

Figure 1 Campus Recreation Departmental Logo

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## Campus Recreation and Wellness Staff

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## Member Services Overview

Campus Recreation and Wellness offers a variety of membership options to help you meet your fitness and wellness goals! Members benefit from quality facilities and a variety of services and programs. A membership is your ticket to facility amenities, programs, and services hosted by the Campus Recreation and Wellness Center.

Membership rates and access policies are established to protect the interests of UHCL fee-paying students and UHCL in general. Students at UHCL pay a dedicated fee per semester of \$110. Using this fee as a baseline ensures that our non-student members do not pay less than UHCL students.

All Rec Center policies are supported by the Campus Recreation Advisory Board and approved by the Vice President for Student Affairs. Please review our full list of departmental general user policies is available on our [website](#).

## UHCL Student Memberships

### Currently Enrolled Students

- If you are a currently enrolled UHCL student, you are already a member of the Recreation and Wellness Center. Your membership is already paid with your tuition and fees. Your dedicated student fee is \$110.00 per semester. It does not matter if your classes are bi-modal or 100% online, your dedicated fee covers your access to the RWC for the semester.
- This dedicated student fee is non-refundable.
- Additional charges may be required for specific programs or events, personal fitness services like personal training or bioelectrical analysis, or for group fitness passes.

## Non-Student Memberships

### Membership Options

- Annual Membership – one-time payment in full and is valid for 365 days from the date of purchase.
- Semester membership - only available for current or continuing UHCL students. All other memberships are either annual or monthly.
- Recurring Membership – UHCL employee payroll deduction or recurring credit card payments. Pay a prorated rate for your first month, and start being charged the full amount on the 15<sup>th</sup> of the next month.
- Pay-As-You-Go Membership – Purchase one month, three months, or six months at a time.
- Monthly membership – Cash and check can be accepted in our Member Services office only. You will pay a pro-rated rate for your first month if you start after the 1st of the month and you can choose to set-up recurring payments. Your membership will end one calendar month from the date of purchase.

### Seven-day free trial memberships

- For non-UHCL students wanting to try the facility for seven days before committing to a membership, please complete the [online trail membership form](#).
  - This form will ask for your basic information and allow you select the start date of hour trail membership.
  - Please allow at least one business day for our Member Services staff to process your trial membership request.
- Once the form is submitted, our team will create your trail membership and confirm it is active through email. In the confirmation email, instructions will be provided for how to complete your electronic

waivers before your first visit. If you don't complete the forms prior to your first visit, you can do so at the Welcome Desk on your first visit. It should take about five minutes.

- You will receive a parking code for daily parking access at no cost during your free trial period.
- Only one seven-day free trail membership is allowed for any individual.

## Non-Student Membership Categories and Definitions

### Continuing UHCL Students

- Students not currently enrolled in classes do not have an active membership to the Recreation and Wellness Center. A continuing student is one who has been enrolled in UHCL the previous semester and is scheduled to be enrolled the following semester. This includes students who are skipping a semester or skipping the summer sessions with plans to return in the next term.
- If you are a continuing UHCL student, you are eligible for a Recreation and Wellness membership for no more than one semester and pay monthly rates listed in the Membership pricing section.

### Non-Student Membership Categories

- Effective June 1, 2020, all non-student membership options (except HHPI) will be consolidated into a single category called Community. All non-student membership (except for HHPI) will have the same monthly or annual rates listed in the Membership pricing section. We will still ask for your affiliation to the University (alumni, community, retiree, etc.) but that is for data tracking purposes only.
  - UHCL Employee and Retirees
  - UHCL Alumni
  - Community Members
  - Minor Dependent (age 16-17)
  - Minor Dependent (age 5-15)

### UHCL Employees and Retirees

- Current employees of the university can be full-time, part-time, or temporary status.
  - Please visit the [Human Resources](#) page for more Health and Wellness benefits and offers through your employment benefits.
    - NOTE: The UHCL Recreation and Wellness Center is not a part of the HealthSelect fitness center program.
  - [Fitness Release Time](#) provides all full-time, benefits-eligible, UHCL employees the opportunity to use 30 minutes of their regular work hours, up to three (3) times a week, to exercise or participate in physical fitness activities. Please visit the HR page for more details related to this benefit.
- Retirees are any previous faculty or staff members who retired directly from UHCL.
  - UHCL retirees must secure a UHCL ID card from [Human Resources](#) that indicates their former employment status prior to completing their membership.

### UHCL Alumni

- UHCL graduates are eligible to purchase an alumni membership.
- Parking is not included in the membership and must be purchased separately through [UHCL Parking Services](#).
- UHCL Alumni members will receive an RWC ID card at the time of their membership purchase.

