



**THE MAC | EAST HILLS  
ORCHARD HILLS**

# Fitness News

The MAC, East Hills, Orchard Hills  
A Member of Saint Mary's Health Care Network  
March 2011

## Orchard Hills Swim & Sports Club

**Open House** June 2

**\$10 Off Any One-Week Session\***

\*Must register at the Open House. Some restrictions apply.



Orchard Hills has something for everyone!

## Dear Members and Friends,

As I am sure you know, this time of the year is the busiest for our indoor clubs. I hope that this means that everywhere you look, there are simply more members in the clubs. I trust that you still have the access you need, the equipment you use and a great experience when you use one of our three clubs.

High member usage brings the use of our equipment, services and facilities to a non-stop level. Without belaboring the point, this means that everything with a motor, filter, gears, pedals, weights, pulleys, and so on, is running 24/7. You can imagine the pressure this high use has on the condition and life of anything with moving parts.

That being said, our goal is always to keep our equipment clean, safe and in good condition. During times of high use, we step up our preventative and daily maintenance and work very hard to accomplish this goal. Equipment occasionally displaying an "out of commission" sign is usually because parts have been ordered. Please don't hesitate to check with our operations manager or fitness center director to get the most up to date reinstatement status if your favorite piece of equipment is being worked on.

And, believe me, WE LOVE IT when our clubs are busy! To see so many of you regularly working hard to live a healthy lifestyle is the best reward we could ever hope for. We want you to feel better when you walk out the door of one of our clubs than you did when you walked in!

I encourage you to instill in yourself the good workout habits right now that will carry you forward, even into the warmer months ahead when it is easy to let your dedication falter a bit. Remember, living a healthy lifestyle is a year-round commitment and we will still be here for you throughout the summer!!

Best Regards,

MJ Smith, VP SMHMC

## Tennis Court Reservation Policy 2011

A quick review of our tennis court reservation policy is as follows: tennis court reservations will follow the same policy established for entry into a club. The membership type determines the club or clubs where the member is allowed to schedule a tennis court and whether or not a court fee is charged.

When a club does not have availability for a tennis reservation for a member because all of the courts are taken by other members, by programs, by tournaments, by matches, or by special events, the options available for that member are determined by the membership type of the member. This policy is in place to better serve the home members of each of our clubs.

Super members will be able to schedule tennis play at all three clubs, and a court fee will be charged at EH and OH but not at The MAC.

Members of East Hills will have access to both EH and OH.

Members of Orchard Hills and The MAC are limited to play at their home club.

A guest fee will be charged to a member participating in a court time at a club outside of their home club provided they are with a member of that club.



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## Member Testimonial

Joining East Hills last June was a milestone for me. Having had open heart surgery in February followed by cardiac rehab the recommendation was to engage in a sustained cardio and resistance regimen. I explored several other fitness and exercise sites and determined that the facilities, staff, and variety at East Hills best met my goals. After eight months of six times per week sessions at East Hills my stamina and energy levels are better than twenty years ago. I center my schedule around "getting to the gym". My life has changed dramatically – maintaining the needed weight loss and feeling stronger and more energized. Coupled with the most helpful staff and the variety of new friends made during my times at East Hills, it is a life-changing experience, one I am most grateful to have been granted.

- Chuck Marks



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## MAC & EHAC Hours

Monday-Thursday.....5:00am -10:00pm  
Friday.....5:00am - 9:00pm  
Saturday.....(EHAC) 7:00am - 9:00pm  
Saturday.....(MAC) 7:00am - 8:00pm  
Sunday.....8:00am - 8:00pm

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## Looking Ahead – Important Information

- Our annual MEMBER SURVEY is scheduled to be available on-line during the latter part of March. Please watch for signage and reminder emails in a week or two. We will once again be giving each member who takes and signs the survey a chance to win a FLAT SCREEN TV !!! We value your feedback and appreciate the time you take to help us grow stronger!!

- You may be interested to know that over the last ten years, our super membership has grown tremendously. This membership status enables members to use all three of our indoor clubs, enjoy special pricing on programs and services, receive special pro shop and café discounts and join the OHSS outdoor pool for a nominal fee.

