



Member Handbook



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Welcome

Welcome to The Center of Anna Maria Island. The Community's gathering place. You are now part of a community of individuals joined together by a shared commitment to promote healthy living and foster a sense of social responsibility. The mission of The Center of Anna Maria Island is to enhance the overall wellbeing of individuals of all ages, while preserving a sense of community through creative programs and partnerships.

This Handbook is a great tool to help you get acquainted with our facilities and understand our policies and guidelines. We encourage you to take some time on your first visit to speak with any one of our helpful staff members to better understand our amenities and any other policies outside of this handbook.

We hope you enjoy The Center just as much as we do!



Now that you're a member...

Always scan your Membership card at the front desk when you arrive.

Review the schedule each month (dates and times vary):

- Fitness Classes

- Open Gym

- Cancelled classes or programs

- Upcoming Events

- Upcoming Specialty classes

- Upcoming Sports

Fitness Area is not the same as the Gym or Gymnasium.

The Fitness Area is open the same hours as The Center.

The Gym is used for Fitness classes, Pickleball, Basketball, Sports, Youth Camps, Events, and more.

Hours of Operation

Commitment to All

The Center's promises provide community team members with clarity and direction, support the fulfillment of The Center's mission, and ultimately represent what The Center is known for to the members and community. Everything we do as a community center falls within one of these promises.

WE PROMISE TO

- Create a family friendly atmosphere that is fun, safe and social
- Offer healthy lifestyle programs and activities to all ages
- Provide experiences that are welcoming and stimulating
- Be a socially responsible member of the island community

The Center of Anna Maria Island Hours of Operations

Monday 7am-8pm

Tuesday 7am-8pm

Wednesday 7am-8pm

Thursday 7am-8pm

Friday 7am-7pm

Saturday 8am-3pm

Sunday Closed

*The Center will have limited hours and programs during certain holidays and in the summer

The Center will be closed on the following days:

- Memorial Day
- Independence Day
- Labor Day
- A week in August for staff training and maintenance
- Thanksgiving (The Friday and Saturday after)
- Christmas Eve and Christmas
- New Year's Day

The Center's weather policy is that if Manatee County Schools are closed then The Center is closed. Please visit www.facebook.com/TheCenterofAMI for up-dates during bad weather. The Center also serves as a post Hurricane Shelter: The Center Post Disaster Shelter.

Class/program schedules, fees, instructors, policies and procedures are subject to change. Class/programs are subject to change and/or cancelled due to events taking place at The Center.

Membership

Being a member of The Center of Anna Maria awards you with amazing opportunity to connect with people from all over the world who have found their “home” here on AML. Whether you are a young family with children at Anna Maria Elementary or a snowbird participating in pickleball, the community serves to bring everyone together and is true “center” of this beautiful paradise island.

Membership Categories and Definitions

Family – Adults (ages 18-59) and youth (ages 4-17) All members on a family membership must reside at the same address; proof of residency may be requested.

Senior- Adults (ages 60+)

Adult – One adult (ages 18-59)

Youth- One youth (ages 4-17)

Included in Yearly Membership

- Unlimited group fitness and wellness classes
- Unlimited League Sports with processing fee
- Fitness Center
- Tennis Courts
- Pickleball
- Discount on specialty classes and sports
- Discount on Summer Camp
- Open gym and field time
- Playground

Included in Center Pass

- Fitness Center
- Fitness and wellness classes
- Tennis Courts
- Pickleball
- Open gym and field time
- Playground

Membership

Cancellation/Refund Policy

Occasionally, a member may have a medical or special circumstance that would require a membership or program enrollment to be cancelled or withdrawn. Requests must be submitted in writing with supporting documentation 30 days in advance of withdraw date requested. Requests are subject to verification and will be processed for approval 30 days after written notice. All registration fees are non-refundable. Program credits may be requested for sport and activity enrollments when written notice is provided prior to the start of the third game/class meeting date. After the start of the third game/class meeting date, pro-rated credits for medical reasons only will be issued. Program credits on a prorated basis may be used within one year for any Center service or program. If for any reason, a program is cancelled by The Center, a credit or refund will be issued at a prorated basis. In the case of cancellation prior to the first scheduled meeting, a full credit or refund will be given at the discretion of the participants.

