



# MEMBER + GUEST **RESPONSIBILITIES**

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WELCOME TO OUR COMMUNITY

**2026 - 2027**

# WELCOME TO THE **SCHWEITZER WELLBEING CENTER!**

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We're delighted to have you as part of our community. At SWC, our mission is simple: supporting a healthy, happy community. Everything we do is rooted in this purpose.

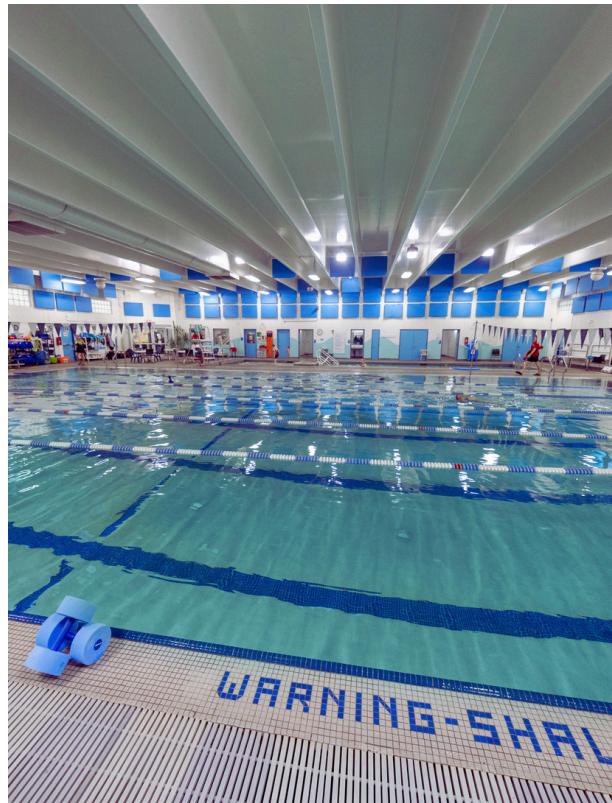
Our center is a welcoming space for individuals and families to enjoy fitness, aquatic fun, and community events—all designed to support holistic wellbeing. Whether you're here to move, relax, or connect, we want you to feel at home and inspired to make your wellbeing a priority.

Inside this packet, you'll find helpful information about our facility, programs and the policies that keep our community safe and enjoyable for everyone.

Please take a moment to review these Member & Guest Responsibilities, which apply to all SWC members and guests. Take note that SWC may update these Responsibilities at any time without notice.

Thank you for choosing the Schweitzer Welbeing Center. Our team is always here to answer questions or provide support.

Warm regards,  
**Schweitzer Wellbeing Center Team**



## OUR MISSION

Supporting a healthy, happy community.

The Schweitzer Wellbeing Center (SWC) is a welcoming space for individuals and families to enjoy fitness, aquatic fun, and community events – all designed to support holistic wellbeing.

## VALUES

At Schweitzer Wellbeing Center we mirror the core values of our parent company, Schweitzer Engineering Laboratories, Inc.

The following values guide our business activities:

Quality	Customer Focus	Discipline
Communication	Integrity	Creativity
Community	Ownership	Dignity of Work

For a more in-depth look at our values, please visit: <https://selinc.com/company/values>

## OUR FACILITY

Our indoor natatorium features a 25-yard multipurpose pool and a warm recreation pool with a children's play area. In addition, we have a small fitness center equipped with free weights, a variety of cardio machines, and other strength equipment.

## HOURS OF OPERATION

**M-F** 5:30 a.m.–8:00 p.m.

**SAT** 8:00 a.m.–8:00 p.m.

**SUN** 12:00–8:00 p.m.

## OPEN SWIM

Our indoor pools are regularly utilized for swim lessons, fitness classes, and swim team practice.

Check our pool schedules on [www.swcpullman.com](http://www.swcpullman.com) for open swim availability.

## CLOSURES + NOTIFICATIONS

SWC may close for weather, maintenance, or other reasons at its discretion. Our staff will notify members and guests via push notifications in the SWC app, text or e-mail (if enabled), and/or posted signage at entrances.

**SWC will be closed for the following holidays each year:**

New Years	Civil Rights Day	Memorial Day	Juneteenth	Independence Day
Labor Day	Veterans Day	Thanksgiving Day	Thanksgiving Friday	Christmas

## GENERAL RESPONSIBILITIES

### Commitment to Respect

SWC welcomes everyone, regardless of race, color, religion, national origin, sex, sexual orientation, age, disability, veteran or military status, or other status protected by applicable law.

