

# FREQUENTLY ASKED QUESTIONS: ILLINOIS CENTER

## GENERAL LSF TOPICS

**Q:** Where is LSF – Illinois Center located?

**A:** The club is located at 211 N. Stetson Avenue, Chicago, IL 60601.

**Q:** What are the club hours?

**A:** We are open the following hours:

Monday – Thursday from 5am to 10pm

Friday – 5am-9pm

Saturday and Sunday from 7am-6pm

Holiday hours – 2017

Memorial Day: 6am-3pm

Independence Day: 6am-3pm

Labor Day: 6am-3pm

Thanksgiving Day: Closed

Christmas Eve: 7am-3pm

Christmas Day: Closed

New Year's Eve: 7am-3pm

New Year's Day: 7am-10pm

**Q:** Does your location have parking?

**A:** We offer discounted parking through the Park Millennium Garage located at 221 N Stetson Avenue. Parking passes can be purchased at the front desk at LSF. The garage can be accessed on Upper Stetson near the main club entrance.

**Q:** Do you have other locations?

**A:** Yes, we have two other locations

Lakeshore Sport & Fitness, Lincoln Park

1320 W Fullerton Ave

Chicago, IL 60614

Verge by LSF

1934 W North Ave

Chicago, IL 60622

To schedule a visit to either of the other locations, please contact

[ICMembership@LakeshoreSF.com](mailto:ICMembership@LakeshoreSF.com)

## MEMBERSHIP

**Q:** How do I become a member?

**A:** We're glad you're considering Lakeshore Sport & Fitness! Please email us at [ICMembership@LakeshoreSF.com](mailto:ICMembership@LakeshoreSF.com) or stop in to schedule your tour and learn about our membership options.

**Q:** What types of membership do you offer?

**A:** We offer a variety of membership types from Standard to VIP. In addition, we also offer memberships that allow universal access to all three of our locations in Chicago. Please email us at [ICMembership@LakeshoreSF.com](mailto:ICMembership@LakeshoreSF.com) or stop in for more details.

**Q:** If I do not have my LSF member card how can I check into the club?

**A:** You can present an ID at the Front Desk or use the scan code on the MyLSF app on your phone.

**Q:** I have lost my membership card, can I replace it?

**A:** Yes! You can replace your membership card at the Front Desk for a \$5.00 fee. You can also scan in at the Front Desk using the MyLSF app on your phone.

**Q:** Do I need to bring a lock for the locker room?

**A:** Yes, please bring in a standard lock for the men's locker room. We also have these available for purchase at the Front Desk. The women's locker room does not require a lock, and members can use their membership cards for their lockers.

**Q:** How long of a commitment do I need to make to be a member?

**A:** Our regular membership commitment is 3 paid months. We do also offer one week and one month short term memberships at a different rate schedule. Contact [ICMembership@LakeshoreSF.com](mailto:ICMembership@LakeshoreSF.com) for more information.

## GUEST POLICIES

**Q:** When can I bring in a guest?

**A:** Guest hours are 8:00am – 8:00pm Monday through Friday and 9:00am – 6:00pm Saturday and Sunday. Guest are only allowed in the club during these days and times.

**Q:** Can I bring in a guest?

- A:** Non-members are welcome to use our clubs on a limited basis. The guest fee is \$35 and there are some discounts at certain hotels and for certain preferred partners. Check with membership for more information. In addition, members may bring guests to our clubs at a discounted price of \$17.50 per guest.
- b. Local guests may visit the club no more than 5 times in a calendar year. Out of town guests may visit more than 5 times but must pay the appropriate guest fee each time after the first five visits.
  - c. In addition to being able to bring guests at a discounted price to the normal fee, members are also given 5 guest passes which can be used to bring a guest for free

- d. Members are also encouraged to suggest friends who may want to join the club. In this case, the Membership Department may, at their discretion, invite the prospective member to be a guest of membership for a fixed period of time.
- e. Former members are not eligible to use the club as a guest – whether or not they are willing to pay a guest fee – for a period of 6 months after they have terminated their membership without GM approval.

**Q:** I have a guest from out of town. What do they need to bring to come in as a guest?

**A:** Your guest is welcome to come in with you, and will also need to present an ID during check in time. See above for guest fees.