Early Termination Fees

A membership may be terminated before its term ends. However, the responsible party will be held accountable for termination fees. Annual memberships are highly discounted in exchange for the annual commitment. Therefore, early termination fees will equal the amount of the difference of a month-to-month membership for the time used versus the annual membership fee. A 30 day written notice is required for early termination. Termination will be \$600 or \$99 a month for the time used.

Membership Hold

Your Center membership may be placed on hold for one (1) to three (3) months in a calendar year with a doctor's written documentation. All holds require thirty (30) days' advance written notice before your next draft date to process the months for which you wish the hold to be in effect. Upon expiration of the hold period, your membership and membership fees will be reinstated automatically.

Code of Conduct

MEMBER CODE OF CONDUCT

The Center is committed to providing a positive environment that is safe and inclusive to all. We have adopted a Code of Conduct to govern the actions and behaviors of all members, program participants, and guests while in our facilities and while participating in programs.

All individuals using any of our facilities are expected to conduct themselves in a manner consistent with The Center's Core Values of Integrity, Joy, Collaboration, and Positive Energy. Failure to do so may result in suspension or termination of membership privileges.

As a member, program participant or guest, you agree to follow our Code of Conduct, which is rooted in our Core Values. By adhering to this Code of Conduct, we will be able to maintain an environment that is reflective of The Center's Core Values.

The actions listed below are not an all-inclusive list of behaviors considered inappropriate in our facilities and programs. Other behaviors not listed below may, nevertheless, be considered unacceptable and may result in suspension or termination of membership privileges or of program participation.

- **Check in and registration is required with every visit.**

All members and guests will be required to sign The Center's Participant Waiver, Release, Indemnification of all Claims and Covenant not to sue. Membership cards must be presented each time a member enters a facility. Members without a valid membership card may be denied entry.

- **Safety.**

All members, program participants, and guests are required to follow all posted rules and staff directives.

- **Appropriate attire must be worn at all times.**

Shirts or cover-ups are to be worn over sports bras. Shirts and shoes are to be worn at all times, with the exception of a few yoga related classes. No clothing with vulgar language, obscene gestures, racial slurs, or anything that contributes to a hostile environment or would be considered inappropriate in a family environment may be worn.

- **Cameras and video equipment is prohibited; mobile phone use is limited.**

Camera and/or video equipment use is not allowed inside of the facility without express approval from a staff member. If you do need to make or take a phone call, please do so in authorized areas, speak quietly, and be respectful of other members.

- **Threatening physical contact or language is prohibited.**

Physical contact with another person in any hostile or threatening manner is not permitted. Hostile or vulgar language, including swearing, name-calling or shouting is also prohibited.

- **Any demonstration of sexual activity, contact or conduct is prohibited.**

Code of Conduct

- **Media and entertainment should be family-friendly and should not disrupt other members.**

Music devices should be used with headphones and set at a volume that does not disturb other members or create a safety hazard. Watching videos and movies is allowed as long as they are family-friendly, non-violent, appropriate and do not create a safety hazard.

- **Tobacco, smoking, vaping, drug and alcohol use is not permitted.**

Using, possessing or being under the influence of alcohol or illegal drugs, including marijuana or any substance containing THC, cannabis or similar substance in or outside of the Center's facilities or programs or on the Center's property is prohibited at all times. Similarly, smoking or vaping in or outside of the Center's facilities or programs or on The Center's property is prohibited at all times. Smoking is defined as the "act of lighting, smoking or carrying a lighted or smoldering cigar, cigarette or pipe of any kind." Vaping refers to the use of electronic nicotine delivery systems or electronic smoking devices, such as e-cigarettes, e-pipes, e-hookahs and e-cigars.

- **Theft/destruction of property.**

Theft or behavior that results in the destruction of property is prohibited.

