



Member Policy Guide

Our Member Policy Guide has been created to make it easy for you to find answers to questions you may have about your ClubSport Fremont (CSF) membership. This handy guide outlines general club policies that have been established to ensure your comfort, safety and enjoyment of our facility.

Please take a few moments to familiarize yourself with the contents of the Member Policy Guide. Knowing and observing club rules and policies will help ensure that every visit to the club is enjoyable.

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CLUB HOURS

Regular hours of operation for the club are Monday - Friday 5:00am to 11:00pm and Saturday - Sunday 7:00am to 11:00pm. We appreciate your cooperation in planning your workout and shower time so that you are prepared to leave the club promptly at closing time. Occasionally club hours will vary to accommodate holidays or other special occasions. We will post any schedule changes at least one week in advance so that you can modify your workout schedule.

Other Hours of Operation:

Junior Hours:

Monday - Friday: 9:00am - 5:00pm and 9:00pm - 11:00pm

Saturday - Sunday: 12:00pm - 11:00pm

Membership Sales Office:

Monday - Thursday: 10:00am - 9:00pm

Friday: 9:00am - 7:00pm

Saturday - Sunday: 9:00am - 6:00pm

Member Services Office:

Monday - Friday: 10:00am - 8:00pm

Saturday: 10:00am - 2:00pm

Sunday: Closed

Kids World - ClubKid:

Monday - Friday: 8:00am - 9:00pm
Saturday - Sunday: 9:00am - 5:00pm

Kids World - KidFit:

Monday - Friday: 3:30pm - 9:00pm (8:00am - 9:00pm in the summer and school holidays)
Saturday - Sunday: 9:00am - 5:00pm

Activities Desk:

Monday - Friday: 10:00am - 8:00pm
Saturday: 10:00am - 2:00pm
Sunday: Closed

Cafe:

Monday - Friday: 7:00am - 8:00pm
Saturday - Sunday: 8:00am - 3:00pm

Spa Services:

Monday - Thursday: 9:00am - 9:00pm
Friday: 9:00am - 9:00pm
Saturday - Sunday: 9:00am - 4:00pm

Pro Shop:

Monday - Thursday: 11:00am - 7:00pm
Friday: 10:00am - 5:00pm
Saturday: 9:00am - 1:00pm
Sunday: Closed

Hair Salon:

(510) 226-8520
Tuesday - Friday: 9:30am - 8:00pm
Saturday: 9:00am - 1:00pm
Sunday - Monday: Closed

Please note that departmental hours of operation are subject to change. Departments will have current hours posted in the club.

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PHYSICAL ACTIVITY READINESS - Please complete the following pre-activity screening before you use the club, and annually thereafter:

If any of the following factors apply to you now or in the future, consult your physician before increasing your physical activity level or proceeding with a fitness evaluation/test or training program: heart disease, numbness in the shoulders or arms, fainting/dizzy spells, high or low blood pressure, high cholesterol, bone and/or joint pain, unaccustomed to regular exercise, on medication, recent illness, diabetes, epilepsy/seizures, recent surgery, under/overweight, chest pains, pregnant, smoker, male over 45 years of age or female over 55 years of age. While the Club endeavors to create a safe and healthy environment for all members, it does not retain physicians on staff. Therefore, it is up to each member to monitor their own activities and understand their limits.

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ATTIRE & FOOTWEAR

At ClubSport, we strive to create an environment that is upscale and visually pleasing, yet comfortable and safe for all. Please use your best judgment in your choices of attire for the public areas of the club, and consider safety and performance issues in your choices of athletic gear and footwear for sports

participation. Here are our basic attire and footwear standards:

- Shirts and shoes are required at all times in all areas except the locker rooms and outdoor aquatics center.
- Always wear closed-toe athletic shoes in the fitness center and when participating in any sport or Group Fitness class. If participating in a group fitness class such as yoga or Pilates, which are performed barefoot, wear shoes to and from the studio.
- On the tennis, racquetball and basketball courts, wear shoes designed for court play, with non-marking soles.
- Exercise attire should not be overly revealing, and fabrics or accessories should not cause damage to the upholstery on fitness equipment.
- Swimwear is appropriate only in the aquatics center and locker rooms.