**Q:** I am staying at a hotel in the area. Can I come in as a guest?

**A:** Yes! We welcome hotel guests to visit us. We offer \$35 daily passes, one week passes good for 5 visits for \$99 or longer term options. If you are staying at a local hotel, ask your concierge if they offer a discounted program with LSF. We partner with some local hotels to provide a discounted daily rate.

## BILLING

**Q:** When are members billed for membership?

**A:** Billing is processed on the 1<sup>st</sup> of every month. This covers the current month's membership dues and the previous month's ancillary charges.

**Q:** What are options for updating payment information or making a payment?

**A:** To update the payment information on an account or make a payment, members can update online via MyLSF.net. Payment information updates can be made at the Front Desk, by contacting our Business Office via email at [ICBilling@LakeshoreSF.com](mailto:ICBilling@LakeshoreSF.com), by phone at 773-770-2433. Memberships that are attached to a credit card for monthly billing will see a 4% charge on all additional club purchases and dues. To avoid this fee, simply attach your membership to a bank draft or checking account.

**Q:** What happens if a payment does not go through or is declined?

**A:** Members are automatically assessed a \$25 late fee when their payment does not process through autopay. We understand that unexpected situations arise, so if anything arises in regards to your payment please contact our Business Office at [ICBilling@LakeshoreSF.com](mailto:ICBilling@LakeshoreSF.com) to discuss your options.

## MEMBERSHIP HOLDS

**Q:** Can members place their account on hold?

**A:** Yes, members are able to place their account on hold from one to three total months in a calendar year. Holds can be placed for non-consecutive months, but we do not offer open-ended holds and cannot place accounts on hold after the 1<sup>st</sup> of the month for that same month. Holds can begin on the 1<sup>st</sup> of the month, and will end on the last day of that month. While the membership is on hold, members are charged a monthly \$20 hold fee instead of regular

membership dues. A hold confirmation email will be sent to the member from [businessoffice@lakeshoresf.com](mailto:businessoffice@lakeshoresf.com) for their reference once the hold has been processed. *Until this email is received, the member should assume the hold has not been processed on the account.*

Please contact [ICBilling@LakeshoreSF.com](mailto:ICBilling@LakeshoreSF.com) with any inquiries about placing a membership on hold.

**Q:** Is there an option for a medical hold?

**A:** LSF offers members the option to place their account on a medical hold for up to six months at no charge, as long as medical documentation is provided. A doctor's note with the start and end date for your recommended medical hold can be emailed to [ICBilling@LakeshoreSF.com](mailto:ICBilling@LakeshoreSF.com).

**Q:** Do I need to do anything to activate my membership after my hold has ended?

**A:** No, member's accounts automatically reactivate at the end of their requested hold. For reference, the end date of the hold is included in the confirmation email to the member.

**Q:** Can holds be extended beyond the original request?

**A:** If member's place their hold on account for less than the three month maximum, members are able to extend their hold as long as they contact the Business Office before the end of the month. Please contact [ICBilling@LakeshoreSF.com](mailto:ICBilling@LakeshoreSF.com) with any extension requests.

**Q:** Can a membership hold end earlier than originally requested?

**A:** Yes! If a member decides they no longer wish to be on hold, their membership can be reactivated at any time by contacting the Business Office at [ICBilling@LakeshoreSF.com](mailto:ICBilling@LakeshoreSF.com).

**Q:** Can members use the club while on hold?

**A:** No, members cannot use the club or services while their account is frozen.

**Q:** Can a membership be cancelled while on hold?

**A:** Memberships are not able to be cancelled from a hold. If a member needs to cancel while on hold, their account will be reactivated and charged one final month of active membership dues before the account is cancelled.

## MEMBERSHIP CANCELLATIONS

**Q:** What is the cancellation policy for members?

**A:** All standard cancellations require 1 billing cycle's notice. Members will pay for one final month after their cancellation request has been received. For example, if a cancellation is requested on April 15<sup>th</sup>, the membership remains active through the end of May and the last month of membership dues will be charged on May 1<sup>st</sup>.

**Q:** I am cancelling my membership, but cannot use my last month. What are my options?

**A:** We do offer the option to transfer your membership to someone else if you know someone who would like to take advantage of your last month. Please email us at [BusinessOffice@LakeshoreSF.com](mailto:BusinessOffice@LakeshoreSF.com) if you would like more information about transferring your membership.

