



NEW MEMBER GUIDE

WELCOME GUIDE

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WELCOME GUIDE

WELCOME TO YOUR CLUB!

Thank you for becoming a member of DAC Fitness.

Our Welcome Guide serves as an introduction to everything we do here and should answer almost any question you might have about being a member. If there is something that is not answered in this guide, please call the club immediately at 662-349-0403 and we'll do our best to get you the information you need.

If you're new to fitness, this guide is only the starting point. To get the most out of your fitness experience with us, we recommend you schedule a Starting Point Session with one of our Fitness Coaches. They will help you determine the steps you need to take to get you on track. This way you can reach your fitness goals as quickly as possible.

Thank you again for being a part of our business and we look forward to serving you in the future.

Yours in fitness,

Robert Creech



WELCOME GUIDE

ABOUT US

DAC Fitness has been in the fitness business for more than 20 years under the same ownership and management.

DAC Fitness has evolved over time, adjusting to not only challenging economic times for all of us, but also the increasing demands of work, family and activities - it's hard to find time for our health! We have taken these needs into account and have shifted our business model into what we call the "Results Model." DAC Fitness knows that when you become a member, you want to reach a desired goal - to achieve an end result. We want to make available to you the resources, expert staff and knowledge necessary to obtain that result.

We have a little bit of everything here at the DAC; from group fitness classes to HydroMassage and tanning. Depending on your level of membership you have access to these and many other amenities. These include raquetball, tennis courts, pools, saunas, volleyball, indoor walking track, full service locker rooms and onsite child care. All these extras will provide another level to your overall health club experience.

Additionally, we have revamped our personal training program to make it an available option to all of our members. By creating small and large group training options, members are able to share the cost of a personal trainer, making it more affordable.

Above everything, DAC Fitness strives to provide the friendliest, most professional staff and a clean, inviting atmosphere. Please feel free to provide your input for improvement, as we always appreciate our member's comments.

DAC Fitness wants to be the best part of your day - every day!

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HOURS OF OPERATION

All hours are subject to change. Please consult our website, www.daclife.com or call the club for current hours of operation, holiday hours and updated class schedules.

Club Hours:

Monday-Thursday: 5:00 a.m. - 10:00 p.m.
Friday: 5:00 a.m. - 8:00 p.m.
Saturday: 7:00 a.m. - 8:00 p.m.
Sunday: 10:00 a.m. - 6:00 p.m.

Holiday Hours:

The club is closed on New Years Day, Easter, Thanksgiving and Christmas so that our employees can be with their families. We will post all other schedule changes relating to other holidays at least 7 days in advance in the club and through the club's website and Facebook pages.

Childcare Hours:

Monday - Friday: 8:00 a.m. - 1:00 p.m.
3:30 p.m. - 8:00 p.m.
Saturday: 8:00 a.m. - 1:00 p.m.



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SUMMER POLICIES

All following policies appear in no particular order, none being any more important than another. DAC asks that any guest witnessing a policy violation please report to management immediately.

- Parental consent forms must be completed and on-file before any non-member under the age of 18 is on-site without a parent or guardian. Any member under the age of 15 must also have a parental consent form on file if they are in the building with anyone other than their parent/legal guardian. There are parental consent forms available on our website under “member forms”.
- No rafts of any kind are allowed in the pool.
- No floats other than arm floaties are allowed in the pool.
- No boogie-boards, mermaid tails, or water guns are allowed in the pool. This could present distractions for our lifeguards and could limit the safety of our guests.
- Small coolers are allowed, but no large/pull coolers.
- **ABSOLUTELY NO GLASS BOTTLES.**
- We ask that all guests bringing food to the pool area, properly dispose of trash.
- No one under the age of 15 can be in the whirlpool. This is a liability issue, as well as a safety issue; parents present or not.
- Youth Recreation Certified members are allowed to swim while a lifeguard is on duty. Children ages 11 or older, can swim only if they check in with a lifeguard and pass a swim test. Parents must be on the premises at all times.
- **NO SMOKING OR ALCOHOL CONSUMPTION ON THE PREMISES AT ANY TIME.**
- Children must be accompanied by DAC staff or parent/guardian at all times while on the premises.