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CLUB SERVICE DESK

The Club Service Desk is the "hub" of ClubSport. Service Desk personnel are there for your convenience - whatever assistance or information you need, they can help or point you in the right direction.

- Please check in with the Service Desk receptionist and present your membership card each time you enter the club. For everyone's safety, we cannot admit anyone into the club without proper identification.
- Membership cards are not transferable and may not be loaned.
- If you lose your membership card, we will gladly replace it for a nominal fee.
- For your convenience, many club transactions such as guest registrations, guest fees and payments on account may be processed at the Club Service Desk.

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GUESTS

ClubSport welcomes guests and encourages you to share the experience of the club with your friends, family and co-workers. To ensure club members enjoy optimum use of the club and to protect the value of your membership, the following Guest Policies apply:

- Members ages 18 and older may bring guests to CSF.
- Local guests (residing within a 50-mile radius of CSF) may visit once per month, up to six times per year.
- Your guest must sign in at the Club Service Desk upon entering, and complete a Guest Registration Card in its entirety for security and liability purposes.
- The guest fee may be paid by you or your guest.
- Please accompany your guest in the club at all times, and take responsibility for your guest's conduct and attire.
- Guests will follow the same club rules, policies and etiquette guidelines applicable to members.
- Day use lockers are available for guests. Guests may borrow a locker card from the Service Desk and return it upon departure.
- Expelled or suspended members may not visit the club as the guest of another member.
- Extended guest passes or temporary memberships may be purchased for out-of-town visitors (those living outside a 50-mile radius of the club). Contact a Member Account Representative for more information.
- **As a cancelled member, you may not be a guest of the club for a twelve-month period following the termination date of your membership. After the one year period, you are welcome to use the club as a guest of a member per our guest policy guidelines. You may re-join the club at any time by contacting the Membership Department. Applicable initiation fees will apply.**

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CHILDREN & JUNIORS

Our facility appeals to families as well as adults without children. Parents should advise your children and teens on appropriate behavior and supervise them (where required) while visiting the club. This is particularly important in the fitness center, cafe, swimming pools, and locker rooms. The following policies are designed for the overall safety of children and juniors while in the club.

Children (Ages 12 and Under):

Children ages 12 and under must be accompanied and directly supervised by a parent or adult guardian at all times while in the club, except when:

- Registered in Kids World (parent must remain on premises); or
- Enrolled in a club-sponsored and supervised program, such as a camp, clinic, class, special event or birthday party (parent may be off premises).

Children may not enter the Fitness Center, and are allowed in Group Fitness Studios only during specially designated children's classes. Children may not use the steam room or sauna. As of age seven, children may accompany an adult in the indoor or outdoor whirlpool, but may not use it without adult supervision.

A 12-year-old who takes and passes the TeenFit Certification class may use the Fitness Center equipment when directly supervised by a parent.

Boys ages three and under may accompany their mother into the women's locker room, and girls ages three and under may accompany their father into the men's locker room. Children must be enrolled on a membership in order to use any club facility (pool, gymnasium, racquetball courts, etc.) or a guest fee may be paid.

Juniors (Ages 12 to 17):

Juniors must be accompanied and directly supervised by a parent or adult guardian in all areas of the club during the designated prime times of 5:00pm to 9:00pm on Monday through Friday and 6:00am to 12:00pm on Saturday and Sunday. At all other times, juniors ages 12 to 17 may use all areas of the CSF facility without being accompanied by or directly supervised by a parent or adult guardian as long as:

- The club has on file a Youth Waiver signed by a parent;
- If using the Fitness Center, the junior member has completed the club's TeenFit Certification; and
- The junior member follows all club policies and conducts himself or herself appropriately.

Juniors must be enrolled on a membership in order to use any club facility, or a guest fee may be paid. Juniors ages 12 to 17 may purchase an Individual membership at CSF, with a parent's signature of approval and agreement to pay all dues and fees.

Dependent:

Children members may be on a Couple or Family membership through the age of 20, provided they reside at the same address. Upon their 21st birthday, dependent children may "roll over" into an individual membership, without incurring an initiation fee but must do so within 30 days of their 21st birthday.

Parent Responsibilities:

All parents must take responsibility for following the club's policies for children and juniors, and for accompanying or directly supervising children where and when the club requires. Direct supervision means that you are participating side by side with your child in the selected activity or you are watching them from a close distance, and ensuring that your child is performing the activity in a safe, non-disruptive manner.

