



# CROSS GATES

FAMILY FITNESS

## MEMBERSHIP GUIDE

**985.643.3500 | [www.crossgatesclub.com](http://www.crossgatesclub.com)**

MILITARY LOCATION  
200 North Military Road • 70461

GAUSE LOCATION  
1311 Gause Boulevard • 70458

PONTCHARTRAIN DRIVE  
4038 Pontchartrain Drive • 70458



Dear New Member,

Welcome to Cross Gates Family Fitness!

We realize that you have other choices when it comes to fitness, and we would like to thank you for choosing us as your club to workout.

We believe we have the best clubs around, with the most attentive and knowledgeable staff, a variety of the most current workout programs and equipment, in a clean, comfortable environment. Every owner will tell you that he or she is proud of their club - but we want to prove it to you!

Making a decision to commit to working out is difficult. Will I like the other members? Will the staff appreciate my business after the sale? These are fair questions that can only be answered by trying all the benefits that Cross Gates has to offer!

We realize that we are one of the more expensive clubs in town. We do this by choice. Waiting in line for equipment, poor service, and poor amenities are all part of being cheap. We feel that you can't be the best and the cheapest at the same time. This also means that our clubs are not for everyone. If you appreciate quality, then Cross Gates Family Fitness is the perfect club for you!

In Fitness & Health,

Larry & Merryanne Welch, Owners



# CLUB HOURS

## MILITARY LOCATION

Monday - Friday	4:30 am - 10:00 pm
Saturday	7:00 am - 8:00 pm
(Regular club hours) Sunday	8:00 am - 6:00 pm
(Memorial Day thru Labor Day) Sunday	8:00 am - 8:00 pm

## GAUSE LOCATION

Open 24 Hours, 7 days a week

## PONTCHARTRAIN LOCATION

Monday - Friday	4:30 am - 10:00 pm
Saturday & Sunday	7:00 am - 4:00 pm

## HOLIDAY CLUB HOURS

- New Year's Eve** • All locations Close at 2:00 pm
- New Year's Day** • 8:00 am - 2:00 pm Pontchartrain Club Only
- Mardi Gras Day** • Open Regular hours Gause Club Only
- Easter Sunday** • All locations Closed
- 4th of July** • Open until 4:00 pm Military Club Only
- Thanksgiving Day** • All locations Closed
- Team Member Christmas Party** • All locations Close at 6:00 pm
- Christmas Eve** • All locations Close at 2:00 pm
- Christmas Day** • All locations Closed

These hours may vary if the holiday falls on a weekend.  
Group Exercise, YAC hours, and all other programming will adjust availability by Holiday.  
These changes are communicated by signage and instructors.

Visit our Social Media pages for up-to-date information.



## FACILITY USAGE

Facility Usage is based on your membership type: **Gold Memberships** have access to Pontchartrain Drive and Gause Blvd facilities.

**Platinum Memberships** have full access to all facilities.

## MEMBER ACCESS

All members must enter and exit the building through the front entrances. Your membership card must be presented and scanned each time you enter the club.

CGFF membership cards are for the sole use of the member whose name appears on the card. Unauthorized use of the card by persons other than the CGFF member will result in termination of membership.

## CROSS GATES APP

Visit the app store on your mobile device and search: **Cross Gates Family Fitness**. Download the free app, enter your email address on file as the login and select "Forgot my password" for your temporary password.

With the app you can access your scan card, view schedules, take virtual classes, reserve courts, register for programs, update account information, & more.

## GUEST POLICY

All guests are required to provide a state issued ID and sign a liability waiver prior to entering the facility. A parent/guardian 21 years or older must sign a liability waiver for guests 14 years of age & under and must remain on the premises for the duration of the visit.

Local residents (30 miles radius) can visit as a guest up to 3 times, then we do ask that they become a member.

## REGULAR GUEST PASSES

Daily guest passes are available for purchases for both local and out of town visitors. *(The maximum 3 visits rule applies to only local residents)* Weekly and Monthly passes are available for out of town visitors.

- **Adult Guests (15 years and older)**  
*MUST PRESENT A VALID STATE ISSUED ID*  
\$20 per day with a member present  
\$40 per day without a member present  
  
\$50 per week with a member present  
\$80 per week without a member present  
  
\$80 per month with a member present  
\$120 per month without a member present
- **Youth Guests (14 years and under)**  
*ADULT 21 OR OLDER MUST STAY WITH YOUTH GUEST FOR THE DURATION OF VISIT*  
\$15 per day with a member present  
\$25 per day without a member present  
  
\$30 per week with a member present  
\$50 per week without a member present  
  
\$50 per month with a member present  
\$75 per month without a member present

## CGPLUS

For this upgraded membership, we've taken the most popular amenities across the entire club and consolidated them to make your experience more valuable.