SWC has zero tolerance for harassment, intimidation, or bullying. SWC expects all members and users to treat others with respect.

### Safety + Prohibited Items

Smoking, vaping, or use of any tobacco, alcohol, or illegal drugs (including cannabis and legal drugs without a proper prescription), is prohibited on SWC property. Possession of illegal drugs (including cannabis and legal drugs without a proper prescription) is prohibited on SWC property.

No weapons of any kind are allowed within the SWC building or vehicles.

No pets are allowed on SWC's property, except service animals (per the Americans with Disabilities Act). Service animals are not allowed in pools.

### Attire + Hygiene

Members and guests must wear appropriate fitness and swim attire, per rules posted in the applicable area. No offensive or revealing clothing is allowed.

### Parking

Parking is provided for members and guests while they use SWC. No overnight parking is allowed.

## **Solicitation**

Solicitation or selling products/services on SWC property is not allowed.

## **Personal Belongings**

SWC is not responsible for lost, stolen, or damaged items.

Lost items? Check our Lost + Found at the front desk! After one month, unclaimed items will be donated or thrown away.

For safety and hygienic purposes, any items left in the shower area will be thrown out each day at closing.

## **Amenities**

Wi-Fi is available for members and guests. Members and guests are prohibited from using Wi-Fi to create, distribute, or view any comments, messages, websites, or materials in a manner inconsistent with these Member and Guest Responsibilities or that otherwise might be reasonably regarded as offensive, disruptive, unlawful, or inappropriate in a public setting.

Food and drinks are allowed only in designated areas. No alcohol is allowed on SWC property. Members and guests must follow posted rules for pool deck and fitness center for food and drink.

## **LOCKER ROOMS**

Men's, Women's and All-Gender/Family locker rooms are available. It is recommended that children under the age of 12 be accompanied by a parent or guardian whenever possible. Children 0-5 may accompany a parent or guardian into any locker room, regardless of gender identity.

Photography and video recording are prohibited in locker rooms to protect member and guest privacy.

Please be respectful of other members, taking care to properly dispose of trash and keep the area tidy.

### **Locker Use**

Lockers are for day use only. Members and guests must remove items daily. SWC reserves the right to clear lockers with items left overnight.

## POOL POLICIES

To keep everyone safe and comfortable, please comply with the following requirements:

### Before You Swim

- Please shower before entering the pool.
- If you have an open wound or infection, or you've been sick (especially diarrhea or vomiting) in the last 2 weeks, wait until you're fully well.
- Wear clean, appropriate swim attire.
- Little ones in diapers need a snug swim diaper. Dedicated changing stations are provided.

### While You're Here

- Please walk — no running.
- No shoulder rides, dunking, horseplay, or fighting of any kind.
- No diving – our pools are shallow! Diving blocks are for swim team and approved event use.
- Swim only if you feel well and alert.
- If you have heart, seizure, or circulation concerns, please swim with a buddy.
- Food and drinks should be consumed 4+ feet from the pool edge; **no glass**.
- Treat staff and other members with dignity and respect.

### Supervision

- All children under the age of 12 need to be actively supervised by a responsible caregiver age 16+ while utilizing the SWC pools.
- While swimming, children under 10 must be within arms reach of a responsible caregiver age 16+, unless they have successfully passed the SWC swim test.
- Children age 7 and under, or those wearing floatation devices, must be accompanied by a caregiver at a ratio of 1 adult for every 5 children.

### Safety First

- Please keep personal flotation devices, other than U.S. Coast Guard approved life jackets, at home.
- No full-face swim masks, mono-fins or mermaid tails unless approved by SWC and directly supervised during a program or event.

- Misusing equipment can result in injury and/or damage; follow directions and instructions. Ask for assistance from staff if you are unfamiliar with equipment.
- We are a tobacco, alcohol, drug and weapon-free facility.
- Emergency? Call 911. First-aid kit and emergency phone are located [insert location].

**Our lifeguards are here to keep everyone safe. Please follow their directions promptly—they have the final say on all safety matters.**

## SWIM TEST

While swimming, children under 10 must be within arm's reach of a responsible caregiver age 16+, unless they have successfully passed the SWC swim test.