- **Loitering is not permitted inside or outside of The Center's facilities or programs. The Center limits solicitations, surveys, petitions, distributions and conducting non-Center business on its premises.**

Individuals who are not employed or authorized by The Center may not solicit or distribute literature on Center property at any time for any purpose nor may they use The Center's facilities or premises to conduct their own personal business.

- **Weapons are prohibited.**

Bringing dangerous or unauthorized materials, such as explosives, firearms, knives or other sharp objects, weapons, guns, hazardous materials or other similar items into The Center's facility or onto The Center's property is strictly prohibited. This includes items that appear to be real, such as toy guns.

If a member, program participant or guest feels uncomfortable due to behavior displayed by an individual that is in violation of the Code of Conduct, please report the behavior to The Center's staff member.

Center Rules

Change of Information

Any changes to your current membership information, such as address, bank information, adding or deleting members, or changing your membership type please visit the front desk. If you draft from a debit or credit card, please remember to visit the front desk to update your card information as needed.

FACILITY RULES AND AGE REQUIREMENTS

- Children under the age of 10 are not allowed in the Fitness Center.
- Children 10-14 may be in the fitness area as long as they are exercising under direct adult supervision.
- Those 15 and up may use Fitness Center if they are Center members or have a Center Pass.

Before engaging in any physical activity program, members are advised to consult with their physician.

Data Security/Privacy Statement

The Center is concerned about the privacy of its members and employees and maintains their personal information in confidence. The Center shares member and employee information with financial institutions, government agencies, and companies working on behalf of the Center only as needed to conduct The Center's business.

Other than as required by law or to conduct The Center's business, The Center will not share your personal information with other third parties without your explicit permission. The Center will not sell, rent or lease your personal information to others. You may inspect your records and update your personal information at any time.

The Center of Anna Maria Island Rules

- Only The Center staff are allowed to provide personal fitness instruction.
- Wipe off equipment before and after each use with supplied cleaning products.
- Refrain from talking on cell phones.
- Set up a fitness orientation when using unfamiliar equipment.
- Wear appropriate athletic attire and closed toe shoes at all times. Shirts or cover-ups are to be worn over sports bras.
- Limit your time on all cardiovascular equipment to thirty (30) minutes when others are waiting.
- Allow others to take turns (work in) while using strength equipment.
- For the safety of all members, please keep your bag in a designated area or locked locker. The Center is not responsible for lost or stolen items.
- Keep your valuables in a locked locker.
- Stay hydrated with a beverage in a spill-proof, unbreakable container.
- As a courtesy to others, return all equipment to its proper storage area.
- Members and visitors utilize the facility at their own risk.

Rules

Free Weight Rules

- Only The Center staff members are allowed to provide personal fitness instruction.
- Free weight use is restricted to those ages fourteen (14) and older.
- Closed toe footwear is required.
- Wipe off equipment before and after use with supplied cleaning products.
- Use precautions when lifting free weights.
- Set up a fitness orientation when using unfamiliar equipment.
- Use collars to secure weights from sliding off of bars.
- Set weights down gently, avoid dropping and/or slamming weights
- As a courtesy to others, return all equipment to its proper storage area.
- Wear appropriate athletic attire and closed toe shoes at all times. Shirts or cover-ups are to be worn over sports bras.
- Allow others to take turns (work in) while using strength equipment.
- For the safety of all members, please keep your bag in a designated area or locked locker. The Center is not responsible for lost or stolen items.
- Keep your valuables in a locked locker.
- Stay hydrated with a beverage in a spill-proof, unbreakable container.
- Report all injuries, damages, and/or safety related issues immediately to the front desk.
- Members and visitors utilize the facility at their own risk.

