

SOLACE

NEW YORK

MEMBER & VISITOR HANDBOOK

[Last Update 7/25/24]. Updates are in yellow.

Thank you for being a part of the Solace community! Please read the information listed below before your first visit (or if you have been away for a while) to ensure that your experience is the best one possible.

*If you are visiting Solace for the first time, please note we have **two** floors - the ground floor and the basement.*

Code of Conduct

As a reminder, all visitors, members, and staff of Solace acknowledge that Solace New York seeks to develop and support an inclusive community whereby people of differing identities feel valued, respected, and encouraged to be the best versions of themselves. Pursuant to this mission, member acknowledges that harassment, discrimination or bullying of individuals based on but not limited to race, color, class, pregnancy, gender identity, age, sexual orientation, religion, ethnic or national origin, disability, or physical appearance will not be tolerated at Solace New York and that such actions will subject the individual to immediate and permanent removal from the facility.

Facility Entry

Solace is currently 24/7 keycard access (doors will remain locked at all times as we do not have full-time front desk staff). Visitors will need to use the [Solace app](#) to open the door and, as such, all purchases should be made there to make the entire process seamless.

Drop-Ins and members do not need to sign up for a time slot - just show up!. Although the door system works very well, technology is never perfect. If you experience issues, please remember the following:

IMPORTANT:

1. You must be in good standing to open the door at Solace. This means that if you have any past-due invoices (say from a credit card expiring or being declined), the door will not open for you. Please do your best to keep your account up to date. If for some reason you cannot, please reach out to us immediately at info@solacenewyork.com so we can create a temporary arrangement for you.
2. If you get an Access Denied message and #1 above is not the issue, you may have accidentally checked in more than once within 60 seconds. Wait another minute and then try to check in again.
3. If you get a timeout error (spinning) when trying to open the front door, make sure you are stably connected to our WiFi (see below), log out of the app, quit the app and then login in again and try to open the door.
4. If you get a new phone, see table below:

Note: If you get a new phone you may get a “Hardware” or “Non-Primary Device” or “Device Not Authorized” error and need to activate that new phone within the Solace app in order for the app to work. To do this, scan the SQ code to the right as if you were checking in to the facility.



Facility Security

It is essential that you do not let anyone else into the facility. Each individual who is allowed access to Solace has their own unique credentials and access settings that are tied to their ClubReady account and our Security Camera system. For non-members meeting a trainer, the trainer will let them in.

Allowing other individuals to access the facility is strictly forbidden and may result in loss of privileges and personal liability for theft and/or damage. Similarly, do not hold the door for others that might be entering at the same time as you are entering or leaving. Let the door close so each individual can have their visit logged.

Scooters & Bikes

As a result of building-imposed regulations, Solace cannot allow its staff, trainers, or patrons to bring any electric or battery powered scooters or bikes into the building.

Street Parking For Bikes & Scooters

Please note that Solace is not responsible for (and has no way of monitoring) lost or stolen bikes/scooters that are left on the sidewalk, even if attached to a bike stand (there is one in front of Solace). Leaving bikes/scooters on a sidewalk bike stand in NYC always carries the risk of theft. Please consider the risks carefully before leaving a bike/scooter on the sidewalk.

Solace WiFi

Feel free to join our free WiFi network:

Network: Solace-Guest

Password: solaceguest

Dropping Weights

Please do not drop or bang weights on the street-level floor. You may only drop/bang weights in the basement and even then, only on the rubber mats/flooring adjacent to lifting platforms.

Solace Whoop! Team

If you use a Whoop! Fitness tracker, Solace New York has a team you can join! In your app click the 3 dots at the top right of the community tab, then enter in our code:
COMM-5F47C5

Special Events

Again, there is no need for members and drop-ins to book time slots for their visits. However, sometimes certain locations in Solace will be closed off for classes or events, so you are highly encouraged to monitor our [Events Calendar](#).

Facility Lights

If the lights are off in the facility when you arrive, turn the master switches back on: as you walk into the facility on the ground floor there is a stairwell to the left that goes up to the office. The first set of dual light switches on the left side of that staircase wall control the master lights. Press and hold both switches “up” for a few seconds and the lights will turn on.

The basement has additional lights. Most switches are to the right of the stairwell by the water refill station. There is also a light switch inside the back strength rack area on the wall.

Facility Music

You can play music through the gym’s downstairs and upstairs iPads. However, please note that iPads were not made to be continuously on 24/7. To extend the life of these devices please treat them with care as follows:

- **Please do not unplug any of the connections such as to charge your phone. Use the charging stations placed around the facility.**
- Please change volume only on the iPads themselves (do not touch wall controls).
- Please keep music at reasonable levels so that other individuals are not disturbed; coaches will be training clients at our gym on a regular basis and must be heard by the clients they are coaching.
- Please turn the iPad screen off after you select your music. This will extend the lifespan of the device.
- Please do not change the brightness on the iPad screens. The brightness is set to extend the life of the device.