With the growth of this membership and the close relationship that our three clubs have, it has become very apparent over recent years that our clubs needed to blend policies and procedures whenever possible to service our members responsibly, fairly and consistently. As a result, we have worked hard to eliminate differences in services, programs, policies and procedures that we felt were holding us back from achieving this goal.

One lingering difference between The MAC and East Hills that continues today is the single club membership dues for singles, couples and families 3 and 4. We believe that it will be important to blend these dues into one dues structure within the next six months. We also believe that in order to do this, we will also need to look at the possibility of implementing a nominal tennis court charge at The MAC at the same time. We have studied both of these changes and the implications that they will have on our operation and believe that we can do both while still giving our members at all clubs, the services and facilities they need and want.

Your interest in the MAC/EHAC dues blending and The MAC court time fee may vary depending on the club(s) you use and the activities you pursue. We will continue to keep you informed on the progress we are making toward this goal as we move forward. However, please feel free to contact me for more information on this process.

MJ Smith, VP SMHMC

Visit [www.TheMAC-EastHills.com](http://www.TheMAC-EastHills.com)

# 24-Hour Private Service/Lesson Cancellation Policy

Thanks to all of you who have read and reviewed this policy over the last few weeks. While this policy has been in effect for a long time in our clubs, it has been important to review it recently so that all of our members and clients can expect the same consistent, high level of service they have come to know from us.

We want to give all those who access private services and lessons a great experience. This means that the “exchange” between our service or lesson provider and you or your family member needs to be organized, consistent and efficient. In order to accomplish this goal, the process of booking and participating in that service/lesson must have some structure. Part of that structure is to communicate this policy clearly so that everyone is on the same page.

Other parts of that structure include the information that is needed to book the service or lesson properly, method of payment for the service or lesson and the cancellation procedures which need to be followed in order to be fair, efficient and service everyone in times of high volume.

Our cancellation policy is as follows: Participants choosing to cancel a private service or lesson reservation must do so 24 hours in advance in order to receive a full refund. Cancellations made after the grace period will be charged the full rate for the service or lesson.

Our professional service and lesson providers want to make every effort to service our members and clients well and your business is important to us. We know that on rare occasions, you may have a medical or other unplanned situation that arises. Please let the club or your service provider know as soon as possible if this occurs. Thanks again for your attention to this policy and for your continued business!



## Here's a simple way to reduce paper waste and save fuel:

switch from paper to electronic statements. When we work together, little changes make a big difference.

Visit [www.TheMAC-EastHills.com](http://www.TheMAC-EastHills.com) to sign up!

# March is Member Appreciation Month!

Every Visit Counts! With each visit, increase your chance to win weekly and grand prizes.

## Yoga and Weight Loss - A Mindful Approach

Are you interested in a more mindful approach to eating and living? Get ready to start listening and trusting your body to tell you what it needs. We will examine how yoga and meditation can support your journey toward health and wellness. We will also provide you with the support and education that you need about food and yoga in a class-like setting to help you achieve your goals. This class will be taught by Certified Yoga Instructor, Melissa Gaudette, and Laura Burkett, Holistic Health Counselor trained through the Institute of Integrative Nutrition.

Dates: April 11 - June 6 (No class May 30)

Monday	1:00-2:30 pm	MAC
Tuesday	7:00-8:30 pm	EHAC

Cost per person:

Super	Member	Non-Member
\$203	\$225	\$281

## Save the Dates

**March 4, April 1, May 6**

Kids Night Out at EH

**March 18, April 15, May 20**

Kids Night Out at The MAC

**March 18-19**

Gymnastics Sleepover at EH

**March 25-26**

Shoetree Classic Paddle Tennis Tournament

**March 25-27**

March Madness Basketball Tournament at EH

**May 1**

Her Survival Guide Workshop at EH

**May 25**

Gymnastics “End of Year Show” at EH

**June 2**

Orchard Hills Open House

**June 25-26**

Meijer State Games of Michigan Racquetball Tournament at The MAC