

# Notice to all After Hours Members

Dear Member:

We wanted to inform you of an important update regarding after-hours access to our facility. Starting January 22, 2024, there will be changes to our after-hours access, previously 24/7, policy. Due to the increase in unauthorized and inappropriate use of the after hours access door, by members and non-members, that compromises the safety and security of our members and staff, we have made the decision to modify the amenity in an effort to avoid it's elimination.

Here's what you need to know:

- New Access Hours beginning January 22, 2024. Members with After Hours Access may access the facility through the after hours access door using their individually assigned FOB
  - Monday – Friday 4am-7:59am and 8pm-11:59pm
  - Saturday 4am-7:59am and 2pm -11:59pm
  - Sunday 4am – 11:59pm
  - Holidays – Open 4am-11:59pm
- Reason for the change: Over the last few months we have had a substantial increase in incidents that have involved unauthorized entry and violation of the rules that has led to some safety and security concerns for our members. In an effort to avoid elimination of the After Hours Access program, we feel these measures are necessary immediately.
- Impact on Members: We understand that these changes will effect some of our members by limiting the access during our open hours, but we assure you the intent of the after hours is to give our members access when we are closed.
- What is my alternative: As a member of the fitness center, you have the ability to enter through the front of the building, using your membership Recard, during our operating hours. Our operating hours are: Monday – Thursday 5:30am-9pm. Friday 5:30am -8pm, Saturday 7am-3pm.  
Note to all members: Doors will be alarmed to alert staff to improper access during restricted hours.

Any member that has been granted this access, has signed the After Hours policy. The below is a reminder of the rules associated with that policy.

- After Hours Access includes access to the weight room/SYNRGY room/Training Zone and track. **The courts are off limits** . This means no basketball, volleyball, pickleball, etc...during the After Hours access times.
- All users of After Hours Access must scan their FOB prior to entering the facility. If more than one person is entering at a time, each person must scan to enter.
- FOB's are only issued to those members 18 years of age and older that have a membership in good standing and have paid the applicable fees.
- Anyone under the age of 18 is NOT permitted to access the facility through the afterhours door at any time. Members ARE NOT allowed to bring in guests or anyone through this access. **This includes young children.**
- After Hours Patrons must have their FOB on them when on premises after regular facility hours.
- After Hours FOB's cannot be shared with anyone including family members/friends
- In the event a member is found allowing others into the Twinsburg Fitness Center, it will be grounds for suspension or termination of the member's rights for After Hours Access and/or Twinsburg Fitness Center membership privileges without refund.
- The premises is under security surveillance. Anyone found moving equipment, destroying equipment, or violating the rules will be grounds for suspension or termination the rights for After Hours Access or Twinsburg Fitness Center membership without refund.
- If a member sees someone waiting outside the After Hours Access door, the member is NOT allowed to let them in when entering or exiting with their fob. Anyone entering must enter on their own.
- The facility is under video surveillance at all times. If you experience a security issue or see something improper please call the non emergency dispatch number at 330-425-1234. Dispatch cannot help you with entry, that must be done by our customer service agents during our open hours.

We understand that change can be challenging, and we appreciate your understanding and cooperation in adapting to these adjustments. If you have any questions or concerns, please don't hesitate to reach out to Jennifer Betenson, Director of Parks and Recreation 330-963-6135 [jbetenson@twinsburg.oh.us](mailto:jbetenson@twinsburg.oh.us) or Michele Harmel, Assistant Director of Parks and Recreation 330-405-5746 [mharmel@twinsburg.oh.us](mailto:mharmel@twinsburg.oh.us).

Sincerely,

*Jennifer Betenson*

Parks & Recreation Director- City of Twinsburg

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