



LNPC FAQ's

Downloading the LNPC app

- If using an iPhone, download here: [App Store](#)
- If using a Google or Android phone, download here: [Google Play Store](#)

Member Services

- **What are the hours of operation for the facility?** Monday through Friday, 5am-11pm; Weekends 7am-7pm
- **How do I sign up for membership?** Visit our [Membership page](#) on the LNPC website and make an appointment to tour, call, or just walk-in. You can enroll at the facility, via email, or on the phone with an LNPC staff member.
- **How do I access the areas of the club?** Download the LNPC app from the app store. Link your account and you will have access to your membership barcode on your phone. This is how you will check-in to the LNPC, as well as access other areas of the club.
- **How do I make changes to my account?** Visit the Member Services desk to fill out the membership change form. This request for membership freezes, cancellations and downgrades must be received by LNPC on or before the twentieth (20th) day of the month and will become effective on the last day of that month. Any notice, request, or submission received after the twentieth (20th) day of the month will become effective on the last day of the following month.
- **Do you have a household policy for couple and family membership?** Yes, all families must live in the same household and each member on the account must prove residency with matching addresses. Accepted documents include: Driver's license, lease from apartment complex, or OUC/utilities bill (water or electric).
- **If I cancel and want to return, do I have to pay an enrollment fee again?** Yes, you would be required to enroll at the current promotion at the time of re-joining. If you need to pause your membership, you can freeze for up to two months at a \$15 rate per month. We also offer longer freezes for medical and military reasons.
- **Can I bring a guest?** All memberships receive 12 guest flex passes per calendar year. These passes give you access to LNPC, Perform Ignite classes, ROX Climbing Gym and the Chopra Mind-Body Zone for guests or to use for yourself! After those 12 passes have been used, your guests can pay a discounted rate for a day pass or purchase a 5 or 10 day punch pass.

Child Watch

- **What are the hours for Child Watch?** Monday through Friday 8am-1pm & 3pm-8pm; Weekends, 8am-1pm

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- **What are the age requirements for Child Watch?** [Child Watch](#) is available for ages 2 months to 12 years old for up to two hours, once per day. It is available for all LNPC members' children who have family memberships, or the Child Watch add on.
- **Can I use Child Watch if I am not a member of the Lake Nona Performance Club?** No, Child Watch is a service for LNPC members only who have a family membership plan or who have added the Child Watch add on.
- **Do I need to make reservations for my child?** We highly encourage everyone to make reservations, however they are not required. Reservations are most needed during peak times, specifically during school breaks, evenings from 5pm-8pm and weekends.
- **What is Kids in Motion programming?** [Kids in Motion](#) is an extension of Child Watch. You can have your child enrolled in Kids in Motion for 1 hour and then have 1 hour of child care in Child Watch. In lieu of Child Watch, children 6-12 years old can sign up for our Kids in Motion programming. These children utilize other areas of LNPC such as ROX Climbing Gym, the Family Pool, Sports Courts, etc. to keep children active while their parents are using the facility. Click [here](#) to view the Kids in Motion schedule. Classes will open for reservations 22 hours prior to class and close when class starts. To make a reservation, go to the LNPC app or call 407-216-5672, ext. 110, otherwise drop in's will be taken on a first come first serve basis if there is availability.

Member On-Boarding

- **What is the Launch 1 assessment?** [Launch 1](#) provides you with an understanding of your baseline of health and wellness through biometrics and movement analysis. Our personal trainers can then use this information to make recommendations on amenities and services throughout the Club that can help you reach your goals.
- **Do I get a personalized workout plan?** [Launch 2](#) is your opportunity to learn about our Technogym equipment and how to use the MyWellness app to track your workouts. You will spend time with a personal trainer on the fitness floor establishing baseline physical assessments to be reassessed every 3 months based on your goals. Launch 2 also includes a 30-minute workout with a personal trainer which will be added to your MyWellness app to follow along.
- **How often can I check my progress towards my goals?** [Relaunch](#) assessments occur every 90 days and are your opportunity to check progress towards your goals. You will receive an email when it is time for this to be scheduled.
- **Do I have to pay for this?** No, the on-boarding and recurring assessments are complimentary included with membership.