Animals & Children

Pets and emotional support animals are not allowed at Solace. Although many of us at Solace are animal lovers, our occupancy is quite high and there would be regular

instances where animals could represent liability risks (e.g., unsanitary conditions, dogs being aggressors to each other and patrons, animals being at risk of injury or death).

Similarly, due to liability reasons, minors (those under 18 years of age) are not allowed in Solace beyond the front desk waiting area. The only exception to this rule is minors being trained by approved coaches who hold approved liability insurance for the age group of the minor being trained.

Facility Cleaning

There will generally be cleaning staff at the facility from 8:30am-1am Monday through Friday as well as 12-5pm on Saturday and Sunday.

Note the cleaning staff entering the locker rooms at these times may be of any gender identification. Opposite gendered cleaning staff will knock and ask if the room is in use before entering. If a full cleaning is about to take place or in progress signs will be placed outside indicating this. While this cleaning is in progress cleaning staff may be in and out of the room at will and privacy cannot be guaranteed; individuals should plan accordingly.

Full locker room cleaning times are subject to change any time, but on weekdays the morning cleanings are generally as follows:

He/They: 9:45am-11:15am

She/They: 8:30am-9:45am

Retail Offerings

Food, drinks and snacks can be purchased from the Byte vending machine fridge. Just swipe your credit card, wait a moment, and then open the fridge to take what you want (cash is not accepted). The machine will tally what you took and charge you appropriately. Note, there is still a water bottle refill station in the basement.

Locker Use, Showers & Amenities

Please note that Solace is not responsible for any lost or stolen items.

In consideration of everyone's privacy, making or receiving any type of video call while in our locker rooms is strictly prohibited.

Unless you rent a locker, please use the lockers for day use only. Any items kept in unrented lockers, cubbies, hangers, etc. at the end of each day will be discarded. If you want to rent a locker, please take an empty locker, note the number and size and then reach out to info@solacenewyork.com with this information asking to rent the locker. Small lockers are \$30/month+tax and large lockers are \$60/month+tax.

Note: Please exercise caution when using lockers at hours where there is no staff on site. If you get locked out of your locker, you will have to wait until the next time staff is at the facility in order for us to unlock the locker for you.

Note: shower use can be low at times, which may lead to the hot water levels dropping a bit. You may need to warm up the shower water before taking a shower. Let the shower run for a few minutes to help ensure you have hot water.

Equipment Specs

Not all of our barbells have weights listed on them, but, ignoring specialty bars, they are one of three weights:

- The longer/taller (86.6") barbells with thicker diameters (28mm) are 20kg (~45lbs)
- The medium length (79.13") barbells with a thinner diameter (25mm) are 15kg (~35lbs)
- The short aluminum bars which also have 28 mm diameters are 15lbs.
- The longer basement CrossFit platform is 23m (75.46 feet).
- The shorter basement CrossFit platform is 18m (59 feet).

The tall ropes on the street-level floor span 12' 11" from the floor to the bottom of the metal I-beam.

The sandbags we have are Green (65lbs), Large Red (100lbs), Small Red (80lbs)

Gym Rules & Etiquette

Please abide by the following rules so that everyone has a safe and positive experience:

- Please communicate with our other patrons when using or setting up equipment so that you don't inadvertently hinder someone from completing their workout.

- Use lockers/cubbies for day use only (unless you are renting a locker).
- Do not drop dumbbells, kettlebells, or empty barbells.
- Only drop barbells in the basement and only on the rubber on weightlifting platforms and platform tracks.
- Please use clips for all barbell movements where the bar is raised above the hips (cleans, jerks, squats, presses, etc.).
- Clips do not need to be used for deadlifts or the bench press, but a spotter or spotter arms should be used for the bench press.
- Please control your barbells back down to the floor for overhead movements (don't just let go of them while overhead).
- Use spotter arms for squats in the strength racks.
- Do not fail squats by dumping the barbell on spotter arms (this ruins barbells). Instead, lower yourself down to rock bottom until the spotter arms grab the bar.
- Use chalk only on your hands – do not chalk the barbells directly.
- Clean chalk off bars with one of the provided bristle brushes after use.
- Keep bags and coats in the locker rooms while you train.
- Set up using the smallest amount of space needed for your workout.
- Avoid setting up for workouts in ways that block the use of other equipment.
- Respect the equipment and return all equipment to where it belongs even if you found it left out.

Help & Support

All questions, comments and concerns should be sent to info@solacenewyork.com.
Reach out at any time!

Best,
Team Solace