### Community Members

- Any individual not affiliated with UHCL can purchase a membership with Campus Recreation and Wellness.
- Parking is not included in the membership and must be purchased separately through [UHCL Parking Services](#).
- Community members will receive an RWC ID card at the time of their membership purchase.

### Minor Dependent of Member or Non-Member

- Please see the [Minors Access Policy](#) section below for specifics on minors' access and memberships.
- There are restrictions on minors based on the age for minor's membership eligibility, required parent/guardian supervision, and facility access.

### Health and Human Performance Institute (HHPI)

- The Health and Human Performance Institute (HHPI) is a community-based initiative led by the Exercise and Health Sciences academic program and provides resources, expert guidance and research-based support to help people in Bay Area Houston stay on track toward regaining their strength and health.
- Memberships for HHPI are purchased through the Department of Campus Recreation.
- The HHPI program is not under the Department of Campus Recreation and Wellness. All membership rates, fitness programs, consultation sessions, personal training services through this membership are all part of HHPI.
- For more information, please visit the [HHPI website](#) or email [HumanPerformance@uhcl.edu](mailto:HumanPerformance@uhcl.edu).
- Before selling an HHPI to a potential member, that member must have spoken with or met with HHPI administration. Verification for the membership purchase will be confirmed by HHPI administration before we are able to sell that membership.

### Non-Student Membership Pricing Chart

Classification	Monthly	Semester	Annual
UHCL Currently Enrolled Student	Already RWC members - dedicated semester fee for Campus Recreation and Wellness - \$110/semester		
UHCL Continuing Student	\$25.00/month	Fall/Spring: \$110.00 Summer: \$75.00	N/A
Non-Student Membership Categories <ul style="list-style-type: none"> <li>• UHCL Employee or Retiree</li> <li>• UHCL Alumni Member</li> <li>• Community Members</li> <li>• Minor Dependent of Member 16-17 years old*               <ul style="list-style-type: none"> <li>○ <a href="#">See Minor Membership section for more details on 16-17-year-old member access.</a></li> </ul> </li> </ul>	\$25.00/month	N/A	\$300.00

Classification	Monthly	Semester	Annual
Minor Dependent of Member Ages 5 – 15 *Minors must always be accompanied by a parent or legal guardian and has restricted access during Fall and Spring semesters and are prohibited from using specific areas within the Rec Center. There are also restrictions from specific spaces within the RWC at ALL times. <a href="#">See Minors Access Restrictions below for more detailed information.</a>	\$15/month	N/A	\$180
<a href="#">Health and Human Performance Institute (HHPI)</a> Member	Please visit the <a href="#">HHPI website</a> for more information.		
Guest Passes	Two passes per semester (fall, spring, summer), per member		
Day Passes - Valid for one calendar day.	\$5 per pass/day		
Locker Rental (day-use lockers are free on a daily basis)	N/A	Fall=\$20 Spring=\$20 Summer =\$20	\$60
Shower Towel Service (workout towels are free)	N/A	Fall=\$20 Spring=\$20 Summer =\$20	\$60

### To Purchase Membership Online

For UHCL employees wishing to enroll in payroll deduction, payroll deduction memberships cannot be purchased online and can only be purchased in person in the RWC. For all other non-student memberships:

1. Visit [rwconnect.uhcl.edu](http://rwconnect.uhcl.edu).
2. If you are a UHCL employee, log in using your UHCL credentials.
3. If you are **not** a current UHCL student or employee, click Log In (top right corner).
4. Click Sign Up and complete your registration.
5. Select:
  - a. Memberships
  - b. Membership Options
  - c. Membership Duration
  - d. Add to Cart
  - e. Checkout.

### To Purchase Membership In-Person

Please visit the Member Services desk during normal business hours. We are located on the second floor of the facility.

## Payroll Deduction Option for UHCL Employees

For UHCL employees wishing to enroll in payroll deduction, payroll deduction memberships cannot be purchased online and can only be purchased in person in the RWC.

## Member ID and RWC Facility Access

- All UHCL students and employees will use their UHCL ID as their membership card. Your student or employee ID number is your membership number.
  - If a replacement ID card is needed, students should contact the Hawk ID Card Office and employees should contact HR.
- All non-student members, after purchasing a membership, you will be given a non-UHCL member ID card.
  - Replacement for this ID card is \$10 and can be purchased and picked-up at our Member Services desk in Rec Center 203.
- Members may provide their ID number to the Welcome Desk staff for access. As long as there is a photo ID to verify the member, you will be able to access the RWC. If a photo is not on file, you will have the option to have your photo taken and your account updated. The photos can only be updated during normal business hours with our Member Services staff in room 203.

