

## **Answers to Common Questions**

### **Do I have to become a member if I want to use the pool and the strength and conditioning room?**

- Yes - just as students pay for use of the facilities, so do we! Your fees pay for this program.

### **Can I still register if the program has begun?**

- Yes! Our program is ongoing throughout the semester so you can join any time during that semester. Another option is to purchase a 5-visit or 10-visit FitPasses which are good for any of our regular activities for one year.

### **I'm new to Fitness Plus - can I sample a class and then join?**

- Yes. All classrooms have a guest list for you to sign when you arrive. We invite you to sample one class of your choice. We look forward to meeting you!

### **How do I register?**

- Complete the registration form (fill out online & print) and submit with your check made payable to "FitnessPlus". Send them to us via Intercampus Mail, drop off in person (Gym 138), or visit the Kinesiology Department office (Gym 101).

### **What are the prices - I can't find them on the webpage?**

- The prices are listed on the actual registration form - we are the best deal in town!

### **How will I know you received my registration form and fees? Can I start at any time?**

- It takes us 1-2 days to process registration; we will email you a confirmation when you can begin participating.

### **What is your refund policy?**

- In general, we don't give refunds nor credit unless extreme individual circumstances occur.

### **Is someone available to give me a tour of the facilities and answer my questions?**

- Yes. Phone our office (415-338-7572) and we will be more than happy to help you in any way!

### **Can my spouse/significant other join FitnessPlus?**

- The program is currently only for SFSU employees. We are happy to give you information about other fitness resources.

**Does the schedule change during the semester? When does the FitnessPlus session begin & end?**

- We offer limited classes during finals week and breaks - updates are posted online under the class schedule. There is a two week break between academic semesters to allow for facility/equipment maintenance - there are NO CLASSES during this time.

**Do I need a locker? How do I get one?**

- Towel/Locker service is provided for an additional \$15 cash fee - pay at the Cashier's Office and bring your locker card to either the Men or Women's Locker room. Be sure to identify yourself as Faculty/Staff or you'll be considered a student and will have to adhere to their rules and dates. Unauthorized locks will be cut off and contents discarded.

**I can't leave my office until 12PM and have to be back by 1 - can I come to class late and leave early?**

- We understand exercising at the workplace and welcome you to arrive at any point. HOWEVER, there are dangers rushing into and out of intense activity. Speak with the instructor or with the FitnessPlus Coordinator about possible options and ways to ensure you don't get injured.

**Strength & Conditioning - is it a class or can we exercise on our own?**

- A bit of both depending upon your needs and interests. Staff is available to help you design or revamp an exercise program, teach beginners how to safely exercise, and ensure you have the latest information on safe and effective techniques but it's not a group exercise class.

**What happens in the swim classes - can instructors help me with my strokes?**

- The afternoon/evening Fitness Plus swim hours are the perfect place to get basic individual help with swim techniques or a structured workout - it really depends on your needs. Some members enjoy floating on their back and pretending to be somewhere relaxing! Student Rec Sports allows us to swim during the midday hours (visit their webpage for specifics) where it is very busy and shared with students. Swim instruction and workouts are not available during shared Student Rec hours.