or clothing in the saunas or lockers.
- Members may not bring or use food, beverages (including coffee), honey hair dye or any other personal care products in the sauna or locker room.
- Showers are limited to under 5 minutes in length when people are waiting.
- Hair dryers are available for use at the Health & Wellness front desk.
- Please help us keep our locker rooms clean and notify front desk staff if there are any maintenance or safety concerns.



The Body Shop Fitness Center

- Hours: Monday through Thursday 6:00am-9:45pm; Friday 6:00am-6:00pm; Saturday 7:00am-10:30pm; Sunday 8:00am-7:00pm.
- Members should consult their doctor before starting any fitness program.
- Proper attire is required including athletic wear and sneakers (no open toed shoes or crocs).
- No one under the age of 16 is permitted without an orientation; following the orientation, they must be accompanied by a parent.
- No bags or coats. Belongings should be stored securely in the locker rooms.
- Only water is permitted (no food or other beverages). No glass bottles permitted.
- Only authorized Commonpoint Personal Trainers are permitted to provide personal training. Personal training by another member is not allowed, whether for payment or not.
- Do not drop or slam weights on the floor. Dropping and slamming weights will cause damage to the equipment and users risk injury to themselves or others around them when they are dropped.
- Be considerate with your time on the equipment and return and wipe all equipment after use.
- We strongly encourage members to use headphones for phone calls and music to avoid disturbing others.
- Members are not permitted to adjust the thermostat or shut off the ceiling fans.



Pools

- All swimmers must shower before entering the pool.
- Swim caps are required for all swimmers over 5 years old.
- Proper swimming attire required, bathing suit - no street clothes, denim, or undergarments.
- Any child that requires the use of a floatation device of any kind must be no more than an arms distance from their parent at all times. Parents are not permitted to swim laps elsewhere in the pool and leave the child in another lane unattended or with siblings.
- No street shoes on the pool deck.
- Individuals with infectious conditions, skin infections, or diarrhea within the last 7 days are prohibited.
- No spitting or blowing nose in the water.
- No hanging on lane lines.
- Children not toilet trained must use a swim diaper with a bathing suit over it.
- No running, pushing, or horseplay in the pool and on the pool deck.
- No food, beverages, or glass containers are allowed on the pool deck.
- Always follow the instructions of the lifeguards, who have the final authority regarding all pool rules, pool regulations and pool situations.



Gymnasium

- Open gym time for members is always co-ed. Please check the Gymnasium Schedule for sessions open to all ages, teens and adults.
- Children under the age of 12 are required to be supervised while in the Gymnasium.
- Consumption of food and drink (except water) and gum-chewing is not permitted.
- For the safety and enjoyment of members, abusive and inappropriate language, horseplay, and fighting are not tolerated.
- The use of external speakers or amplified sound devices in the gymnasium is not permitted.
- Proper non-marking sneakers are required to be worn while using the gym. No bags, coats or clothing allowed in the gymnasium.



Adult Group Fitness Classes

- Most group fitness classes in Central Queens do not require advance registration; however, participation may be limited due to room capacity and space limitations.
- Participants are strongly encouraged to arrive early. Entering a class 5 to 10 minutes after the start time is prohibited to avoid disrupting the class and for safety reasons.
- Phones should be turned off for the duration of the class.
- Class size may be capped in smaller spaces.
- Room temperature is managed only by the class instructor. Members are not permitted to adjust the thermostat or open or close windows.
- All classes are subject to cancellation due to low participation numbers, instructor absence and are subject to change in class format, instructor, and class time as needed.