Group Exercise Class Rules

- Please keep talking to a minimum and refrain from using head phones while participating in a class.
- Please arrive early or on time for all group exercise classes. Anyone arriving more than ten minutes late may not be allowed to participate.
- Use of cell phones, including texting, is not permitted.
- Wear appropriate athletic attire and closed toe shoes at all times. Shirts or cover-ups are to be worn over sports bras.
- For the safety of all members, please keep your bag in a designated area or locked locker. The Center is not responsible for lost or stolen items.
- If leaving class early, please exit the class in a manner that does not disturb the rest of the class. If you know you will be leaving early, please inform the instructor before class, so he/she is aware everything is okay.
- All classes are subject to change. Please see the front desk for the most current class schedule.
- Some classes may require participants to sign up in advance. Please check the schedule to identify which classes require a reservation.
- The Center members and guests are prohibited from organizing, arranging, leading or supporting any type of group exercise class or training, including, but not limited to small group training classes. All group exercise classes must be organized, sponsored and taught by a Center employee at a Center approved work site during the employee's regularly scheduled work hours.

Rules

Personal Training

- Personal training by individuals not employed by The Center is prohibited.
- All personal training sessions must be paid for at the front desk, through a membership associate. No exceptions. Advance payment is required for all sessions and packages.
- Services exchanged in lieu of monetary payment and/or direct payment to the personal trainer is not permitted and may result in termination of membership privileges.
- Personal training sessions are non-refundable/non-transferable and must be used within six (6) months of the purchase date.
- All Personal training sessions must not exceed the time allotted for the session purchased.
- Session cancellations must be made directly with and confirmed by the trainer and done so at least twenty-four (24) hours in advance of the session start time. Members will be charged for session cancellations with less than twenty-four (24) hours notice.

Gymnasium

- Youth under the age of twelve (12) must be accompanied by an adult at all times.
- Closed toe/non-marking athletic shoes at all times. Shirts must be worn at all times and cover-ups are to be worn over sports bras.
- Chewing gum, food and drink are prohibited. Water in a spill-proof, non-breakable container is allowed.
- Basketballs should not be kicked or thrown at others, bleachers, walls or lights.
- Please be courteous to others.
- Rough play, fighting and/or profanity is prohibited and may lead to a loss of membership privileges.
- No dunking or hanging on rims or nets.
- Full court pick-up games may only take place during designated times.
- Gymnasium must be shared with all individuals.
- Please take all personal items with you and place trash items in the proper receptacles.
- Report all injuries, damages, and/or safety related issues immediately to the front desk.
- Members and visitors utilize the facility at their own risk.

Tennis Courts

- Tennis courts and equipment are all first come, first serve.
- Shirts and shoes are required.
- No glass is permitted within the fenced-in area.
- Do not hang on nets.
- Only non-marking shoes are allowed.
- Take all tennis ball cans, water bottles, and any other trash items with you when leaving the courts.
- Members and visitors utilize the facility at their own risk.

Rules and Policies

Soccer Fields

- Bullying of any type will not be permitted.
- Return all equipment after use.
- Place trash in proper receptacles.
- Report all injuries, damages, and/or safety related issues immediately to the Director of Sports or to the front desk.
- Please do not hang on gates, fences, or goals.
- Scheduled activities on the field take priority over open recreation. Any modifications of the schedule will be posted.
- Throwing objects, including balls, against the walls, fences or bleachers is not allowed.
- During sport league events, we ask that all spectators (including children) remain on the sideline.
- Parents are responsible for their children's behavior.
- Please refrain from using foul, abusive language.
- No animals on grounds or fields. Service dogs are permitted.
- Practice times must be scheduled with the front desk staff.
- Smoking, alcohol and drugs are not permitted on site.

Playground

- Bullying of any type will not be permitted.
- Please remove dirty or muddy footwear before entering the playground.
- Return all equipment and chairs to proper place after use.
- Please share playground equipment with all children.
- Place your trash in proper receptacles.
- Report all injuries, damages, and/or safety related issues immediately to the front desk.
- Please don't hang on gate, trees or fences.
- Throwing objects, including balls, against the walls or fences is not allowed.
- Please refrain from using foul, abusive language.
- No animals in playground. Service dogs are permitted.
- Smoking, alcohol and drugs are not permitted on site.