Locker Rooms

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- **Are there towels available?** Yes, we have full towel service throughout the facility including shower towels in the locker room as well as sweat towels on the 2nd floor. Towels **must** be returned prior to exiting the facility.
- **Are there lockers available?** Yes, we have daily use lockers both in the locker rooms and numerous daily use lockers on the second floor. These are first come first serve and free to use.
- **Do I need to bring a lock?** No, all the lockers come with built-in locks for daily use only.
- **Can I rent a locker?** Yes, you can choose the locker you'd like to rent that will be reserved for you for \$49/month. For more information, please see our Member Services desk.
- **Do you have a steam and sauna room?** Yes, we have steam room and a Himalayan salt sauna in both the men's and women's locker rooms.
- **Can I bring my child into the locker room?** We highly encourage families to use our family locker room. Children ages 5 and over must use gender appropriate locker rooms.

Chopra Mind-Body Zone

- **Do I have to be a member of LNPC to use the Chopra Mind-Body Zone?** Anyone in the community can experience the [Chopra Mind-Body Zone](#) for a \$30 per day drop-in rate. The drop-in rate to experience a reformer class is \$40.
- **How much does MBZ cost?** The Chopra Mind-Body Zone is just a \$70 UP IT with your LNPC membership per person per month and can be added and dropped at your convenience. This includes unlimited yoga, meditation, barre, and aerial classes and two reformer classes per week per member.
- **Can I try a class before committing to MBZ membership?** Yes, anyone in the community can try the Chopra MBZ for a \$30 per person per day fee. Any LNPC member without the MBZ up-it can try a class for \$15 per person per class. If an LNPC member would like to experience a reformer class, the fee is \$30. If they are a non-member, the fee is \$40. We also offer 10 visit punch passes. More information on those can be found [here](#).

Chopra Mind-Body Spa

- **What types of massages are offered?** Besides the classic treatments such as sports massage, deep tissue, and prenatal massages, the [Chopra Mind-Body Spa](#) offers Chopra Signature treatments that will focus on detoxification, stress relief, vitality and energy, as well as skincare treatments.
- **How do I schedule a Chopra Spa service?** Call our Member Services team to schedule any of our luxurious spa services. View our spa menu [here](#).
- **What if I need to cancel my massage service?** Please provide 24-hour notice if you need to reschedule or cancel your appointment. A cancellation fee of \$75 will be charged if cancelling or rescheduling within less than 24 hours.

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• **What if I am late or do not show up for my massage service?** Late arrivals will not receive an extension of scheduled appointments. Clients who fail to show or call to cancel an appointment will be charged the full session fee.

ROX Climbing Gym

- **What types of rock climbing does ROX offer?** Rox offers a variety of climbing terrain which includes bouldering, Auto Belays, top rope, and lead climbing. Our tallest top rope/lead climbing wall is 43 feet, the tallest in the Orlando area!
- **How much does a ROX membership cost?** Rox is available for LNPC members for only \$50 a month and covers the entire family's experience. For non-LNPC members, a ROX-only membership would be \$90 a month and \$5 additional for each family member added.
- **Can I try out the ROX Climbing Gym prior to getting a membership?** Yes, we have [day pass rates](#). For LNPC members, you can pay \$15 and experience ROX for the entire day with everyone on your LNPC membership! For non-LNPC members, rates start at \$18/day for those that don't need to rent climbing equipment, and \$26/day for those needing climbing shoes and harness. Kids 12 and under are \$10/day (equipment included). We also offer 5-punch and 10-punch passes.
- **Do I already need to know how to rock climb to participate?** The ROX climbing gym is fully staffed by experienced and trained climbing coaches. Regardless of your ability, ROX is intended for all climbing abilities, from beginner to advanced.
- **How old do you have to be to participate?** 4 years old and up.
- **I'd like to learn more about rock climbing, do you offer classes?** Yes! Rox has an [array of classes](#), including technique, strengthening, belay, and lead climbing classes to help you gain new skills and improve on others. Most classes are free to Rox members, while there is a cost to non-Rox members. Private 1 on 1 classes are also available on request.
- **I know how to belay/lead climb, do I have to take a class?** No, a Rox staff member will take you through a check-off process. If you meet the requirements, you will receive a Rox certification and be able to utilize those areas of the climbing gym.
- **What are the hours for ROX?** Sunday: 10am-5pm, Monday: 12pm-9pm, Tues-Thurs: 11am-9pm, Friday: 11am-10pm, Saturday: 10am-7pm

