



SCW Yoga Club  
Flexibility • Strength • Endurance

## **SUN CITY WEST YOGA CLUB MONITOR HANDBOOK**

Updated October 2023

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## I. INTRODUCTION

Monitors are authorized by the RCSCW to enforce its rules, requirements, and procedures. The same is true for the Yoga Club; you are authorized to enforce the bylaws, policies, and rules of the club. Both of these expectations are important to satisfying the requirements of the charter granted to the Yoga Club by the RCSCW, as well as ensuring that the Yoga Club complies with IRS tax laws for non-profit organizations.

Being a Monitor is a big responsibility and should not be taken lightly. We appreciate your commitment to the SCW Yoga Club and your volunteering for this important role.

# THANK YOU FOR BEING A MONITOR!

## II. WHO MAY ATTEND A SCW YOGA CLUB CLASS

### A. Following are the descriptions of who may attend a SCW Yoga Club Class

TERM	DEFINITION
Club Member	A Sun City West Association Owner-Member, Associate, or Tenant in good standing with the Recreation Centers of Sun City West and a holder of a valid Owner-Member, Associate, or Tenant Card, who has paid the current SCW Yoga Club membership dues.
Resident Guest	A Sun City West Association Owner-Member, Associate, or Tenant in good standing with the Recreation Centers of Sun City West who is not a member of the SCW Yoga Club. But, comes with the intention of trying the club before joining; limited to 4 visits.
Non-Resident Guest	A non-resident, non-Owner-Member, non-Associate, or Tenant of Sun City West who cannot become a member of the Club but comes to a class or event accompanied by a host Club Member. Non-resident guests without a SCW Yoga Club host accompanying them will not be admitted or as specified for Club events. The non-resident guest must 18 years or older. See also IV, GUEST AND VISITOR PRIVILEGES, below.

### B. SCW Yoga Club members must present their RCSCW Association Owner-Member, Associate, or Tenant card and their SCW Yoga Club membership card, and a prepaid card or check when checking into a class or event.

### III. PAYING FOR CLASSES

- A. **THERE ARE NO FREE CLASSES.** **ALL** guests and visitors must pay the instructor fee. If paying by personal check, the check must be made payable to SCW Yoga Club and drawn on a US bank, foreign bank checks cannot be accepted.
- B. SCW Yoga Club is a cashless Club. Participants must purchase a prepaid card to pay for classes. Do not accept cash for individual classes
- C. Yoga Prepaid cards are available in two denominations:
  - a. \$50 (blue) @ \$5 per circle (10 circles)
  - b. \$25 (grey) @ \$5 per circle (5 circles)
- D. Prepaid cards do not expire. Members are responsible for the safe keeping of their prepaid cards. Prepaid cards will not be replaced if they are lost, stolen, damaged, etc. The SCW Yoga Club does not offer refunds.

### IV. GUEST AND VISITOR PRIVILEGES

- A. All guests **MUST** be accompanied by a SCW Yoga Club member.
- B. Guests may **only attend a maximum of 4 sessions as a guest.**
- C. Non-resident guests may not attend a class without a Yoga Club member host attending the same class. Non-resident guests may not become members of the SCW Yoga Club.
- D. **ALL NON-RESIDENT GUESTS MUST SIGN THE GUEST WAIVER SHEET.** The signed form is to be placed in the monitors' binder. *SCW Residents do not need to sign the Guest Waiver.*

### V. SETUP PRIOR TO CLASS

- A. All supplies are in the Cabinet in the southeast corner of the Studio. If not already unlocked, sign out the key from the facilities office. The red key will open the cabinets where the supplies are kept.
- B. If not already at the Monitor's Desk, retrieve the Monitor Binder from the Cabinet.

- C. Retrieve the drawer containing the manila envelopes and Monitor Sign-Up Calendars for the specific class from the Instructor's drawer.
- D. The binder is arranged with all the forms and documents you will need for the class. Extra forms are in the cabinet if you run low.
  - i. Sign-In Sheet
  - ii. Class Summary Sheet
  - iii. Membership Forms
  - iv. Membership Cards
  - v. Prepaid Cards
  - vi. Non-Resident Waiver Form

## VI. MONITOR PROCEDURES –

### A. Opening the Class –

- i. Set out the Instructor's Monitor Sign-up Calendar so that members may sign up to monitor a class.
- ii. Class Sign-In Sheet (complete before accepting customers)
  - a. Fill in the date, the class time, class title (as shown on the class schedule), and instructor's name at the top of the Sign-In Sheet. If a substitute is teaching, fill in the space with the substitute's name.
  - b. Make sure you sign in first before opening monitor's desk. Some of the classes fill up during winter months.
- iii. Class Summary Sheet (complete before accepting customers)
  - a. Fill in the date, the class time, class title (as shown on the class schedule), and instructor's name in Section 1 of the Class Summary Sheet
  - b. If a substitute is teaching, fill in the space with the substitute's name.
  - c.