Center's Social Media Policy

The purpose of The Center's social media sites is to share photos, videos, and information on upcoming programs and events. The Center's intent is not to create a public forum, but to maintain moderate online discussions directly relating to topics posted by The Center that are appropriate for all citizens to read. Please note if you post a comment, The Center reserves the right to delete submissions that contain attacks of any kind, vulgar language, or comments that are offensive. The Center also reserves the right to delete comments that are spam, include links to other sites, are off topic, or go against The Center's mission, promises, or values. The Center reserves the right to block those who continue to post comments that meet the criteria listed above

Programs

Fitness

The fitness center of The Center of Anna Maria Island is open when The Center is open and made up of the cardio center, weight center, stretch and mobility Room, specialty fitness room, and fitness classes. Fitness classes are for all ranges. All group fitness classes are included with a Center membership. Fitness classes, workshops and specialty classes are being added all the time. For more information on Fitness contact Islandfitness@hotmail.com

Culture/Education

The Center is interested in bringing new art, educational, and cultural classes to our community. If you are looking to enrich your mind or lives, learn about a new subject or art form, or just want to be creative, join in one of our many offered classes. For more information on Culture Classes please culture@centerami.org

Senior

The Center offers a variety of programs for people 60 years of age and older. Activities include traveling, pursuing old hobbies and learning new ones, socializing with friends, meeting new people, increasing knowledge, becoming and staying physically fit, and much more! For more information about Senior activities contact The Center (941) 778-1908 or info@centerami.org

Events

The Center offers a variety of events throughout the year. We are excited to host concerts as part of the Bradenton Gulf Island Concert Series. A family favorite, Lester Family Fun Day, is holiday-themed event featuring Santa, games and performances for all ages. The annual Murder Mystery play is always entertaining for The Center's adult audience. The annual Tour of Homes provides an inside look into homes around the Island. We also offer Go Green Events and other fundraisers. For more information on events please contact The Center (941) 778-1908 or info@centerami.org

Youth

The Center offers a variety of fun and engaging activities for children to choose from in our Beyond the Classroom program. After school runs Monday-Friday until 6pm with pick-up from Anna Maria Elementary. Beyond The Classroom also offers All Day Camps when schools are closed, including Fall Break Camp, Winter Camp, Spring Break Camp, and Summer Camp. For more information on Youth Programs contract youthprograms@centerami.org

Sports

Each season we have different sports going on! Youth sports include soccer and flag football, and we are always looking to add more! League sports aren't just for kids! Join in one of many leagues that The Center offers. Leagues includes flag football, soccer, volleyball, and basketball. The Center also offers pickleball and tennis. For more information on Sports contract connor@centerami.org

Volunteer

The Center of Anna Maria is focusing on the talents and skills of our community members and reaching out for your support. The Centers' goal is to offer effective training, interesting and meaningful work, provide a place for social connections to make new friends, and hopefully be a place to learn something new.

As a volunteer, you are helping to improve your community. Volunteering is "personal". Whatever the reason: from staying productive to developing meaningful social contacts, volunteering just feels good to know you gave something back! It gives everyone the opportunity to make a difference in their community, to have an impact. Whether you're here for 12 months or 1 month, we welcome your service!

Volunteering requires no previous job experience; you contribute the skills that you already have. Serving under the direct supervision of experienced professionals, you have an opportunity to use your talents as well as to learn new skills.



Donate

A donation to The Center helps to ensure your community center can continue to maintain our community wellness programs. Help sustain our ability to lead in providing the highest level of programs, events, and instructors at an extremely competitive price.

If you have any questions or want more information please contact our Director of Development, Jim McDaniel at jim@centerami.org or 941.778.1908 ext. 201.

Surf the web



To stay up to date on what's going on at your community center visit

www.centerami.org

Social Media

We need your help to grow our social media!

Please send us your great pictures and videos. Action shots, game pictures, funny pictures and videos are all welcome!

Please send these to info@centerami.org:

- When emailing your content provide detailed information on team, coach, event and anything else relevant.
- always include your information so we can tag you!

Don't forget to tag us @TheCenterofAMI, follow us on Facebook and Instagram.

<http://www.facebook.com/TheCenterofAMI/>

<http://www.instagram.com/TheCenterofAMI/>



Feedback

We want to hear from you. Any questions, comments, or concerns please let us know!