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SUMMER POLICIES

- In order to maintain a safe environment for our guests, we ask that all members thoroughly dry off before entering the building.
- DAC takes pride in being a family-friendly facility. We ask that appropriate clothing, including shirts and shoes, must be worn while in the building.
- Guest fees apply for any non-member. All guests must be accompanied by a member, must have valid picture ID and fill out guest waiver. We welcome any out of town guests free of charge. Guest fees are as follows:
Children 4 & under -- free
Children 5-10 -- \$5
Children 11-14 -- \$10
Guests 15+ -- \$35
- We ask that any guest wishing to use the exercise facilities or equipment wear only dry clothing. No wet swimming attire or otherwise please.
- We welcome any guest over the age of 15 to utilize the exercise facilities. Guests under the age of 15 will not be allowed to use any of the equipment.
- DAC does not provide pool towels.
- Lifeguards are on duty Monday - Saturday beginning at 10AM and Sundays at 12PM.
- The pool will close 20 minutes prior to close of the facility daily.



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FOR OUR MEMBERS

With DAC Rewards you can now earn points for doing things in the gym! Once you have earned enough points you can redeem these points for things like smoothies, classes, tanning, or even a free month of membership! To learn more, please visit our DAC Rewards page at <http://dacsouthaven.com/dac-rewards/>

We also offer AppAudio to our members. AppAudio allows you to listen to any of our TVs while you workout. Search for the keyword, “AppAudio” and download. You can then pick the number of the tv that you want to listen to.



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THE DAC APP

We now have an app that has all the information you need about DAC and what we have going on in the club. You were more than likely asked to download our app when you joined. We ask our members to do this, because you can now store your check-in barcode on the app. No need for another card on your keys, simply pull up the app on your phone, scan, and you are ready to go!

Click here for directions on how to download our app>> [app directions](#)

Other features include:

“Find A Class” - All of our Team Training, Boxmaster, and Group Fitness classes are here. Touch the “Enroll” button to put yourself in a class. You will need a myclubonline.com account to enroll in a class. Please see pg 7 to learn how to set up your account.

“Deals” - We list all of our specials in the club here. Check here daily so you don’t miss out!

“Record A Workout” - You can now track all of your workouts on your phone. Either enter your workout manually or upload from your wearable devices. You can even use XCapture. XCapture takes a picture of the workout screen on any piece of equipment.

“Refer A Friend” - Use this to send your friends a guest pass so they can come try us out.

“My Account” - This will take you to your myclubonline account so that you can manage your bill, shop and, enroll in classes.

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MEMBER ETTIQUETTE

If you are new to fitness or worked out in a fitness facility that didn't establish guidelines to help keep the members safe, we have a few suggestions in this section that will keep the gym moving and safe for all members.

- Always carry a workout towel and clean up after yourself on each piece of equipment you use. The club furnishes spray cleaner throughout the club and we suggest you use it after using any piece of equipment your body comes in contact with such as a bench or where you might sweat on, such as a cardio piece.
- Allow others to work in between sets. If you are using a piece of equipment for multiple sets, please allow other members to share with you while you are resting.
- Clean outfits, please. Shirts must be worn at all times. We ask that you do not show midriff, wear altered T-shirts, compression shorts or pants.
- No Shoes, No Service. No flip flops or sandals are to be worn on the workout floor.
- Be safe at all times. Use the collars on the weight, be aware of where other members are working out, replace all weights after each use and do not do any exercises or movements that may endanger yourself or other members.
- Watch your language. Questionable language offends many of our members and will not be tolerated.
- Keep your personal things off the workout floors. Gym bags and other personal workout aides are not allowed on the floor due to the hazard they offer for other members.