Sign your name at the bottom of both Sign-in and Summary sheets.

## B. Checking Participants into the Studio, a Class, and Purchases

### i. Identification Required to Enter the Studio

The Governing Board has mandated that everyone must scan their membership card to enter into the room used by the club.

The messages provided by ClubTrack will tell you which actions to take; see exceptions.

Assuming a successful scan, the person may then sign into the class using the current Yoga Club process.

### ii. Identification Required to Enter a Class

The photograph on the Owner-Member, Associate, or Tenant card must match the face of the presenter. The name on the Owner-Member, Associate, or Tenant Card must match the name on the SCW Yoga Club membership card.

### iii. Taking Class Payments from Participants

- a. **Do not accept cash for individual classes.** Prepaid cards are the preferred payment method. In a pinch, members may pay by check for each class, but they should be encouraged to buy prepaid cards.
- b. "X" out one (1) circle on a blue prepaid card. Each circle is \$5.
- c. "X" out one (1) circle on a grey prepaid card. Each circle is \$5.

### iv. Prepaid Card Purchases

- a. **Do not accept cash for prepaid card purchases.** Personal checks are the only payment method accepted for prepaid cards. Note the card number(s) in the appropriate column

below the Purchases heading on the Sign-In sheet (i.e., \$50 or \$25) on the row where he/she signed in.

v. Membership Purchases

- a. **Do not accept cash for membership purchases.** Personal checks are the only payment method accepted for memberships. All membership payments must be written on a separate check than payments and paperclipped to the membership form.
- b. The current annual dues are noted on the Membership Form and can be paid by personal check made payable to SCW Yoga Club.
  1. There are no reduced dues for partial year membership.
  2. The Yoga Club does not offer refunds or credits.
  3. Clubtrack - It takes up to two weeks for a member to show up in Clubtrack, during this time they will be treated as a Yoga Club member. The honor system will apply during that time in regards to proof of membership if a membership card has not been provided.
- c. All new and renewing members must have a valid Recreation Card (Owner-Member, Associate, or Tenant), at the time the membership form completed.
  1. Membership forms are self-serve. The individual must fill out membership form, attach the check to the form with a paperclip and place in the plastic bin located next to monitor's desk.
  2. The monitor will collect the membership forms with the checks attached when closing out monitor desk and include these in the manilla envelope. Having the memberships as self-serve allows us to free up the monitors time to ensure everyone is checked-in on



time for class.

- d. When an individual purchases a new or renewal membership, he/she must place a check mark next to his/her name in the Membership column on the Sign-In Sheet.

vi. Exceptions

A pad of paper is included in the Monitor Binder for documenting exceptions. An unsuccessful scan must be handled according to the RCSCW's rules. As a Monitor, you are authorized and expected to handle that responsibility.

Also, document unexpected issues; e.g., a club member who not in ClubTrack, but has valid club membership card, incidents that occur at the Monitor Desk, short supplies, etc. Please leave detailed notes so they may be appropriately addressed.

C. Closing the Monitor Desk Before Class

- i. **Close the monitor desk 5 minutes before the scheduled class start time.** Use this time to complete the paperwork before the start of class. Please make sure the sign-in sheet and the class summary sheet numbers match up. You should be able to get all the information from the sign in sheet to fill out the class summary sheet. The checks should match the prepaid sold, etc. **DO NOT ADMIT PERSONS AFTER THE 5-MINUTE MARK HAS BEEN HIT.**
- ii. Place the Do Not Enter sign on the magnets on the exterior of the door.
- iii. Count the number of people in the room and make sure all participants have signed in on the sign in sheet. Record the number of people in the room (including the instructor) on a Post-It Note and place it on the Studio door before class begins so that it is visible to the outside.

## D. Closing Out the Class

### i. The Sign-In Sheet

a. After verifying everyone has signed in, count the number of entries in each column of the Sign-In Sheet and indicate that count at the bottom of that column. Do not depend on the row numbers for an accurate count, as rows may have been skipped or entries crossed out.