Aquatics Center

- **What is the temperature of the lap pool and warm water therapy pool? Kid's pool?** The lap pool will consistently stay around 80-82 degrees while the warm water therapy pool will stay around 88-90 degrees. The kids pool will stay around 84-86 degrees while the whirlpool will stay around 102 degrees.

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- **Do you offer swim lessons?** Yes, LNPC offers private and semi-private swim lessons for kids through adults. We also offer group swim and water safety classes for infants and kids through our partner, [British Swim School](#).
- **Use of swim diapers allowed?** Yes, the use of swim diapers is required for any child not potty trained.
- **Are there any age restrictions in the pool area?** While we want everyone to have a fun experience in our [aquatics center](#), there are some safety requirements for young swimmers. First, any children who want to swim in water above their head will be required to pass a swim test. Next, any swimmer under the age of six must have an adult in the water within arm's reach or wear a Coast guard approved life jacket at all times. Children ages 13 and up are permitted in the Aquatics Center without supervision, but a guardian from their membership account 18 years and older must be in the building at all times. Children ages 13 and under are not permitted in the Whirlpool. See our Aquatics team for more information.

Fitness Floor

- **What is the minimum age to use the fitness floor?** Ages 16 and above may work out on the fitness floor alone. Children ages 13-15 years must be supervised by a parent at all times, and need to go through an orientation to the floor with a member of the fitness staff.
- **What is the minimum age a youth can have personal training?** A child can participate in [personal training](#) beginning as young as 7 years old and must be with a trainer at all times. Children under the age of 7 may be permitted on a case-by-case basis. Children under the age of 16 must have a guardian from their membership account 18 years and older in the building at all times.

Group Exercise

- **How many group exercise classes do you have?** At the LNPC, we offer [100+ classes](#) a week that cover formats with foundations in strength & cardio, mind body, dance, and aquatics.
- **How do I register for a class?** Reservations for all group fitness classes are required through the LNPC member app or through the membership portal. Classes will open for reservations 22 hours prior to class and close when class starts. Please cancel your reservation if you are unable to make the class.
- **What is the minimum age a youth can participate in Group Exercise classes?** Members ages 13 and older may participate in Group Exercise classes with the appropriate class reservation. Members ages 13-15 must have a guardian from their membership account 18 years and older in the building at all times.
- **What if I can't make some of the in-person Les Mills class times?** We now offer LES MILLS™ Virtual workouts in our studios. These combine world-leading fitness programs with pumping sound and motivational movements. Our virtual classes are updated every three months with new choreography

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and music, just like our in-person classes. Les Mills Master Trainers lead the workout, and you are invited to use our studio equipment, space, and community to further your results.

- **How many bikes are in the Cycle studio?** We can accommodate up to 24 riders.