To successfully complete the swim test, a participant must demonstrate the following skills in sequence, without assistance or goggles:

<b>STEP 1</b>	Jump into water that is at least chest-deep; fully submerge head underwater upon entry
<b>STEP 2</b>	Without wiping eyes, begin swimming the first half-length of the pool using a freestyle stroke with a clear over-arm recovery
<b>STEP 3</b>	Roll onto back and continue swimming to the end of the pool using any style of backstroke
<b>STEP 4</b>	Upon reaching the deep end, immediately begin treading water for 1 minute without touching the bottom or sides of the pool

Lifeguards have full discretion to administer or repeat the swim test at any time to ensure patron safety.

## **FITNESS CENTER POLICIES**

### **Equipment**

- Equipment is purchased and serviced by quality vendors in accordance with equipment maintenance recommendations, or as needed
- Equipment has been placed per safety standards; please do not move large equipment without prior approval by SWC staff
- Equipment should always remain inside the fitness center
- No outside equipment is allowed inside
- Weights and other equipment must be re-racked properly and should never be purposefully dropped
- Misusing equipment can result in injury and/or damage to the equipment; follow directions and instructions. Ask for assistance from the SWC staff if you are unfamiliar with equipment

### **Health & Safety**

- Please do not utilize the fitness center if you are sick
- Children under the age of 16 are not permitted in the fitness center
- Only approved trainers or coaches provided by the SWC can provide personal training in our facility
- We recommend exercising with a partner, especially if you are lifting heavy weights
- Please report any incidents, injuries and/or malfunctioning equipment to the SWC staff immediately. Do not attempt to fix the equipment yourself

### **Conduct**

- No food or drink (other than water in a spill proof container) is allowed in the fitness center
- Please wear clean, appropriate athletic attire. Shirts should be worn at all times and cover your entire torso
- Closed-toed, athletic shoes should be worn at all times, except in the fitness classroom
- Please treat staff and other members with dignity and respect

## **MEMBERSHIP + FEES**

### **Inclusions**

Our membership agreements and day passes include:

- Access to SWC pools during open swim hours
- Use of the fitness center during regular operating hours
- Special discounts on programming, as available

Access may be limited during special events, maintenance, or holidays. SWC reserves the right to modify hours or programming in its sole discretion.

All adult guests must have a signed liability waiver on file. Guests under the age of 18 must present a waiver that has been completed, signed and dated by their parent or legal guardian.

Terms and conditions of membership are subject to change.

### **Identification**

All members are required to present a valid membership identification or photo ID when using the SWC facilities and programs. Membership privileges and identification are not transferable.

### **Fees + Payments**

Annual or monthly membership fees are due in advance and are non-refundable except as outlined in the Member Policies. Rates are subject to change with 30 days' notice.

### **Hold Policy**

In special circumstances, members may request to place their membership on hold for medical issues, travel or personal circumstances. Holds can be requested for a minimum of 30 days and a maximum of 90 days per calendar year. Requests should be submitted at least 7 days prior to the hold start date and cannot be backdated. SWC may approve or deny such requests in its discretion.

Billing will automatically resume at the end of the hold period.

### **Cancellation Policy**

Members must provide written notice to SWC to cancel monthly memberships at least 30 days prior to the next billing date.

Annual memberships may be eligible for prorated refunds only under specific circumstances.

### **Violations & Consequences**

SWC may, at its discretion, take appropriate action in response to a violation, considering the specific circumstances. Such actions may include, but are not limited to:

- Verbal warning
- Members or guests being asked to leave
- Suspension or cancellation of membership without a refund

By following these Member and Guest Responsibilities, you help make SWC a safe, welcoming space for everyone. Questions? Ask a SWC team member or contact us at 509.334.5700.

# CONTACT INFORMATION



509.334.5700



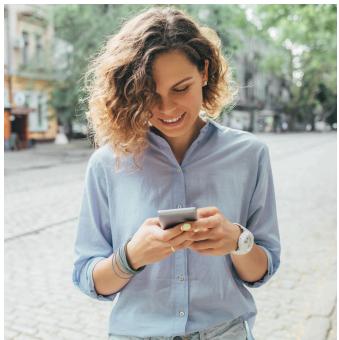
[www.swcpullman.com](http://www.swcpullman.com)



[info@swcpullman.com](mailto:info@swcpullman.com)



500 NW Greyhound Way, Pullman, WA



## DOWNLOAD OUR MEMBER APP!

The Schweitzer Wellbeing Center app offers a seamless experience so you can focus on what really matters - improving your wellbeing. The app allows you to:

- Manage your account
- Check facility schedules
- Book classes + programs
- Get instant notifications

**Download today and stay connected to everything happening at the SWC!**

Available for Apple + Android.