**Amenities include:** Recovery Zone, VIP Spa & Lifestyle Store Experiences, Monthly guest passes, Court sport benefits, Indoor tanning, Kid Zone, & Aquatic reservations.

Available for members 18 years or older.



## MEMBERSHIP STATUS CHANGE

An **Upgrade** is defined as an addition of member(s) to a membership or a move between Platinum to Gold. ALL upgrades will reflect current rates. There are no fees associated with an upgrade. The only acceptable member(s) which can be added are: husband, wife, children (21 and younger), and foster children (21 and younger). The member(s) added must be living at the address listed on the membership, or is a full-time college student living at home up to age 25.

A **Downgrade** is defined as a removal of a member(s) from a membership or a move between Platinum to Gold.

## CANCELLATIONS

A cancellation is defined as a membership no longer in use. "Before obligation" indicates the commitment date the member is obligated to complete. The membership must have been paid for a minimum of 12 full months (specified term in agreement) before the cancellation is accepted.

### **Before Obligation Time is Met**

The following are the only 2 accepted:

1. A move out of the area more than 30 miles. A proof of move must be provided clearly establishing residency greater than the 30-mile radius.
2. Permanent medical condition signed by a doctor stating the member is "physically unable to exercise".

Follow these procedures:

1. Notify the business office of your request to cancel. 30-day notice starts at the first notification.
2. If the 6 month minimum requirement is met with proper documentation to support the cancellation due to move or medical, then the Business Office will require a written cancellation notice by a member and a \$100 early exit fee. Any remaining account balances will then be collected in full.
3. Business Office processes the cancellation

**Members not meeting 6 month minimum requirements nor have proper documentation will not be allowed to cancel their membership.**

### **After Obligation Time is Met**

"After obligation" indicates that the member has fulfilled the minimum obligation period.

Follow these procedures:

1. Notify the business office or membership services of your request to cancel. 30-day notice starts at the first notification.
2. The Member will complete a Cancellation Request in writing. This must be completed prior to the next billing cycle.
3. The Business Office processes requests to cancel and membership is officially closed on the first of the following month.

## MEMBERSHIP FREEZE POLICY

A freeze in membership is defined as a period of inactivity for a member not able to use the club during a period of time not to exceed three (3) months in one calendar year.

### **Before Obligation Time is Met**

Medical and temporary work assignments are the only acceptable circumstances before obligation is met.

1. Medical freezes require a doctor's note stating the period in which the member is physically unable to exercise.
2. Temporary work assignments are for work, which requires the member to be away from their personal residence greater than 50 miles and more than 30 days at a time.

### **After Obligation Time is Met**

Acceptable circumstances include: financial difficulties, medical problems, work schedules, or any other personal situation. There is a 3 month maximum per calendar year per membership. There are exceptions for medical reasons. The request for the freeze must be made prior to the first of the month. Any member requesting a freeze after the first will have to wait until the next month.

## MEMBERSHIP DUES AND ACCOUNT CHARGES

Account charges are processed with membership dues the first of each month. Payment type will determine your draft day either 5th or 10th of the month.

An extra \$3 fee to set up payments using credit or debit card.



## CG|FITNESS

---

### Programming

We have a variety of programming available for members to sign up for to help them get specialized attention and results!

All new members can receive

- *A Functional Movement Screening*
- *A Fit3D Body Scan*
- *Your own customized workout.* You will also learn more about: LiveFit Total Wellness, Live Better Nutrition, Personal Training, Small Group Training, Boot Camps, CrossFit, & more.

### Fitness Area Rules

- Use Appropriate language for a family environment
- Closed-toed shoes are Required at all times
- Shirts and proper attire suitable for a family environment is required at all times
- Replace all used equipment to original position
- Wipe down all machines when finished
- Large bags are not allowed in workout areas
- Keep towels away from moving parts of any machine
- 15 years and older are allowed on the Fitness Floor. YFC is available for 12, 13 & 14 year olds.

## CG|GROUP EXERCISE

---

There are a range of 200 classes available across all 3 locations weekly. A nationally accredited staff member instructs each class. Schedules are available on the CG App, CG Website, and printed at all locations.