WELCOME GUIDE

MEMBER ETTIQUETTE

- Please help keep the restrooms and locker rooms safe and clean by cleaning up after yourself. Wipe the counters, flush the toilets, use the urinals and please shut your lockers after each use.
- We have family restrooms in our nursery and by our outdoor pool. Please use these if you have older children
- Do not do ball throws against just any wall. We have specified areas for this.
- Do not put your feet up on the wall. Look for walls with padding to do this.
- We ask that all members are left to enjoy their privacy and peace and that no one solicits or bothers other members when they are in the facility.
- **WORK HARD EVERY TIME!**



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MYCLUBONLINE.COM

In order for our members to enroll in classes you must first register on myclubonline.com. This site allows you to control your DAC Fitness account from your home computer or phone. You can manage your billing, purchase items or enroll in classes. You can also enroll in classes from our DAC App once you are registered.

You will need your agreement number to register. If you do not already have this, you can get this number by calling our front desk at 662-349-0403.

There are several ways to register. Either click [here](#) or go to our website at daclife.com and go to "My Account". You can also do this from our app by touching the "My Account" tile from the home screen.





WELCOME GUIDE

A LITTLE EXTRA

Racquetball

We offer racquetball free to our members along with the loan of racquetballs and racquets upon request. We ask that you please reserve your court by phone within 2 days of your game.

Tennis Courts

We also offer tennis courts to our members. You can reserve a court by phone within 1 hour of your game. We also offer tennis lessons, contact Mike Brannon at 662-349-0403 for more information.

Locker Service

Enjoy the convenience of your own DAC personal locker.

Executive locker	\$25 per month
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Short Locker	\$10 per month
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Guest Fee \$35

All DAC members have guest privileges included with their membership. There is no charge for out-of-town guests, and in-town guests are required to pay a per day fee if they are not interested in a DAC Fitness Membership or Trial Membership. Some restrictions apply. Ask your membership representative for details.

Youth Recreation Certification (YRC) - FREE with Silver Access

This certification is for ages 11- 14. Upon completion, your child will be able to use the fitness floor and different machines that are specified by your fitness coach. This certification does not include access to cardio equipment or group fitness classes. A YRC card will be issued at the completion of this course. Set up a starting point session today to get certified.

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CHILDCARE

Don't forget, we offer childcare to our members! Childcare is available six days a week at the club including morning and evening sessions during the week and limited hours on Saturday morning.

Here are a few things we would like you to know about our club's childcare program:

- Our childcare area is a separate room in the club controlled by the childcare staff.
- The club offers childcare service from:
 - 8:00 - 1:00 p.m. and 3:30 - 8:00 p.m. Monday thru Friday
 - 8:00 - 1:00 p.m. on Saturday mornings
- Childcare is offered at \$5 for one child for the day or \$6 for multiple children. One can also purchase a monthly childcare pass for \$30 for one child or \$35 for multiple children. You may also upgrade your membership to include childcare.
- Parents must be in the club at all times when children are in childcare.
- The childcare room includes an infant-only area and a separate restroom facility for the children.
- Children may not bring any food to the childcare area.
- Parents with infants are allowed to bring bottles into the childcare area to be fed by the childcare staff, if permitted.
- For the safety of all of the children, we ask that parents not bring sick children (including vomiting and/or a fever of more than 100 degrees within 24 hours) into the childcare area.
- Our childcare facility accepts children 8 weeks to 10 years of age.



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GLO - TANNING & HYDRO- MASSAGE

Tanning & Hydro Massage

We have tanning included in our Gold and Platinum memberships. You can also purchase a month of tanning or session packs if you are a Silver member. See our member services desk for pricing. Here are some rules regarding our tanning beds and Hydro Massage bed:

- No one under the age of 14 will be allowed to tan unless we have written consent from a parent. That parent must also be present at DAC the entire time that the child uses the tanning bed.
- Children 14 - 18 years will not be allowed to use a tanning bed without written consent of a parent. The consent form must be signed at DAC in the presence of an employee.
- Protective eyewear is provided to you and should be used at all times while tanning. Please leave these in the room so that we can sanitize them for the next member's use.
- Only one person is allowed in the tanning room at any given time.
- Please be aware of the appropriate tanning times for your skin type. These are listed on each bed. Failure to adhere to these could result in painful and damaging burns. If you do not know your skin type, please ask an employee or refer to your consent form.