Precision Rx

- **Who will see the results of my test?** Only authorized Human Performance Lab staff will have access to the results.
- **Can I bring a friend to my test?** Yes, you may but please be aware that this may influence the results of your test. Many of our tests are sensitive to changes in attention or motivation, so we try to limit as many variables as possible for higher accuracy.
- **Do you take insurance?** We do not take insurance at this time.
- **Do I need to be a member to utilize Precision RX?** No, Precision RX is open to the public. Members of the LNPC will receive discounts on all services.
- **What services does Precision RX offer?** We [offer](#) biomechanical and metabolic assessments to help you reduce vulnerabilities and promote longevity.

Edge Sports Performance

- **Can non-LNPC members train with EDGE?** Yes, [EDGE programming](#) is available for LNPC members and non-members.
- **What is the minimum age group that we work with?** Our Jump Start program and one on one sessions start with youth ages 8-11.
- **Do you have to be an athlete to train with EDGE?** No, our programming and philosophy can help any and all individuals looking to improve strength, confidence, and overall movement quality/efficiency.
- **Do you offer one on one coaching?** Yes, while a large majority of our programming is small group based, we do offer one on one private sessions as well.
- **How do I sign up for sessions?** You can use the LNPC app under “classes” for our general classes/schedule on a session-by-session basis or you can contact Alex Parr (aparr@iwp-llc.com) or Cory Bergman (cbergman@iwp-llc.com) for information on longer term training and our specialty programming.
- **How big is the indoor track?** Our indoor track measures 440ft around where 12 laps equal one mile. There is one lane designated as a walking lane and one lane designated for runners.
- **Will I have access to the Recovery Room as part of my sports performance package?** The Recovery Room is included with all LNPC memberships. Reservations can be made on the LNPC app.

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- **Can I use the turf on the third floor even if I am not in a sports performance session at the time?** The sports performance turf on the third floor is open and available to all members if it is not reserved for a group training session. Please use caution when using the turf, track and equipment and only use equipment if you know how to use it safely.

Recovery Room

- **Is this area included with membership?** Yes, all members have access to the EDGE Recovery Room on our 3rd floor. Reserve a spot 24 hours in advance on the LNPC app to take full advantage of our Theragun & Hyperice Vibration tools, foam rollers, Hydrocollator Heat Pads, and Normatec Compression boots.

- **What are the hours of operation for the Recovery Room?** Monday – Friday 7AM – 9PM, Saturday & Sunday 9AM – 3PM

- **How do I reserve table time to use the equipment in the Recovery Room?** Reserve a spot 24 hours in advance on the LNPC app to take full advantage of our Theragun & Hyperice Vibration tools, foam rollers, Hydrocollator Heat Pads, and Normatec Compression boots.

- **What one-on-one/hands-on services are offered in the Recovery Room?** We currently offer four (4) one-on-one, hands-on services within the Recovery Room for both LNPC members and non-members at an additional charge. We provide Manual Table Stretches with one of our AIS-certified stretching professionals for individual flexibility needs. We also offer cupping, scraping, and mobility sessions.

Perform Ignite

- **What is Perform Ignite?** [Perform Ignite](#) classes are functional fitness based, circuit interval style training. These workouts incorporate a fusion of time intervals, with strength and conditioning movements. Each workout will deliver a SMART, challenging and rewarding full body exercise session! HIIT (High Intensity Interval Training) + LIIT (Low Intensity Interval Training) - NOT High Impact Intense Interval Training

- **Is Perform Ignite included with membership?** Each member will have access to two (2) Perform Ignite classes per week which are included with membership.

- **What is Perform Ignite Unlimited?** If you are someone that would like to take more than 2 Perform Ignite classes a week, you have the option to purchase Perform Ignite Unlimited for \$50 a month, which gives you an unlimited number of classes per week with up to 24 classes to choose from. You also get to register for Perform Ignite classes 72 hours in advance compared to the regular 22 hours.

- **How many people are allowed in each Perform Ignite class?** Perform Ignite classes can hold up to 16 people.

