

After Hours Access Policy

At Catalyst Fitness, we provide our members with convenient access to our facilities outside of our normal staffed hours. To maintain safety, security, and fairness for all members, we have established clear policies for after-hours facility use.

Who Can Access the Facility After Hours:

- **Only paid members with accounts in good standing** are allowed after-hours access.
- **No guests are permitted** during unstaffed hours.
- **No non-members** are allowed in the facility at any time we are not staffed at the front desk.
- Your membership must be current with no outstanding balance to maintain after-hours access privileges.

Required Entry Procedure:

Every person must scan themselves in individually at the door scanner using their Catalyst Fitness app QR code.

Important Entry Rules:

- **Each person must scan their own QR code** - no exceptions.
- **No one is allowed to open the door or hold it open for someone else.**
- **If you come in together, you both must still scan at the door and allow the door to shut completely between each scan.**
- Even if multiple people are members, each person must complete their own individual scan.

Enforcement and Monitoring:

- We have deployed an **AI-powered camera system** which detects how many people pass through for each scan at the door.
- The system generates automatic alerts when violations occur.
- **Violation fines: \$30 per person per occurrence** for anyone caught breaking these rules.
- Messages and charges are processed automatically when violations are detected.

Why These Policies Exist:

We have implemented these strict policies because:

- **Safety and Security:** We need to know exactly who is in our facilities at all times for member safety and emergency situations.
- **Liability Protection:** Unauthorized access creates significant liability issues for our business and puts our members at risk.
- **Theft Prevention:** Trespassing and theft cost us thousands of dollars per year, which ultimately affects membership rates and facility improvements.
- **Fairness:** Only paying members should have access to the facilities they pay for.

Important Things To Know:

- **Automatic Processing:** Our monitoring system generates automatic alerts and charges may be applied even before we can manually review footage.
- **No Exceptions:** Even if both people entering together are members, charges will still apply if proper scanning procedures aren't followed.
- **Resource Impact:** Investigating violations and reviewing video footage requires significant time and resources that we prefer to invest in facility improvements and member services.

How to Avoid Violations:

Simple - just follow the scanning procedure every time:

1. Approach the door scanner individually
2. Open your Catalyst Fitness app and display your QR code
3. Scan your code at the door
4. Allow the door to close completely before the next person scans
5. Never hold the door open for others - even other members

Contact Information:

If you have questions about your account status or need assistance with the Catalyst Fitness app, please contact us during staffed hours:

- **Southwest Fort Wayne:** 260-399-3863 – This location is accessible 24 hours a day.

- **Northeast Fort Wayne:** 260-485-1671 – This location is accessible 24 hours a day.
- **Downtown Fort Wayne –** 260-399-3875 – This location is accessible from 4:00am – 10:00pm daily.
- **Email:** customerservice@catalyst-fitness.com

Taking care of our members is very important to us, and maintaining secure facilities is part of that commitment. Thank you for helping us keep Catalyst Fitness safe and secure for everyone.