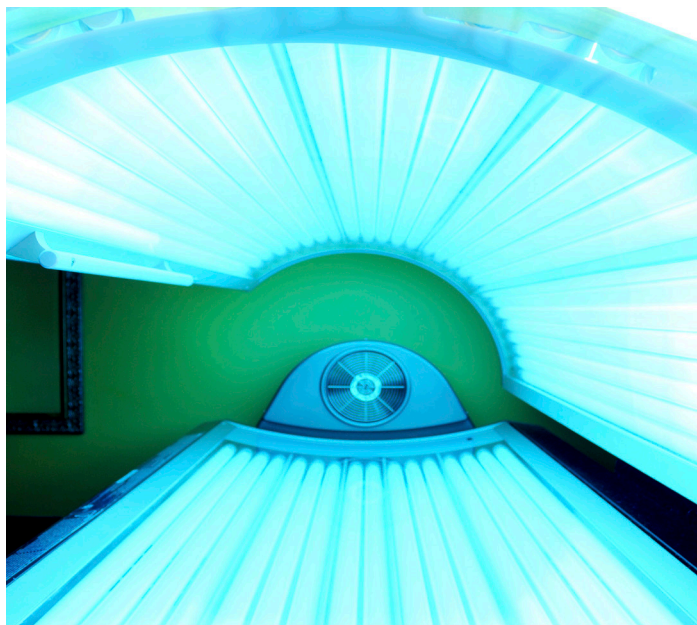
WELCOME GUIDE

GLO - TANNING & HYDRO- MASSAGE

- Please do not flip over in beds. This action can cause damage to the acrylic which could result in injury to your person. To even out your tan, try a session in our stand-up bed.
- **TANNING OILS AND TINGLE LOTIONS ARE NOT PERMITTED UNDER ANY CIRCUMSTANCES.** Tanning oils cause a breakdown of the acrylic and create a slipping hazard in the tanning rooms. Tingle tanning lotions can be transferred to exercise equipment, causing discomfort or allergic reactions in other members who may come in contact with it.
- **CLOTHING MUST BE WORN AT ALL TIMES WHEN USING THE HYDROMASSAGE BED.**

If tanning and Hydro Massage is not a part of your membership, we offer many different packages at very low prices.

Please see a member of our staff to learn more about packages and pricing.



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PARTIES AT DAC



Have your next part here at the DAC! We have many party packages available whether you would like a pool party, bouce house or even your childs favorite superhero or cartoon charcter, we have you covered!

To learn more about our rates and different pack-ages please see the front desk for a brochure or contact Anna Wallace at 662-349-0403, awallace@daclife.com



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SWIM LESSONS

We offer swimming lessons to children of all ages and levels. We have classes from Water Babies, a parent participation class for ages 6 months to 3 years, to private and group lessons for kids 3 years to adult. Please call Kaitlyn Koster at 662-349-0403 or email at kkoster@daclife.com for times and rates.



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DAC SMOOTHIE BAR

The best part of working out is the relaxing moments afterward when you have a chance to enjoy a few minutes of the day just for yourself. Our smoothie bar provides every member an opportunity to sit and decompress before your workout or that much-needed break

before heading home or back to work.

Our Smoothie Bar Offers:

25 different shake combinations for energy, losing weight, gaining mass and muscle or just a simple low-calorie snack or meal replacement.



You may charge any of our smoothies, snacks and beverages to your club account so you can enjoy all of the club's services without the hassle of carrying cash to the gym.

DAC Smoothie Bar Hours:
Monday- Thursday 6am - 9pm
Friday 6am - 7pm
Saturday 8am - 4pm
Sunday 11am - 5pm

Be sure to look for announcements, promotions and special smoothie concoctions!

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GROUP FITNESS

Our club features Les Mills, known worldwide for Body Pump, Les Mills has clubs doing Body Pump and their other great programs in more than 50 counties around the world with over 10,000 clubs now offering Body Pump classes.

Group Fitness offers many advantages that doing workouts on your own just can't match. Our program offers a variety of classes scheduled on a regular basis as well as speciality classes for those who want to pursue different interests or who seek advanced levels of fitness training.