## Required Waivers and PAR-Q Forms

- All members must complete and electronically sign the following forms by logging into their [rwconnect](#) account:
  - UHCL Annual Waiver of Liability
  - Departmental PAR-Q form
  - Photo Release Waiver
- The forms are valid for one year, from September 1 - August 31. Additional waivers may be required depending on the activity.
- If you are unable to complete the waivers prior to your first visit, you can complete them using a tablet at the Welcome Desk and the RWC staff can assist you.

## Parking Passes for All Non-UHCL Members and Guests

- Parking is **not included** in any Recreation and Wellness membership cost and must be purchased separately from the [UHCL Parking Office](#). An annual parking pass for RWC members is the same as the student parking rates.
- To purchase a Rec Center permit:
  1. Call the UHCL Parking Office at 281-283-2277 and request the Rec Center rate.
  2. After parking services has created your account, then log into your account through the [online portal](#).
- Visitors to the campus have the option of visiting the kiosk in Lot D for hourly or day passes.
- Permits are transferable from vehicle to vehicle.
- Vehicles without a valid parking permit are subject to a citation. The Recreation and Wellness is not liable for any parking citations.
- For more information on parking please visit the [UHCL Parking Office website](#).

## Guest and Day Passes

### Guest Passes

- Rec Center members are allowed up to two free guest passes per semester.
- Guest passes do not transfer from one semester to the next and are not allowed to be transferred to another member.
- Sponsors are required to be with their guest at all times and are responsible for any issues related to their guests. Sponsors are held accountable for any lost, stolen or damaged property or any incidents involving their guest.
- Guests may not participate in sport club or intramural sports events.
- Guests may utilize Group Fitness classes that are open to all patrons but may not access fitness special events or ProClub classes unless otherwise stated.

### Day Passes

- Day passes are \$5/guest and any non-RWC member and any adult can purchase one without a sponsor.
- All day pass patrons will be required to complete all required waivers and make payment through rwconnect or in person.
- All minors (17 and under) must have a parent or legal guardian present to purchase a day pass and that parent/legal guardian must be present with the minor at all times while at the RWC.
- Day passes are valid for the calendar day they are purchased only.
- Day pass patrons may not participate in sport club or intramural sports events.
- Day pass patrons may utilize Group Fitness classes that are open to all patrons but may not access fitness special events or ProClub classes unless otherwise stated.

## Minors Membership and Access Policy

### Minors Ages 16-17

Minors ages 16-17 can purchase full [Rec Center memberships](#), with some additional requirements.

#### Services, minor members ages 16-17

- May utilize all spaces within the Rec Center
- May participate in most programming offered through Campus Recreation and Wellness
- Receives a Campus Recreation and Wellness membership ID card
- 

#### Requirements, minor members ages 16-17

- A parent or legal guardian must accompany the minor during membership purchase. Photo ID verification and proof of relationship may be requested.
- Minors ages 16-17 must have a parent or legal guardian in the building at all times while at the Rec Center. The parent or legal guardian is not required to be a member of the facility and may stay in the lobby area.
- Parking is not included in the membership and must be purchased separately through [UHCL Parking Services](#).



## Minors Ages 5-15

Recreation and Wellness members may purchase a membership for minor dependents age 5-15. This membership has access and space restrictions.

Individuals age 5 or older may also access the Rec Center with a day pass or during events marked as "free preview", "full access," "community," "family programs," or "open to all."

### Services, minor members age 5-15

- May use the track and court spaces.
- May participate in programs and services designated as open to minors.

### Requirements, minor members age 5-15

- Parent or guardian must have a valid Rec Center membership.
- A parent or legal guardian must remain with and supervise minor members ages 5-15 at all times while in the Rec Center.

### Restrictions, minor members age 5-15

- Not allowed in any fitness zone or on fitness equipment, per guidance from the University of Houston System.
- Exceptions can be requested if the minor will be working under the direct supervision of a personal trainer from Campus Recreation and Wellness or through the Health and Human Performance Institute.
- Not allowed to attend programs and services for adults.

### Facility Access, minor members age 5-15

- Space and equipment restrictions for minors ages 5-15 remain in place at all times.