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- **How do I register for a Perform Ignite class?** Reservations for Perform Ignite and Perform Ignite Unlimited are required through the LNPC member app or through the membership portal. Classes will open for reservations 22 hours prior to class and close when class starts. Please cancel your reservation if you are unable to make the class. **For Perform Ignite Unlimited, class reservations open 72 hours in advance.*

- **What equipment will be used for Perform Ignite classes?** Perform Ignite classes utilize a variety of equipment such as Technogym Skill Run, Skill Row, Skill Bike, Skill Bench, Kettlebells, Medicine Balls, Ropes, sleds and much more.

Gymnasium – Sports Courts

- **Do you have recreational leagues for my child?** We do not have LNPC leagues for children but do host many clinics and camps throughout the year. Rec leagues are offered for volleyball and basketball for LNPC members 18+years old.

- **Can I just show up to the courts and play or do I need to reserve a time?** Our courts can offer volleyball, basketball, badminton, pickleball and special events. Schedules are posted on the gym door and on [our website](#) so that you may plan accordingly for drop-in play. Equipment will also be available for your use at those designated times.

- **Are there age restrictions on the sports courts?** Children ages 13 and up are permitted on the Sports Court without supervision, but a guardian from their membership account 18 years and older must be in the building at all times.

InClubGolf

- **What does the UP IT include?** The [InClubGolf](#) UP IT, includes unlimited use of the hitting bays and micro-lessons with Rob Roylance, our in-house Golf Professional.

- **Do I have to be a member to join InClubGolf?** No, you do not have to be a member of the LNPC to join InClubGolf. For more information on joining InClubGolf please contact the Member Services desk at 407-216-5672.

Dietitian Services

- **Is there someone who can help with my nutrition goals?** Yes, we have a registered dietitian on staff and offer services such as 1 on 1 consulting, nutrition plans, and community demonstrations. Nutrition services are booked by reservation based on availability. Please contact member services to book an appointment.

Health Coaching

- **What is Health Coaching?** Health coaching is the use of evidence-based skillful conversation, accountability, and awareness-based strategies to engage clients actively and safely in healthy behavior

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change. Health coaches provide a safe space for self-exploration and help people sort out where to start and how to make small changes that grow over time. Sessions are client driven and goal oriented, where empowerment and support build a grounded foundation for sustainable transformation.

- **Who can benefit from Health Coaching?** If you are seeking greater connection and purpose, a safe space to unpack, have the desire to change but don't know where to start and are ready to apply value driven decision making, health coaching will provide the support, tools and accountability you are looking for on your transformation journey.
- **How is Health Coaching different than other therapy?** The role of a health coach is not to diagnose, or fix, rather they are space holders of support for you to discover your own self driven solutions for life. Health Coaching is not guided therapy, psycho-analysis or diagnostics. Health Coaches do not offer dietitian or nutrition consultations, rather they help support healthy habit awareness, empower change, and hold a space of accountability for mental, physical and spiritual growth.
- **How can I purchase and use sessions?** Visit the front guest services desk at LNPC or call to have a member add a package or session to your account. If you are not a member, you can still book health coaching sessions, and an account can be created for you in person. Pricing information and current Health Coach biographies can also be found at the front desk.
- **Do the sessions expire?** Purchased sessions have a 6-month expiration and are non-transferable.

Other

- **Where can I park?** There are multiple options for parking both in the surface parking lot and parking garage, both adjacent to the Club. Our address is 6775 Chopra Terrace, Orlando, FL. 32827.
- **Do you have guest passes?** Yes, non-members of the LNPC can purchase a day pass for only \$25. The day pass gives you access to all of our [general membership amenities](#). Members receive twelve guest flex passes per year to share with family and friends. These can be used for general LNPC access, the Chopra Mind-Body Zone, ROX climbing Gym, and/or Perform Ignite Unlimited Classes. After that, members can purchase additional guest passes for \$20.
- **Do you have food and beverage options available?** Yes, we have a self-service coffee machine, two Veg'N Out coolers and a vending machine that are frequently stocked with healthy food and beverage offerings in our lobby area.