1. Member
2. Visitor
3. Memberships
4. \$50 Cards Purchased
5. \$25 Cards Purchased

### ii. The Class Summary Sheet

#### a. Section 2 – Checks Collected

1. New Memberships sold – Count and total dollar amount (Number of memberships sold multiplied by \$10)
2. \$50 Prepaid Cards sold – Count and total dollar amount (Number of \$50 prepaid cards sold multiplied by \$50)
3. \$25 Prepaid Cards sold – Count and total dollar amount (Number of \$25 prepaid cards sold multiplied by \$25)
4. Checks collected – Count and total dollar amount of all checks
5. Make sure the total amount of the checks matches the amount of prepaids sold, memberships sold, and payments to attend class listed under other checks.
6. Sum the columns

7. The counts of these items should match the counts at the bottom of the corresponding columns of the Sign-In Sheet except for payments for class attendance paid by check. This should be a visitors preferred way of payment.
8. The total dollar value of checks should equal the sum of the prepaid card, membership sales, and other checks collected (in dollars).

b. Section 3 – Attendance

1. From the Sign-In Sheet, count the number of Members who signed in. *Do not depend on the row numbers* for an accurate count, as rows may have been skipped or entries crossed out.
2. Sum the Member count, the Visitors count, and the instructor count (1), and enter the total at the bottom of the column.
3. The counts of Members and Visitors should match the figures shown on the Sign-In Sheet.

iii. Filing out the Paperwork

- a. Gather the Sign-In Sheet, Class Summary Sheet, completed Membership Forms, and checks, notes, and place them in the manila envelope.
- b. Place the manila envelope in the lockbox in the bottom cabinet.
- c. Put the instructor's monitor file folder with calendars and manila envelope back in his/her drawer in the cabinet.

iv. Final Close-Out

If there is a class IMMEDIATELY following the class just ended, you may leave the Monitor Binder, signs, pen holders, etc. and cabinet keys on the Monitor Desk for the next Monitor.

Otherwise, return the Monitor Binder, signs, pen holders, etc., to the cabinet and lock them. Return and sign in the key to the facilities office.

**THANK YOU FOR MONITORING!**

## VII. APPENDIX

Forms for use by Monitors follow.

### SUN CITY WEST YOGA CLUB SIGN IN SHEET

Class Date:	Time:	Class Title:
Instructor Name:	Instr. Initials:	Substitute:

Recreation Card Number	Name (Print)	Check One:			Purchases		
		Member	Visitor	Member-ship	Card Number(s)		
					\$50	\$25	
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							
24							
25							

COUNT OF MEMBERS & GUESTS/VISITORS	➡				
COUNT OF MEMBERSHIPS SOLD	➡				
COUNT OF PREPAID CARDS SOLD	➡				

Monitor (1) Print Name: \_\_\_\_\_

Monitor (2) Print Name: \_\_\_\_\_

## CLASS SUMMARY SHEET

### Sun City West Yoga Club

1 - CLASS INFORMATION	
Class Title	
Class Date	
Instructor	
Substitute	

2 - CHECKS COLLECTED			
	Number	Dollar Amount	
Memberships Sold (\$10.00)		\$	= (# sold) x (\$10.00)
Prepaid Cards Sold (\$50.00)		\$	= (# sold) x (\$50.00)
Prepaid Cards Sold (\$25.00)		\$	= (# sold) x (\$25.00)
		\$	= (# sold) x (\$10.00)
Other Checks Collected		\$	= sum of checks
<b>TOTAL CHECKS COLLECTED</b>		\$	

sum the column

3 - ATTENDANCE	
	Count
Members	
Guests / Visitors	
The Instructor	1
<b>TOTAL ATTENDANCE</b>	

sum the column

4 - COMPLETED BY
Monitor Name (Print)
Monitor Name (Print)

BOOKKEEPER	
	Deposit \$
Over / (Under) Amount Collected	\$

## CLASS SUMMARY SHEET

### Sun City West Yoga Club

1 - CLASS INFORMATION	
Class Title	
Class Date	
Instructor	
Substitute	

2 - CHECKS COLLECTED			
	Number	Dollar Amount	
Memberships Sold (\$10.00)		\$	= (# sold) x (\$10.00)
Prepaid Cards Sold (\$50.00)		\$	= (# sold) x (\$50.00)
Prepaid Cards Sold (\$25.00)		\$	= (# sold) x (\$25.00)
		\$	= (# sold) x (\$10.00)
Other Checks Collected		\$	= sum of checks
<b>TOTAL CHECKS COLLECTED</b>		\$	

sum the column

3 - ATTENDANCE	
	Count
Members	
Guests / Visitors	
The Instructor	1
<b>TOTAL ATTENDANCE</b>	

sum the column

4 - COMPLETED BY
Monitor Name (Print)
Monitor Name (Print)

BOOKKEEPER	
	Deposit \$
Over / (Under) Amount Collected	\$