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KIDS WORLD CHILDCARE CENTER

ClubSport is proud to offer a professionally supervised childcare center for use by the children (ages 6 weeks to 6 years in “ClubKid” and ages 6 to 12 in “KidFit”) of our members and guests. Kids World offers children a variety of enrichment activities, including arts and crafts, organized games, story times, specialty classes, and more. Here are some guidelines for utilizing our childcare services:

- Infants ages 6 to 12 weeks who are on a membership receive one hour and 15 minutes of complimentary child care per day. This is the maximum length of time infants may stay in Kids World.
- Children ages three months to twelve years who are on a membership receive three complimentary hours of child care services per day.
- After three hours, an overtime fee will apply. The maximum continuous amount of time a child may be in Kids World is four hours.
- Service is available for children that are not on a parent's membership and also for children of a member's guest at an hourly childcare fee.
- Prior to a child's first visit, we ask you to complete a Medical Release Form, which will be kept on file in Kids World for use in the event of an emergency.
- Only parents or authorized adults may check children in and out of Kids World, and escort them between Kids World and other club activities.
- Each child on a membership will have his or her own membership card (makes them feel important!) and will use it to check in to Kids World. Children will only be released to the adult supplying the proper membership card.
- For the health and well being of all children, those who are sick cannot participate in Kids World. If your child becomes sick or shows signs of illness while in Kids World, you will be notified to pick up your child.
- Please ensure that diapered children are dry and clean before bringing them to Kids World. You are welcome to use our diaper changing station or to provide us with extra diapers for your child so we can take care of it. Only disposable diapers are permitted.
- Lunches or snacks may be brought into Kids World, but may only be consumed during designated times and in the designated snack area. Beverages must be in plastic, non-spill containers.
- Please place your diaper bag, backpack or other personal items in a cubby. Children's belongings should be labeled. We recommend that children not bring items of value to the club.
- You must remain on CSF premises while your children are in Kids World.
- Children must follow the direction and instruction of the staff. Behavioral problems, such as biting or fighting, or other incidents that require discipline and compromise the safety of other children may result in suspension of childcare privileges for a defined period. Appropriate action will be determined on a case-by-case basis.
- If a child is upset or uncomfortable for a period of twenty minutes or longer, the staff may request parental assistance.
- Further specifics on our childcare center policies are available in Kids World.

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FITNESS CENTER

Constantly growing to meet the changing needs of today's health and fitness-conscious member, ClubSport features one of the most contemporary and diverse fitness centers in the industry. Along with a wide variety of equipment for cardiovascular, strength, and flexibility training, we offer a great selection of wellness programs and services, led by educated, certified instructors and trainers. For the safety and comfort of all members, we've put together the following fitness policies and etiquette guidelines:

- There is a Fitness Instructor on duty in the fitness center during all hours of operation. They are there to help you, so if you have any questions, please ask. If you're unfamiliar with any piece of equipment, they'll be glad to show you how to use it properly and safely.
- Please comply with any request made or instruction provided by a Fitness Instructor.
- All new members are encouraged to complete the Members First Program.
- Beverages in plastic, non-spill containers are permitted in the fitness center; food items are not

permitted.

- Please use a locker in the locker room to store your athletic bag or other personal items, and do not bring them with you into the fitness center.
- The fitness center is equipped with televisions. Please bring your own headphones if you'd like to listen to TV while working out on the cardio equipment.
- Please adhere to a 20-minute time limit on cardio equipment when others are waiting.
- The club provides assorted magazines and newspapers for those interested in reading while working out on the cardio equipment. Please return reading materials to the magazine racks after use.
- Return all cardio equipment to zero speed and elevation (where applicable) after use. Never exit a treadmill with the belt still moving, or step onto a treadmill with a moving belt. Stand on the sides of the treadmill before you step onto the belt in order to ensure that the belt is not moving.
- Perform weight lifting exercises properly, safely, and under control at all times. Please do not drop or slam weights.
- Towels and sanitizing wipes are provided; please wipe off each piece of equipment after use.
- Please return all dumbbells, weight plates, and handles to racks after use.
- When performing more than one set on weight equipment, allow others to "work in" between your sets.
- No equipment (i.e., dumbbells, physio balls, stretching mats, etc.) in the Fitness Center may be taken to other parts of the club.
- Cell phones must be placed on mute or vibrate mode when used in the Fitness Center. Cell phones may be used for text messaging, checking emails or listening to music with head phones. They may not be used for placing or taking calls, taking pictures or recording video.