**Q:** Where should cancellation requests be sent?

**A:** Requests for cancellations must be submitted in writing and are handled by our Business Office only. This can include an email to [ICBilling@LakeshoreSF.com](mailto:ICBilling@LakeshoreSF.com) or a certified letter mailed to the facility. Once received and processed, a cancellation confirmation will be sent to the member. Until this email is received, the member should assume the cancellation has not been processed.

**Q:** Can memberships be cancelled earlier for a move?

**A:** Yes, members are able to cancel their membership within the same month in the case of a move **greater than 25 miles from the club**. In order for this to be processed, members need to send proof of relocation in the form of a lease, bill at the new address, USPS change of address form, or a job acceptance letter. The documents must show the name of the member and the address at the new location and need to be submitted before the end of that month. Documents and inquiries can be emailed to [ICBilling@LakeshoreSF.com](mailto:ICBilling@LakeshoreSF.com).

**Q:** Can a membership be cancelled for medical reasons?

**A:** Yes, if members are unable to use the club for medical reasons, we are able to cancel a membership with no further charges once the medical documents are received. Medical documents and inquiries can be sent to [ICBilling@LakeshoreSF.com](mailto:ICBilling@LakeshoreSF.com).

**Q:** Are there refunds for cancelling a membership?

**A:** Only memberships cancelled within 14 days after contract is signed may receive full refunds. After the initial 14 day period, all enrollment fees and/or prepaid dues are not refundable and members are committed to a three month minimum membership term. 14 day cancels are one time only. If you chose to rejoin, you will not be eligible for the 14 day satisfaction guarantee.

**Q:** Can a cancellation request be changed after submitted?

**A:** Yes! Members have until end of their final month to change their cancellation request. Please submit your request to remove your cancellation to the Business Office at [ICBilling@LakeshoreSF.com](mailto:ICBilling@LakeshoreSF.com).

**Q:** Can I rejoin or use the club after cancelling?

**A:** Yes! Members are welcome to rejoin at any time. Please note, that members will not be eligible to rejoin under a promotion for 6 months after cancelling, or utilize the club as a guest in that time.

## MYLSF.NET

**Q:** What do I need to create an online account?

**A:** Please visit MyLSF.net to create your online member account. All you need to complete this is the number on the back of your membership card, and your email address.

**Q:** What if I'm having trouble creating an account?

**A:** If you are having difficulty creating your online account, please contact us at [BusinessOffice@LakeshoreSF.com](mailto:BusinessOffice@LakeshoreSF.com), or by calling us at 773-770-2433 and someone will assist you with setting up your account.

**Q:** What can I do on MyLSF.net?

**A:** MyLSF.net allows members to review their account information online. Members can update their billing information, view our group fitness schedule, schedule services, review their transaction history, and more.

**Q:** Do you have an app?

**A:** Yes! Our MyLSF app is available on the Apple Store or Google Play Store for your device. Your username and password created through MyLSF.net can be used to log in to the app.

## LAUNDRY SERVICE

**Q:** Do you offer laundry services at LSF?

**A:** Yes! We do have laundry service available for your gym clothes. This service is included in our Executive and VIP memberships, and is available as a \$25 monthly upgrade for our Standard members. If you are interested in laundry service, please email us at [ICMembership@LakeshoreSF.com](mailto:ICMembership@LakeshoreSF.com).

## STORAGE OPTIONS

**Q:** Do you offer permanent lockers at LSF?

**A:** Yes! We offer permanent lockers as a part of our Executive and VIP memberships. We also have kit lockers for Standard members that can be upgraded to your account for \$25 per month. For more information about lockers, please email us at [ICMembership@LakeshoreSF.com](mailto:ICMembership@LakeshoreSF.com).

**Q:** I ride my bike to the gym – is there a secure place it can be stored?

**A:** Yes! We offer bike storage that can be added to your membership for an additional \$35 a month. This service is included in our Executive and VIP memberships. For more information about our bike storage, please email us at [ICMembership@LakeshoreSF.com](mailto:ICMembership@LakeshoreSF.com).

## PERSONAL TRAINING

**Q:** I want to start Personal Training, how do I go about this?

**A:** Please reach out to our Personal Training Department [ICPT360@LakeshoreSF.com](mailto:ICPT360@LakeshoreSF.com) and someone can assist you by setting you up with one of our Trainers!

**Q:** I need to cancel my Personal Training Session, how do I do this?

**A:** You must contact your trainer or the PT Department at [ICPT360@lakeshoresf.com](mailto:ICPT360@lakeshoresf.com) to discuss cancelling your session.