- Necessary Equipment is available in each studio to use during class
- No reservations required
- All are complimentary to your facility membership type
- Closed-toed shoes are Required at all times
- Shirts and proper attire suitable for a family environment is required at all times

## CG|FIT60+

---

Let Cross Gates be your place to connect, have fun, and stay involved! This program is for any "senior" who want to continue staying healthy while aging.

### Active Programs

These programs listed on the FIT60+ monthly schedule are for the highly mobile individual actively engaged in life but may want

modifications such as low to zero impact while still having options for intensity.

### Gentle Programs

These programs listed on the FIT60+ monthly schedule are for the senior who is ready to slow down slightly with adaptive exercises that are easier on the body and provide options that are more closely monitored heart rate and balance while still helping to maintain cardiovascular health, strength and mobility.

## CG|TENNIS

---

Start at any age, play forever!

Available activity for both adults and juniors at all levels, from beginner to advanced. CG|Tennis has league play, lessons, clinics, and social events. These programs are run by a certified professional who will help you find the right program to suit your needs.

- Tennis court reservations can be made up to 48 hours in advance. (CGPLUS members can make them 72 hours in advance)
- Reservations can be made on the CG App, CG Website or in person with a Front Desk Team Member
- There is a 2 hour limit per day per member
- You must be 18 years or older to reserve a court
- Closed-toed shoes are Required at all times
- Shirts and proper attire suitable for a family environment is required at all times
- No black soled, track or jogging shoes are allowed on courts
- No large ice chests
- No glassware is allowed on courts
- No outside alcoholic beverages permitted
- Ball Machine is available to reserve for Free 1 hour per day for CGPLUS members. \$7.50 per 30 minutes afterwards. Non-CGPLUS members pay \$7.50 per 30 min.
- Free equipment rentals available at the Front Desk

## CG|PICKLEBALL

---

We have 12 indoor and outdoor courts available to reserve as well as programmed for open play. We have a free Meet the Coach start up lesson, then you're ready for clinics and fun social events. Or leagues and tournaments for the more serious player.

- Outdoor courts can be reserved on the CG App, CG Website or in person with a Front Desk Team Member
- Reservations can be made up to 48 hours in advance. (CGPLUS members can make them 72 hours in advance)
- There is a 2 hour limit per day per member
- You must be 18 years or older to reserve a court
- Closed-toed shoes are Required at all times
- Shirts and proper attire suitable for a family environment is required at all times
- No black soled, track or jogging shoes are allowed on courts
- No large ice chests
- No glassware is allowed on courts
- No outside alcoholic beverages permitted
- Free equipment rentals available at the Front Desk

## CG|RACQUETBALL

---

There are 2 courts available to reserve.

- Courts can be reserved on the CG App, CG Website or in person with a Front Desk Team Member
- Reservations can be made up to 48 hours in advance. (CGPLUS members can make them 72 hours in advance)
- There is a 2 hour limit per day per member
- You must be 18 years or older to reserve a court
- Closed-toed shoes are Required at all times
- Shirts and proper attire suitable for a family environment is required at all times
- No black soled, track or jogging shoes are allowed on courts
- No large ice chests
- No glassware is allowed on courts
- No outside alcoholic beverages permitted
- Free equipment rentals available at the Front Desk

## CG|BASKETBALL

---

Recreational basketball is available in our double court sports complex. Open court free play is available for adults and juniors, check out the schedule on the CG Website for best play times.

- FAST is our youth basketball program to train athletes.
- Use Appropriate language for a family environment

- No Food or drinks allowed in Sports Complex
- No Spitting
- Closed-toed shoes are Required at all times
- Shirts and proper attire suitable for a family environment is required at all times

## CG|AQUATICS

---

Our **Military Rd facility** has 4 pools: a 6 lane, 25 yard heated pool (4-13 ft deep) open to members year round, an 8 lane, 25 yard heated lap pool (5 ft deep) that is used for swim teams and member lap swimming. Our **Splash Park** includes the splash pad, a three story water slide, activity pool, and baby pool.

Our **Gause Blvd facility** has 3 pools: an indoor 5 lane, 20 yard pool accessible year round, an outdoor 6 lane, 25 yard pool, and a baby pool.

Whether you need a pool for recreational swimming, swim lessons, swim team, lap swimming or water aerobics, you will find our pools offer fun for the entire family!

Lifeguards are on Duty for Spring Break and every summer day school is out of session.