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GROUP FITNESS STUDIOS

ClubSport boasts a highly experienced, talented, and professional team of Group Fitness Instructors - second to none in the bay area. Our Group Fitness schedule features a wide variety of classes daily, offering something for all fitness levels and interests. The following guidelines are in place to ensure the safest and best possible Group Fitness experience for everyone:

- Please do not bring personal belongings, except a towel and a plastic, non-spill water bottle, into the studios.
- All studio equipment must stay in the studio or storage area. Body bars, tubing, weights and so on may not be taken to other areas of the club.
- Specific instructors are assigned to each class. However, should illness or emergencies arise, another highly skilled instructor will substitute.
- For classes with sign-up requirements, you may sign in only for yourself.
- Please wait for a class in progress to officially end before entering the studio for the next class.
- When you arrive for class, you may set up your equipment (step, mat, etc.) but not save a space or set up for another participant.
- Please be prompt for class. For safety reasons, do not enter a class more than ten minutes late. If you are late, please do not interrupt the flow of the class, and take responsibility for your own warm-up.
- Please follow the instructor's direction and the class format, with allowances for modifications due to physical limitations or fitness levels.
- As a courtesy to the instructor and fellow participants, please do not carry on long or loud conversations during class; cell phones are not permitted in group fitness studios.
- If you are just beginning an exercise program or have any medical concerns, please inform your instructor prior to class.
- The studio is a group programming area, and is open only during scheduled class times.
- Classes may be canceled or rescheduled due to low participation.
- Participants must be at least 13 years of age to attend adult classes on the Group Fitness Schedule.

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AQUATICS CENTER

ClubSport offers a resort-style outdoor aquatics center, featuring a 25-yard six-lane lap pool, an exercise pool, a children's pool, and a coed whirlpool. We offer swim lessons for all ages, a summer swim team for kids and a Masters swim program for adults, and a varied schedule of aquatic exercise classes. Our swimming pools are open year-round and heated during the winter months. To ensure a safe and enjoyable aquatics experience for all, please follow these policies when using the aquatics center:

- **Lifeguards are not on duty at all times. All persons using the pools do so at their own risk.** When lifeguards are on duty, please follow their instructions at all times.
- Please wear proper swimwear; no cut-offs, shorts, leotards, or thong suits.
- Beverages in non-spill plastic containers are permitted in the pool area; please no glass bottles or containers.
- Infants and toddlers must wear swim diapers. Regular diapers are not allowed in the pool.
- Parents must watch your children and assist us with enforcing pool rules. Please be in the pool within contact of your non-swimmer child, even if the child is using a flotation device.
- Please shower and rinse off any sun tan oils before entering the pool.
- For everyone's safety, we do not permit running, pushing, dunking or general rough play in the pools or on pool decks.
- Please don't bring rafts, tubes, balls or water guns to the CSF pool.
- Kickboards, pull buoys, and hand paddles are permitted if used properly.
- No diving at any time, except in areas deeper than seven feet or when participating in a club-coached or supervised activity.
- Please do not stand or sit on the lane lines at any time.
- Lap lanes are for continuous lap swimming. When the lap pool is busy, swimmers must share lap lanes, and should circle swim when more than two swimmers are sharing a lane.
- Persons wearing adhesive bandages or those with skin infections, open wounds, or any communicable disease may not enter the pool.
- ClubSport reserves the right to schedule programming (group fitness classes, swim lessons, birthday parties, camps, summer BBQ's, etc.) or private rentals in the pools or deck areas. Lap or open swimming may not be available at all times on all days.
- Do not use the pools alone.

