



# FREQUENTLY ASKED QUESTIONS

## Who is eligible to join PHMC Fitness?

Only PHMC and affiliate employees are eligible to join PHMC Fitness. Payment is required through payroll deduction. Additionally, employees who join PHMC Fitness but do not have a building access badge will be issued one to use the facility.

## How do I sign up?

Stop by the PHMC Fitness Center and speak with a staff member or enroll online at [simplexwellnessco.com/phmc](http://simplexwellnessco.com/phmc) by clicking the "Sign Up Now" button.

## How does payroll deduction work?

Upon completing registration your membership dues will be split and deducted directly out of your bi-weekly paycheck.

## Where can I find my employee ID number?

Your employee ID number can be found on your pay stub, accessible via the PHMC payroll system. Your employee ID number will be 9 digits long. Make sure to include all the leading zeroes, example: 000000123

## What are the PHMC Fitness terms?

Membership is month-to-month with easy cancellation. No deposit required for sign-up. Payment is required through payroll deduction. Members not on PHMC payroll can pay via credit card. ALL RATES ARE SUBJECT TO CHANGE WITH 60 DAYS NOTICE.

## Does PHMC Fitness participate in the Healthy Lifestyles rewards program offered by IBC?

Yes, PHMC Fitness participates in the "Healthy Lifestyles" rewards program that allows members to get reimbursed for a certain number of fitness center visits a year. This helps offset costs making membership even more affordable. To enroll in "Healthy Lifestyles", go to [www.ibxpress.com](http://www.ibxpress.com).

## Can I try out PHMC Fitness before I join?

Stop by the PHMC Fitness Center or go to [simplexwellnessco.com/phmc](http://simplexwellnessco.com/phmc) to register for a one-day free trial.

## When can I start using PHMC Fitness?

You can start using PHMC Fitness the day after you enroll.

## What should I wear?

Dress must be athletic attire with shirts and shoes being worn at all times. No cut-off shorts, swimsuits, jeans, wide gapped muscle shirts, cut-off shirts or any other apparel deemed inappropriate. Please see a PHMC Fitness staff member if you have questions.

## If I don't have private locker service where do I put my belongings?

There are a number of day use lockers available for use while in the facility. Please bring your own lock and be sure to remove your items and lock when you are finished working out. Please do not store any valuables in your locker as PHMC Fitness and Simplex Wellness are not responsible for lost or stolen belongings.

## How do I cancel/downgrade/upgrade my membership?

To make changes to your membership, please use the Membership Change section on [simplexwellnessco.com/phmc](http://simplexwellnessco.com/phmc). For cancellations, please note that you must cancel a service by the 25th of each month to avoid charges for the following month.