



## **Atrium Health Navicent Wellness Center & Fitness Center**

### **FAQ sheet**

- **Where is the Wellness Center and Fitness Center?**
  - Wellness Center - 3797 Northside Drive, Macon GA 31210
  - Fitness Center – 781 Spring Street (second floor, on the other side of the hall from the LiveWELL Clinic)
    - **Please note that the Fitness Center is open 24/7 and is mostly unstaffed. Doors are locked 24/7. If you are with someone, please have each person scan in at the door so we have a record.**
- **Is there a place for all fitness center info?**
  - Yes, [www.navicenthealth.org/wellnesscenter](http://www.navicenthealth.org/wellnesscenter)
- **How do I sign up for a membership?**
  - Stop by the Wellness Center on Northside Drive as all business takes place at the 3797 Northside Drive location.
- **What do I do with the completed paperwork?**
  - Bring your paperwork to The Wellness Center, 3797 Northside Drive to receive your membership scan card for either fitness center.
- **What is the price of Atrium Health Employee membership? Community membership?**
  - Employees will be able to join Fitness Center @ Navicent Lofts and the Wellness Center for only \$24 a month/payroll deducted. The \$75 registration fee **is waived** for employees.
  - Eligible Spouses (Plus One memberships) are half price (\$12/month) with the employee as primary membership, but all paperwork must be filled out. Cost of this will also be payroll deducted from the primary membership
  - Community Members - \$75 registration fee (1/2 price with doctor's note)
    - Wellness Center \$49/month – discounts may apply
    - Fitness Center at Navicent Lofts - \$43/month – no discounts
      - cancel any time with 2-months' notice
      - want access to both? Ask the front desk for more info.
- **Are there any other charges?**
  - A once-per-year enhancement fee of \$25 is billed each year usually in the spring. This fee is used for updating the facilities & buying and updating equipment for all parts of the Fitness Center and The Wellness Center.
- **Is there a PHONE APP?**
  - YES – on your APP store – search “Wellness Center Atrium Health”
- **Are children allowed?**
  - **No children under 18 allowed at the Fitness Center @ Navicent Lofts. No guests are allowed at Fitness Center @ Navicent Lofts.**
  - **At the Wellness Center, children under 18 are allowed as a member under special circumstances with a parent's signature**
- **How long will it take for my membership to be processed?**
  - It can usually happen immediately; just tell the front desk you'd like to get started right away.
- **How will I receive my scan card?**
  - You will pick it up on your first visit. Once you receive your scan card, you are ready to go! Any Non-Employee that needs access to the Fitness Center @ Navicent Lofts will need to pick up an additional access card at the Wellness Center.
- **How do I access the Fitness Center @ Navicent Lofts?**
  - Scan your membership scan card (not your hospital badge) at the fitness center door to access, this will also register your visit at the Fitness Center. **IMPORTANT:** access the gym from the second-floor double doors nearest the yellow deck.
- **Can I use a Guest Pass or \$55 Fitness Pass at the Fitness Center @ Navicent Lofts?**
  - The FREE Guest Pass and \$55 Fitness Pass can **NOT BE USED** at the Fitness Center, only at The Wellness Center
- **What are the hours?**
  - Fitness Center @ Navicent Lofts is open 24/7.
  - The Wellness Center hours are M-Th: 4:45am-9pm; Fri: 4:45am-8pm; Sat: 7am-6pm; Sun: 10am-6pm.

- **Will there be designated parking at the Fitness Center at Navicent Lofts?**
  - Employees can use the surface parking areas for no charge; otherwise, use your assigned designated employee parking deck. THERE IS NO PARKING IN THE LOFT PARKING AREAS, as these are for Loft Tenants only. Yellow deck is allowed; charges will incur after 1 hour. This deck is not operated by the fitness center.
- **If there is no staff on duty, how do we access the facility for a tour?**
  - The Fitness Center is staffed only limited hours. See virtual tour on the website, homepage. Email, [WellnessServiceMacon@AtriumHealth.org](mailto:WellnessServiceMacon@AtriumHealth.org) for help.
- **What is the Guest policy? Will guests be allowed?**
  - As stated before, **no guests are allowed at Fitness Center @ Navicent Lofts**. Membership privileges may be revoked for bringing non-members. Guests are allowed at the Wellness Center only. See website for guest info.
- **Like the Wellness Center, will there be childcare, vending, a pool, or a walking track at Fitness Center @ Navicent Lofts?**
  - No
- **Will I be able to rent a locker?**
  - Locker Rentals are available at the Wellness Center only.
  - Day Lockers are available for use in the locker room at both facilities, but items must be removed after each visit.
- **Will there be Massage Therapy and Personal Training?**
  - Yes, call 633-8509 for an appointment for Massage Therapy
  - Yes, call 633-8513 for an appointment for Personal Training
- **Are there in-person group fitness classes?**
  - There are over 50 group fitness classes per week at The Wellness Center.
  - There is a virtual Fitness on Demand platform with over 300 classes at the Fitness Center at Navicent Lofts.
- **How do I schedule a Smart Start? This is an assessment and beginner circuit plan for all new members.**
  - Email, [WellnessServiceMacon@AtriumHealth.org](mailto:WellnessServiceMacon@AtriumHealth.org) to schedule or visit the Wellness Center in person.
- **What do I do if there is an emergency or health crisis?**
  - There are red emergency buttons throughout each facility. There are also AEDs in each building.

#### Amenities

- **Will there be a towel service?**
  - Hand towels and shower towels are available at both fitness centers.
  - Please drop used towels off in appropriate bins.
- **Will there be shower facilities?**
  - Yes, the shower facilities have lockers, towels, body wash, shampoo, conditioner, and hair dryers.
- For comments or suggestions, email [WellnessServiceMacon@AtriumHealth.org](mailto:WellnessServiceMacon@AtriumHealth.org)
- At the Fitness Center @Navicent Lofts, if you see something that needs attention, scan the QR code found in one of the locker rooms to let us know.

**The staff of The Wellness Center and Fitness Center@ Navicent Lofts  
thanks you for getting fit and healthy with us!**