**Q:** Will I still be charged for the session if I cancel?

**A:** Lakeshore Sport and & Fitness has a 24 hour cancellation policy. You must cancel at least 24 hours in advance to avoid being charged. You will be responsible for covering the fees for a sessions cancelled within 24 hours of the scheduled session.

**Q:** If I need to reschedule my session, will I be charged?

**A:** LSF's cancellation policy applies to all cancel and reschedules. You must reschedule at least 24 hours in advance to avoid being charged. You will be responsible for covering fees for a session that is rescheduled within 24 hours of the reservation.

**Q:** I purchased a personal training package, is there a time frame I must use the sessions in?

**A:** All training packages expire 1 year after purchase date.

**Q:** Are Personal Training Packages Refundable?

**A:** We do not offer refund on any personal training packages.

**Q:** Am I able to bring my own trainer to the club to workout with me?

**A:** No, we do not allow outside service providers to conduct sessions in the club. This includes all services, not just personal training.

## CHILDCARE & CHILD POLICIES

**Q:** How old does my child have to be to use the club by themselves?

**A:** A child must be 18 years of age or older to attend the club during the week. Children under the age of 18 are welcome to use the facility on the weekends from 12pm-6pm with adult supervision in approved areas. Children are not permitted in any areas with workout equipment. Children under the age of 18 are welcome during all hours of club operations only if they are in a private paid for lesson with an instructor. They have access to the club only during that session.

**Q:** Do you offer childcare?

**A:** Yes! Childcare is available for children ages 6 months – 12 years for up to 2 hours per day at the following times:

Monday – Friday: 9am-1pm; 4pm-8pm

Saturday 8:45am-2pm

**Q:** Is there a fee for childcare?

**A:** We offer a drop in childcare visit for \$10 per 2 hour visit, limit of one visit per day. We also offer monthly Unlimited Childcare Passes for \$55 per month that can be added to your membership. Please contact [ICMembership@LakeshoreSF.com](mailto:ICMembership@LakeshoreSF.com) if you would like more information about the Unlimited Childcare Pass.

## GROUP FITNESS

**Q:** Where can I find the group fitness class schedule?

**A:** The most up to date version of our class schedule can be found on the MyLSF app. We also keep copies of the standard monthly schedule posted in the club and available for download on our website at (<http://www.lakeshoresf.com/illinois-center/fitness/ic-group-fitness/>).

## EVENTS

**Q:** Do you have spaces available to rent for events?

**A:** Yes! Please visit our “Events” section of the website (<http://www.lakeshoresf.com/illinois-center/social/events/>) to see what types of spaces and events we offer. You can also find out more by contacting us at [ICEvents@LakeshoreSF.com](mailto:ICEvents@LakeshoreSF.com).

## DINING

**Q:** What dining options are available at LSF?

**A:** Press Kitchen is our full service restaurant and bar inside Lakeshore Sport & Fitness – Illinois Center. We serve breakfast, lunch, and dinner Monday through Friday as well as breakfast and lunch on Saturday. Come join us for a sit down meal, grab a drink, or order food to go on your way out. In addition to Press Kitchen, we also offer a variety of grab and go options for purchase at our Front Desk for when you’re in a hurry. Our menu can be accessed online on our Press Kitchen page: [http://www.lakeshoresf.com/illinois-center/social/press\\_kitchen/](http://www.lakeshoresf.com/illinois-center/social/press_kitchen/).

**Q:** Can I bring in outside food or beverages to the club?

**A:** No. Outside food and drinks including alcohol are not allowed anywhere in the club including the rooftop.

## SPA

**Q:** What types of services do you offer?

**A:** We offer both sports massages and relaxation massages, with aromatherapy options available for 50, 80 and 110 minute sessions. Robes and slippers are provided, as is a relaxation room for you to use before the massage.

**Q:** How much do massages cost?

**A:** Our 50 minute massages are \$85 for members and \$120 for non-members, 80 minute massages are \$120 for members and \$160 for non-members and 110 minute massages are \$165 members and \$200 for non-members.

**Q:** When are massages available?

**A:** To check open appointments or to book your service, visit our MyLSF app or contact the Front Desk at 312-856-1111. Please contact [ICSpa@LakeshoreSF.com](mailto:ICSpa@LakeshoreSF.com) for more information about appointments or massages.

