

**When are your busiest times?**

Our peak times are Monday thru Friday from 8-11am; and 5-7pm but we have more than enough equipment to accommodate everyone.

**Do you match prices from other fitness centers?**

We do not match prices because our facility has different amenities than others. Our prices are very competitive, and in most instances less than clubs of the same stature.

**Do I have to join for a whole year or are monthly options available?**

We offer a variety of membership options such as annual options, month to month options and a 3-month option during the summer months.

**Can my children work out with me?**

The **LIFECENTER** is a membership facility for 14 year olds through adults. However, some supervised programs are available specifically for children. The **LIFECENTER** does offer a track only membership that allows children 10-14 years old to utilize the track if accompanied by an adult.

**Do you have child care?**

We do not offer childcare at this time.

**Do you have memberships for just a few days a week or weekend-only memberships?**

We do not. All **LIFECENTER** memberships entitle the member to use our facility whenever we are open.

**Do you offer any pool only, group fitness class only or track only memberships?**

Our Elite membership includes the entire facility and group fitness classes and our Pro membership includes the entire facility with the exclusion of the group fitness classes. However, we do offer pool only and track only memberships as well.

**Can I keep my own locker?**

Lockers are on a first come, first served basis and all keys must be turned in at the end of each workout.

**Can I put my membership on hold if I go away?**

Memberships may only be put on hold for medical reasons.

**Do you give senior discounts?**

Yes, seniors age 62 years and older receive a substantial discount. Discounts are also granted for students and multi-person memberships.

**Is the LIFECENTER a Bartlett Park District facility?**

Yes, **LIFECENTER** is owned and operated by The Bartlett Park District.

**Why do I have to pay a membership fee when I pay taxes to the Park District?**

**LIFECENTER** is run as a private revenue generating facility. Rather than tax dollars, the club is run from the revenue it generates from memberships, programs, rentals and other means.

**Will someone to show me how to use the equipment?**

Yes. All members can take advantage of a FREE equipment orientation, which is done with one of our personal trainers.

**Do your trainers/instructors have certifications?**

Yes. Our trainers/instructors hold some of the top certifications available and have been educated in Exercise Science at nationally accredited institutions.

**Do your group fitness classes fill up?**

In very rare instances, classes may fill up. In those cases, they are offered on a first come, first served basis.

**Do you have an indoor and outdoor pool?**

We have an indoor 25 yard 6 -lane lap pool with depths that range from 3ft 6" to 12ft. We also have a whirlpool and dedicated dry saunas in each of the Men's and Woman's locker rooms. The outdoor Bartlett Aquatic Center is not included with your **LIFECENTER** membership. It requires a separate membership fee.

**What is the water temperature of your pool and hot tub?**

Water temperature fluctuates based on the usage patterns. Typically, the pool temperature is between 85 degrees Fahrenheit with a 2 degree variance. The hot tub is typically 100 degrees with a 2 degree variance.

**If I am not a member, can I still workout?**

Daily rates are available at **LIFECENTER**. They are payable at the customer service desk.

**Is the basketball court always open or are there certain hours?**

The basketball court is only open during advertised Open Gym hours at an additional fee. Specifically, Open Gym is usually held November thru March and times vary, see the latest program guide for more information.

**Do you have racquetball or tennis?**

The **LIFECENTER** has two racquetball courts that can be rented in advance. To rent a court please call the **LIFECENTER** front desk at 630-540-4848. The Bartlett Park District also has tennis courts in three locations (Liesberg Park, Apple Orchard West Park & Riley's Run).

**I took time off from the LIFECENTER. Can I get a refund for the time that I was off?**

Non-usage is not a valid reason for a refund or cancellation. Your membership may only be frozen or cancelled for medical reasons or if you move away permanently. Your request must be made in advance and you must submit applicable documentation. Regardless of the reason, consideration will not be made for any time off that was not requested and approved ahead of time.

**Do I need to bring a lock?**

No, we offer a keyed locker service.

**Do I need to bring towels?**

Yes, please bring your own sweat or shower towel.

**Can I wear my outside shoes in the club?**

We suggest clean shoes be worn in the facility at all times. During rainy days and the winter months we suggest not wearing your outside shoes. All shoes worn must be closed toes athletic shoes, no sandals, boots or dress shoes allowed.