**Welcome to the Club!**

Welcome to Mountain Home Athletic Club and Weststar Fitness Center - the finest clubs for fitness, recreation and activities in the Twin Lakes Area! We’re glad you joined and we want to make you feel at home. This information is designed to assist you in enjoying the club to the fullest. Please familiarize yourself with the policies and guidelines presented on your membership agreement and on the following page in order to take maximum advantage of your club and all it has to offer. We are committed to providing you all the resources for you to enjoy a fit and active lifestyle.

**BRINGING A GUEST TO THE CLUB AND CHECKING IN**

When you bring guests to the club, there is a nominal fee per guest. You may take care of that fee at the front desk when you arrive or you may purchase a guest pass in advance. Members must be at least 18 years of age to bring a guest to the club. Your guests are entitled to full use of the club while they are here. They will be asked to complete a guest registration form and to leave photo identification at the front desk. You are allowed one free guest per month but they are still required to register prior to working out. Please use your assigned access card to enter the facility. If you forget your access card please check-in at the front desk. Please do not let non-members into the club. Letting non-members in the club will result in additional fees being charged to your membership and/or termination of your membership agreement.

**PAYMENT AND BILLING QUESTIONS**

You will be billed for your dues on a monthly basis via electronic funds transfer (EFT), unless paying in full. If you have any questions or concerns about your account, please contact the front desk or ask us how to get signed up for online account access. Please note, if your form of payment changes or expires it is your responsibility to update us with your new information. Any membership dues that are unable to be collected on the due date for any reason will be charged a service fee of $9.50. If, after 10 days, the monthly dues have not been paid, a late fee of $25 will be assessed. These fees will continue to be added until the account is brought current

**CANCELLATIONS AND CHANGES**

We realize there may be situations which arise that require you to cancel, change, or freeze your membership agreement. In order to better accommodate you we request that you provide any cancellation, change, or freeze request in writing either in person or via email. To make changes or updates to your membership please email [customerservice@mhaclub.com](mailto:customerservice@mhaclub.com). For cancellation requests please email [cancellations@mhaclub.com](mailto:cancellations@mhaclub.com). Please allow at least 15 business days for the cancellation, change, or freeze to take affect.

**MEMBERSHIP RENEWAL**

If you are paying your membership by monthly installments, your membership will automatically renew at its current rate to a month to month membership. If you paid in full for a membership, you will receive a renewal notice in the mail at the end of your membership term.

**COMPLIMENTARY WI FI**

Enjoy complimentary Wi Fi while you’re at the club by logging into our guest network MHAC, password is “workout2”.

**CONTACT INFORMATION**

If any of your personal contact information such as address, cell phone, email, emergency contact, or other changes please contact us at the front desk or email us at [customerservice@mhaclub.com](mailto:customerservice@mhaclub.com) with the updated information. By signing your agreement today you are giving us permission to contact you using any and all of the means provided on your personal information sheet. Please note that we use a billing company called ABC Fitness Solutions to provide much of our billing and fee collections so be aware you may be contacted by ABC regarding your membership with the club on occasion.

**LIKE US | CHECK IN WITH US | REFER US**

Get registered to win valuable prizes each week by checking on Facebook.

Like us on https://www.facebook.com/mhaclub to stay up to date with what’s happening at the club. Ask us how you can earn free months by referring friends to the club! We appreciate your referral on Yelp.

Contact Information

Mountain Home Athletic Club

514 Coley Drive

PO Box 2265-72654

Mountain Home AR 72653

870-425-4342

[www.mhaclub.com](http://www.mhaclub.com)

<https://www.facebook.com/mhaclub>

<https://www.instagram.com/mountainhomeathleticclub/>

Weststar Fitness Center

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