We have recently added *Virtual Group Fitness*. This exciting new addition to our Group Fitness program allows you to have access to our classes any time of the day! Available in the spin and group fitness room. Please see our Virtual Fitness schedule to check out what classes are playing today.

Why Group Exercise can work for you:

Group Exercise offers the motivation of being part of a large, enthusiastic, and sometimes rowdy, class of people who want their fitness in a class setting.

Group Exercise allows you to explore the mind/body aspects of fitness in a safe and controlled atmosphere as part of every membership.

Group Exercise can keep your personal schedule on track with workouts that meet at regular times, don't run over and that you get in, done and out while feeling you still had a great workout that day. Your excuse that you didn't have time to work out disappears with Group Exercise since you're in and out in an hour, maximum.

Group Exercise offers a routine for those who want to look forward to their favorite classes as well a offering variety for those who like to mix it up to stay fresh and motivated.



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CLASS SCHEDULES

Below is a list of links to our website so you may download the latest schedule for the following classes and personal training sessions:

[Group Fitness](#)

[Team Training & Kids Training](#)

[Virtual Spin & Virtual Group Fitness](#)

[Super Active Seniors/Aqua Aerobics](#)

[Boxmaster](#)



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PERSONAL TRAINING

More than just a health club, DAC Fitness aims to be a resource for your entire family. Programs that keep you fit, and keep you interested in fitness, are always being added to ensure a positive experience when it comes to your personal health.

Program Design

Struggling to reach your fitness goals? Confused by the information from friends, fitness magazines and trainers? We can help! Using our experience, an in-depth assessment and your goals, we will design a program that will help you look and feel great! Updated every 4 – 6 weeks.

Team Training

The unique structure of our groups (up to 20 people per session) maximizes the benefit of your program and take full advantage of our training staff. Each workout will increase your strength, reduce injuries, and boost your metabolism. THE best fat loss workout available!

Kids Team Training

Just like adults, kids need exercise, too - at least one hour a day. Not only is it good for their bones, muscles and joints, but for confidence and mental focus as well. Our DAC Youth Fitness experts have developed three different programs with the needs of your child in mind from beginner to athlete.

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PERSONAL TRAINING

Semi-Private Personal Training

The program designed just for you. During your training sessions, you will meet with one of our trainers in a Semi-Private (2 – 4 people) format. In this personalized setting, you will be exposed to in-depth instruction while focusing on your specific goals.

Semi-Private Member

- **An Individualized Program Design**
- **Semi-Private (2 – 4 people) training sessions**
- **Unlimited Team Training Sessions**



WELCOME GUIDE

PERSONAL TRAINING

One-on-One Private Personal Training

Training with one-on-one focused instruction, PLUS unlimited Team Training.

One-on-One

- **An Individualized Program Design**
- **Personal training sessions**
- **Unlimited Team Training sessions**

Choose how many times per week you want to train and we will create a package for you.





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FREQUENTLY ASKED QUESTIONS

I am interested in personal training but where do I begin?

We think that is one of the smartest questions anyone could ask! Our answer is simple, call 662-349-0403 or visit our Fitness desk and ask to speak to someone about our training options. We will get you set up on a training plan that works for you.

Who should I speak with about my membership account?

Member accounts are handled only through the DAC Billing office. This is the only location in the club where your account information can be fully accessed. Member privacy and the security of your personal information are very important to us. Therefore, the Member Service Desk does not have access to all pertinent or secure areas of your account.

What are the hours of the DAC Billing office?

Office hours are Monday thru Friday, 8:00 a.m. to 5:00 p.m. The Billing office is located across the street from the DAC building (next to Baptist Rehab) phone number is 662-470-5767.

What is a Starting Point Session?

One hour with a fitness coach in which we talk about your health and fitness goals and guide you in how you can actually go about reaching your goals. A consultation also includes body composition testing and a brief health evaluation. This one hour with a Fitness coach is a good time to ask questions about health and fitness. The consultation is required for all new members.

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FREQUENTLY ASKED QUESTIONS

How's the parking?