## SQUASH

**Q:** Do you offer squash lessons or programming at LSF?

**A:** Yes! We offer a variety of squash programming including private lessons, clinics, tournaments, a flex league, and camps. We also host a Ping Pong League! Please contact us at [ICSquash@LakeshoreSF.com](mailto:ICSquash@LakeshoreSF.com) for more information about our offerings.

**Q:** Can I reserve squash courts?

**A:** Yes! Squash courts can be reserved for \$10 per hour by calling our Front Desk. We also have racquets available for rental for \$5. Reservations can be made through the Squash page on our website (<http://www.lakeshoresf.com/illinois-center/sport/ic-squash/>).

## GOLF SIMULATOR

**Q:** How do I reserve the golf simulator?

**A:** We have a golf simulator available for use during club hours. The simulator can be reserved for \$35 per hour for standard members, or at no charge for our Executive and VIP members. Reservations can be made online or through the MyLSF app. House clubs and balls are included with the rental.

**Q:** Can I store my golf clubs at LSF?

**A:** Yes! Golf club storage is available to be added to your membership. Please contact [ICMembership@LakeshoreSF.com](mailto:ICMembership@LakeshoreSF.com) for more information.

## POOLS

**Q:** What are the lengths and temperatures of your pools?

**A:** Our lap pool measures 23.5 yards (21.5m/70.5ft) with 4ft depth, and is maintained at a temperature of 78°F-80°F. We also have outdoor rooftop leisure pool with a 3ft depth that is heated between Memorial Day and Labor Day each season.

**Q:** Do you offer classes in the pools?

**A:** Yes! We offer Masters Swim classes in our lap pool throughout the week. The Masters Swim program can be added to your membership at a monthly rate of \$35. For more information about the program for about private lessons, please contact [ICSwimming@lakeshoreSF.com](mailto:ICSwimming@lakeshoreSF.com). Schedules for our Masters Swim classes can be found on our group fitness schedule online or on the MyLSF app.

## CLIMBING WALL

**Q:** Who can use the climbing wall?

**A:** The climbing wall is open to LSF members and guests 18 and older. Children 4 and older can use the climbing wall with parent supervision during the weekend afternoon hours.

The hours available for climbing reservation are:

Monday – Friday: 5pm – 9pm

Saturday & Sunday: 11am – 2pm

The wall will only be open if there is a reservation. Reservations must be made at least 12 hours in advance for all services including open climb. You can register via the MyLSF app or by contacting the front desk at 312-856-1111.

**Q:** I am an experienced climber – how do I get started learning to climb?

**A:** All members, regardless of skill level, must go through an LSF Climbing Wall Orientation with one of our climbing instructors on their first visit prior to using the wall. The Orientation lasts about an hour and the necessary equipment is provided as part of the cost - \$35 for members and \$45 for non-members. This fee is waived for our Executive and VIP members. We also offer a Kid's Orientation for children 10 years or older on the weekends after noon for \$25. A reservation must be made at least 12 hours in advance.

**Q:** I am an experienced climber – is there anything I have to do to be able to use the climbing wall?

**A:** Experienced climbers 18 and older may qualify for a Belay Check if they are able to display competency with the equipment and safety regulations. Belay Checks are \$20 for members and \$30 for non-members. This fee is waived for our Executive and VIP members.

**Q:** I am a member – is there an additional fee for using the Climbing Wall?

**A:** After the Orientation or Belay Check, regular climbing is included in our memberships. There is only an additional fee if equipment is rented during your climb.

**Q:** Do you provide climbing equipment?

**A:** We offer climbing shoes and harnesses for rental during climbing hours, for \$5 each per rental. Our climbing orientation includes the harness and shoe rental. Our belay check does not include equipment.

## BASKETBALL

**Q:** Do you have basketball leagues?

**A:** Yes, we offer leagues in the Winter, Spring, Summer and Fall. Contact [ICBasketball@LakeshoreSF.com](mailto:ICBasketball@LakeshoreSF.com) for more information

**Q:** Do you offer organized full court runs?

**A:** Yes, we offer full court runs on Monday, Wednesday and Friday during lunch and after work as well as Saturday mornings. To view the basketball schedule, visit:

[http://www.lakeshoresf.com/wp-content/uploads/LSF\\_IC-Basketball\\_Court\\_Schedule\\_2017-06.pdf](http://www.lakeshoresf.com/wp-content/uploads/LSF_IC-Basketball_Court_Schedule_2017-06.pdf)