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GYMNASIUM

ClubSport features two high school-regulation size basketball courts. The gym is convertible for volleyball play. Besides open play in these sports, we also offer leagues, tournaments, camps, and clinics. Court space is also programmed with selected fitness classes and other special activities. For the benefit of all gym users, please abide by these guidelines:

- Water in a plastic, non-spill container is permitted in the gym; please no food, gum or other drinks/containers.
- To protect the wooden gym floor surface, please wear non-marking athletic shoes.
- CSF provides a full supply of basketballs and volleyballs in the gym. Please do not bring any personally owned balls to the club. Balls may not leave the gym.
- Please use a locker in the locker room to store your athletic bag or other personal items, and do not bring them into the gym.
- Unsportsmanlike conduct, including foul language, is prohibited and is cause for expulsion from the facility.
- Do not hang on the basketball rims or volleyball nets.
- Throwing or kicking balls against the walls or ceiling causes damage to the facility - please don't do it.
- When court monitors are on duty, courteously abide by their direction and instruction. They are there to help ensure a good playing experience for all players.
- Please follow all posted policies for pick-up play.
- The posted Gym Schedule must be followed. The gym is a multi-purpose area hosting many sports

and activities which must share gym time.

- CSF reserves the right to schedule programming (leagues, tournaments, camps, etc.) or private rentals on the courts. Open play courts may not be available at all times on all days.

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RACQUETBALL AND SQUASH COURTS

Racquetball and squash court time is complimentary for all club members. CSF offers a full menu of court sports programs, from private and group lessons, to in-house leagues and tournaments. Challenge courts and ladders are also available to encourage play among a variety of members.

Court reservations may be made in one-hour increments at the Activities Desk up to three days in advance (for example, you would call on Tuesday to get a court reservation for Friday). Phone, online and in-person reservations are taken as of 10:30am daily.

All players' names and the membership number of the reserving member must be provided to complete a reservation. You may have your name (and may play) on one reserved court per day. If you desire additional playing time, you may participate in a club activity (lesson, league, challenge court) or you may request a "walk-on" court.

Check in at the Service Desk to claim your court. A reserved court may be reassigned to walk-on players if the reserving member does not claim it within ten minutes of the starting time. Abuse of court reservation privileges may result in suspension or termination of your membership. Please follow these policies and court etiquette guidelines when playing on our racquetball and squash courts:

- Only CSF-employed racquetball teaching professionals may provide instruction on club courts.
- Water in a plastic, non-spill container is permitted on the courts (but preferably left outside the court); please no food, gum or other drinks/containers.
- Proper court sport attire must be worn. No street clothes, crop tops, aerobic attire or jeans allowed. Shoes designed for sport court play, with non-marking soles, are required.
- Racquetballs and squash balls travel FAST - for your safety, we require you wear protective eyeguards.
- Racquetball, handball, and wallyball may be played on racquetball courts. Only squash play is allowed on squash courts with the exception of court 6 which can be reserved for table tennis. No other sports permitted
- When claiming a court, please wait until the exiting players have finished a point or rally, then knock on the door to alert them you are entering.
- As a courtesy to players with a reservation following yours, please be ready to exit the court at the exact end of your reserved time.
- Racquet abuse or other unsportsmanlike conduct is prohibited.
- CSF reserves the right to schedule programming (leagues, tournaments, camps, etc.) or private rentals on the courts. Open play courts may not be available at all times on all days.
- CSF offers complete racquet stringing services for tennis, racquetball and squash – inquire at the Activities Desk.

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TENNIS COURTS

ClubSport Fremont features five indoor tennis courts and three outdoor lighted courts. Indoor and outdoor court time is complimentary for all Tennis members. Fitness members may pay a guest fee and use tennis courts on a walk-on basis only.

CSF offers a full menu of tennis programs, including private and group lessons, USTA and in-house leagues, club and sanctioned tournaments, and drop-ins and socials. The Club Service Desk handles all court reservations and check-ins. The Activities Desk will handle all other needs of our Tennis members, including lesson and program registrations, tournament sign-ups, ball machine rentals, and racquet

stringing orders.

Court reservations may be made by phone or online, up to three days in advance, beginning at 10:30am. For singles play, you may reserve one hour of court time; for doubles you may reserve one and a half hours. You must give your name, membership number and the name(s) of all playing partners to complete a reservation. If you make the reservation, you assume the responsibility for canceling the court and for all playing partners checking in at time of play. A cancellation fee will be charged to your account if you fail to cancel a court at least three hours in advance. A reserved court may be reassigned to "walk-on" players if you do not claim it within ten minutes of the starting time. Waiting list calls will be made in the order recorded until the court time is filled. (Messages will not be left on answering machines or voicemail).