Summer: Monday, May 31 – Sunday, Aug. 22, 2021	All Operating Hours
Fall: Monday, Aug. 23 - Friday, Dec. 10, 2021	Weekends: 3 p.m. Friday - close on Sunday
Spring: Tuesday, Jan. 18 - Friday, May 13, 2022	Weekends: 3 p.m. Friday - close on Sunday
Summer 2022: May 16 – Sunday, August 21, 2022	All Operating Hours
University Breaks and Holidays	All Operating Hours

### Events Access, minor members age 5-15

- Minors age 5-15 are welcome to Rec Center events specifically marked as "free preview", "full access," "community," "family programs," or "open to all."
- Minors age 5-15 may not access the facility during UHCL Weeks of Welcome, held the first two weeks of fall and spring semester.

## Minors Infant Through Four Years Old

Minors age 4 or younger do not require a membership. They may be present with a parent or legal guardian at no charge, but access restrictions apply.

### Requirements, minors age 4 or younger

- Minors age 4 or younger are allowed on the track and court spaces only.
- Strollers are allowed on the inside lane of the track.
- Must be within arm's reach of their parent or legal guardian at all times.

### Restrictions, minors age 4 or younger

- Not allowed in any fitness zone, on fitness equipment, or at programming for adults.
- Not allowed to be carried or held on cardio or strength equipment.
- Not allowed to be left near a fitness zone or fitness equipment while adult uses the zone or equipment.

### Facility Access, minors age 4 or younger

Summer: Monday, May 31 – Sunday, Aug. 22, 2021	All Operating Hours
Fall: Monday, Aug. 23 - Friday, Dec. 10, 2021	Weekends: 3 p.m. Friday - close on Sunday
Spring: Tuesday, Jan. 18 - Friday, May 13, 2022	Weekends: 3 p.m. Friday - close on Sunday
Summer 2022: May 16 – Sunday, August 21, 2022	All Operating Hours
University Breaks and Holidays	All Operating Hours

### Events Access, minors age 4 or younger

- Minors age 4 or younger are welcome to events specifically marked as "free preview", "full access," "community," "family programs," or "open to all."
- Minors age 4 or younger may not access the facility during UHCL Weeks of Welcome, the first two weeks of fall and spring semester.

## Personal Care Assistants

- PCAs are eligible to access the Recreation and Wellness Center in order to aid someone with their physical activity. The PCA is required to sign a waiver and have their picture taken for a Campus Recreation Volunteer ID Card.
- PCAs can access the Recreation and Wellness Center only during times accompanying the individual needing assistance and must either remain with the individual needing assistance or remain in the lobby area.
- PCAs can attend various events and programs offered by Campus Recreation to assist those in need.
- PCAs are not allowed to work out or use the facility for their own benefit when accessing the facility to assist their client.

## Refunds, Cancellations and Outstanding Balances

### Outstanding Balances

- In the event that the department stops receiving payment from a credit card used for a monthly recurring membership without prior warning, the patron will be notified and their account will be frozen until all outstanding balances are paid.
- If the credit card linked to a patron's monthly recurring membership needs to be updated, this must be done in person at the Member Services desk.
- No renewal or new membership will be sold until all outstanding balances owed are paid in full.

### Refunds

- Refunds are given in two ways:
  - A credit refund to the credit card that was used or a direct deposit.
  - Refunds for non-credit card purchases must be done through direct deposit. For these refunds to be processed through the University of Houston System, the UHH system requires the following vendor setup forms before departmental processing can begin:
    - [Vendor Coversheet for one-time refund](#)
    - [Vendor Coversheet for student](#)
    - [Vendor Coversheet for employees](#)
    - [W-9 Form](#)
    - [Direct Deposit Authorization Form](#) (Non-Employees Only)
  - Completed forms must be submitted by fax to UH System Accounts Payable at 713-743-0521. It can take up to four weeks for UH System Accounts Payable to complete your vendor set-up forms. These forms may not be submitted to Campus Recreation and Wellness.
- No refunds are available for the following situations:
  - If a student member withdraws from UHCL.
  - If a member has been suspended due to a UHCL or Recreation and Wellness Center policy violation.
  - Non-student monthly membership if processed before a cancellation form was submitted.
  - Partial non-student monthly memberships if cancellation is requested at any point.
  - Single use guest passes.
  - Personal training fees.
  - Locker rentals.
  - Shower towel service.
  - ProClub group fitness pass, if applicable.
  - University parking passes (hourly, daily, semester or annual).

### Cancellations

- The [non-student membership cancellation form](#) is located online and can be submitted at any time.
  - It will take up to three business days to process the cancellation.
  - No refunds will be granted for already processed monthly memberships or partial months.
  - Any payments processed from the time of the online submission to the cancellation will be refunded as quickly as possible.