### Pool Area Rules

- Children 11 and under must be directly supervised by an adult to swim in the pools with and without lifeguards on duty.
- When lifeguards are on duty, 12-17 years may swim without an adult with them
- When lifeguards are NOT on duty, 17 years and under must have adult supervision with them.
- No glass containers
- No smoking, vaping or outside alcoholic beverages permitted
- No spitting, foul language, running or horseplay
- Hanging on lane ropes will break them
- Last 10 minutes of every hour is Adult Swim (18 & older) when lifeguards are on duty.
- No personal chairs or large ice chests
- Only Swim Diapers allowed in pools
- No diving, jumping, or hanging off diving blocks
- No flips or back diving allowed off the side of the pool. No diving in the shallow end of the pool.
- No Inflatable toys, floats, swim rings or rafts are allowed in the pool for safety reasons. Swimmies, floaties, and noodles are permitted.
- Appropriate bathing suit coverage expected for our family environment. No thongs.

***If these rules are repeatedly broken, the lifeguard is authorized to have the offending child sit out. If offense continues, the lifeguard may suspend the child's pool privileges.***

## YOUTH ACTIVITY CENTER (YAC)

Every membership receives 2 FREE hours of childcare per day, per family when your child is active on your membership account and you are staying on the premises. Child Care hours are for the parents of the child, other parents are NOT allowed to bring other children even if they are a member.

### **Military Rd facility and Gause Blvd hours**

Monday-Friday 8:00am-8:00pm

Saturday 8:00am-2:00pm

Sunday 10:00am-1:00pm

## **YOUTH ACTIVITY CENTER RULES**

Members who have a family membership and plan to utilize any children's programs should obtain a parent handbook with complete information including rules and regulations. These can be found in YAC.

- Drop-off service is available for an hourly charge if leaving the premises. Current hours and availability is listed on the CG Website.
- Children need to be fully dressed upon arrival
- When a child cries for more than 10-15 min, the parent will be paged
- Label all food items and beverages with child's name
- Diapers will be changed as many times as needed. Disposable diapers only upon entering childcare.
- Staff can not potty train your child. They will assist in the process; however, we require that your child be brought in disposable diapers or training pants with a change of clothes.
- If a child is not feeling well, the parent will be asked to remove the child from childcare. The following are NOT permitted: Fever, diarrhea, colored mucus in the nose or eyes, persistent cough, eye draining, or any vomiting.
- Children under the age of 12 must be supervised at all times.
- 2-11 year olds can participate in Kid Zone at Military Road facility when a parent has CGPLUS

We have a variety of children's programming to check out on the CG App and CG Website including but not limited to Birthday parties, Summer & Holiday Camps, Helping Hands Preschool, & Parent's Night Out.

## PHOTOGRAPHY/VIDEOGRAPHY

Photography and videography of anyone other than yourself is prohibited on the club's premises unless pre-approved by Club Management and are strictly prohibited in the locker rooms.

## LOCKER ROOMS

Open and available lockers may be used by members and guests on a daily basis, free of charge. All members must remain covered at all times in the common areas of the locker rooms; including whirlpool, steam room and dry sauna.

**Adult locker rooms** are designated for anyone 15 years and older for safety reasons. Keys are available from the Front Desk. The Gause facility allows adults to bring children under 15 years of age with them of the same gender, but they may not use the whirlpool, dry sauna or steam room for safety reasons.

**Family locker rooms** are designated for families with children 14 years and under. These are combination lockers with instructions located inside the door. Members must remain covered at all times in the locker rooms.

## TOWEL SERVICE

Bath size towels are available to use at the Military Rd facility and Gause Blvd facility for a fee of \$1.00. There is a towel drop at the Front Desk and near each locker room.

Deluxe Towel Service is available for 2 towels everyday for \$8.00 per month.

## LOST AND FOUND

Cross Gates Family Fitness is not responsible for lost or stolen items. Inquiries regarding lost items, as well as items found by members and guests, should be made and turned into the Front Desk. For your protection, valuables found and/or turned into CGFF Management will be locked in a secure location for a maximum of 3 months.

All other non-valuable items will be held for a maximum of 2 weeks then donated to a local charity.

## SMOKING & VAPING

Smoking and vaping are not permitted on club grounds at any time. The only acceptable area to smoke or vape is by your car.

## OUTSIDE ALCOHOLIC BEVERAGES

Due to state and local ordinances outside alcoholic beverages are not permitted, members can purchase alcohol from the cafe located in the Military club.

## STEAM ROOMS/ SAUNA/ WHIRLPOOLS

The wet areas are available in both men & women's locker rooms. Children under 15 years are not allowed to use these areas due to safety and health regulations.