Parking is easy at the club. We have plenty of spaces in front of the club.

Do you have lockers and towel service?

We have a large number of free day use lockers, a limited amount of rental lockers for those that like to keep their workout stuff at the gym. Small towels are free and are available at the member services desk for your workout only.

How do I check in?

We have an App available for download. This app has a place for you to put in your barcode number and it will generate your barcode for you. No need to carry around a card anymore!

Do I have to register for group classes?

Yes. If you have a Platinum membership you can register for the class at the kiosk outside of the Group Fitness room. Registration is open one hour prior to class. You can also register on our App under "Find a Class". Due to a limited number of bikes in our spin room, we ask that all members reserve a bike one hour prior to class time. This is now done under myclubonline.com. You must create a login with them to register for the class. Our front desk will be more than happy to assist anyone with this process.



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FREQUENTLY ASKED QUESTIONS

Can I book training or other club stuff by phone?

Almost everything we offer, beyond those things included as part of everyone's base membership, such as group exercise, can be booked by calling the member services desk.

How do I bring a guest?

Guests are always welcome at the club. If your guest lives in the club's marketing area and qualifies for our trial membership we will be happy to extend the courtesy. If your guest is from out of our club's area, we offer workouts for free to friends and relatives. Please keep in mind an out of town driver's license must be shown and all guests must fill out a liability waiver.

Can I make my payments for my membership at the club?

Membership payments can be made at the club.

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FREQUENTLY ASKED QUESTIONS

How do I make changes to my method of payment, address, phone number or name changes?

You may now change all this information at myclubonline.com. You will need your agreement number to set up your account. You can get your agreement number from our front desk. Once you have your account set up you can change your information as necessary. You can also come by our Member Services desk to make changes to your account.

I paid for my membership in full. How can I renew my membership?

Within 30 days from your expiration date, please stop by our Billing Office to renew your membership. If you choose to pay on a monthly basis, your membership will automatically renew and DAC will consequently start billing you on a monthly basis.

Can I charge items to my club account?

Yes! You can charge items like drinks, snacks, apparel, supplements, etc. to your club account. You will get a separate bill for these items on the 5th of every month.



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FREEZE OR CANCEL A MEMBERSHIP

Freeze/Suspend a Membership

In the event you are unable to use the facilities due to an illness, financial, or physical issue, you may freeze/suspend an account for up to three (3) months. During that three month period, there would be no dues billed or club usage. You will, however, be required to pay a \$5.00 fee for the ability to freeze/suspend the account. At the end of the three months, billing will automatically resume. If the member is under a contract, the freeze would extend the contract out for those inactive months.

Cancellation Policy

After the expiration of the initial term, a Member shall have the right to terminate membership upon thirty (30) days written notice of termination to be given in writing, to be mailed by U.S. Mail, Certified, to DAC Fitness, 3146 Goodman Road, Southaven, MS 38672. As long as all dues are paid and there is not a contractual obligation still pending, the membership will cancel in good standing. All memberships are subject to the thirty (30) day written notice policy.

If you have any questions regarding billing issues or policies, please contact:

Tosha Mason
Customer Service Manager
662-470-5767



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FREQUENTLY ASKED QUESTIONS

I have questions about my membership agreement.

	If you are still within the original term of your membership agreement:	If you have already fulfilled the term (number of months you signed up for) of your membership agreement:
Can I remove someone from my membership?	Yes. A member change information form is available at the member services desk. You can also restructure your membership.	Yes, beginning the following month, your dues will reflect the change.
How can I cancel my DAC Fitness membership?	Not until you have fulfilled the original term of your membership agreement, unless you relocate more than 25 miles away from our location. Management decisions about eligibility are final.	Yes, with 30 days notice by certified mail, as required by your contract.
What if I relocate?	You may cancel with 30 days notice by certified mail, as required by your contract. Proof of relocation is required. Please contact the Billing Office or refer to our Cancellation Request form. The form is available at the member services desk.	Yes, with 30 days notice by certified mail, as required by your contract. Proof of relocation is NOT required if you have fulfilled the original term of your contract.