You may have your name (and may play) on one reserved court per day. This includes court and ball machine reservations as well as official team practices, tournament matches and league matches. If you desire additional playing time, you may also participate in drop-ins, mixers or instructional programs or request a "walk-on" court. If you play on more than one reserved court per day without approval from CSF management, the primary member for any additional reservations will be charged a \$10 fee. Any abuse of court reservation privileges may result in suspension or termination of your membership.

ClubSport reserves the right to change or remove court reservations that are not made in accordance with club policies. We will notify the primary member with an explanation when a change or cancellation is made.

- Only CSF-employed tennis teaching professionals may provide instruction on club courts. No additional ball baskets are allowed on the court unless you are with a family member.
- Water in a plastic, non-spill container is permitted on the courts; please no food, gum or other drinks/containers.
- Proper tennis attire must be worn. No street clothes, crop tops, aerobic attire, men's tank tops or jeans allowed. Athletic shoes designed for tennis play, with non-marking soles, are required.
- Only tennis activities are allowed on the tennis courts. No other sports permitted.
- Please be quiet when walking or waiting behind courts.
- When claiming a court, please wait until the exiting players have finished a point or rally before entering.
- As a courtesy to players with a reservation following yours, please be ready to exit the court at the exact end of your reserved time.
- Do not go onto adjacent courts (when in use) to retrieve stray balls. Wait until your neighboring players have finished a point, then ask them to return your ball.
- Racquet abuse or other unsportsmanlike conduct is prohibited.
- No jumping over nets.
- CSF reserves the right to schedule programming (leagues, tournaments, camps, etc.) or private rentals on the courts. Open play courts may not be available at all times on all days.
- CSF offers complete racquet stringing and re-gripping services – inquire at the Activities Desk.

Ball Machine Rentals:

- Ball machine rentals are available only from 1:00pm to 4:00pm Monday through Friday on the indoor courts and from 7:00am to 6:00pm Monday through Friday on outdoor court #C.
- There is an hourly fee to use the ball machine; you may also purchase a monthly pass if you are a frequent user.
- Check in at the Service Desk to get your court assignment and ball cart key.
- If you are unfamiliar with the operation of the ball machine, ask a Service Desk Attendant for assistance.
- At the completion of your court time, please check behind the court curtains for stray balls and ensure all balls are returned to the cart – this is a courtesy to the players who follow you. Return the ball machine to its proper storage space and return the cart key to the Service Desk. A \$10 fee may be

imposed for not following these guidelines.

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THE SPA

At The Spa at ClubSport, our goal is to pamper and relax the body, soothe and calm the mind, and delight and uplift the senses. Through the provision of an extensive menu of massage, facial, and body treatments, our Spa is dedicated to enhancing your life - mind, body and spirit. CSF has two treatment rooms, conveniently located in the entrance hallways of the men's and women's locker rooms.

- The Spa is open to club members and the general public.
- The Spa is available for appointments from 9:00am to 9:00pm Monday through Thursday, from 9:00am to 7:00pm on Friday, and from 9:00am to 4:00pm on Saturday and Sunday.
- You may book appointments by calling or stopping by the Activities Desk.
- We recommend that you schedule spa services at least one week in advance in order to secure the time that is most convenient for you.
- Spa brochures, with complete descriptions of and pricing for all treatments and services, are available in the Spa.
- The Spa features a wide variety of massage therapies and body treatments. Spa packages are available with an assortment of services.
- Please arrive fifteen minutes before your appointment and check in at the Activities Desk. We recommend that you remove any makeup or jewelry prior to your treatment. If you would like to shower and enjoy the whirlpool, sauna or steam room to help begin the relaxation process, we suggest arriving forty minutes early.
- If you are running late, please call ahead to let us know. Your late arrival will determine the length of your appointment. Your service will end on time so that the next guest is not delayed.
- Treatments you select are reserved especially for you. We require a minimum 24-hour advance notice for canceling or rescheduling an appointment. Without notification, the full treatment fee will be charged.

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THE PRO SHOP

ClubSport's Pro Shop features a wide variety of fitness, tennis, aquatic, and casual apparel, shoes, and accessories for men, women and children. The Pro Shop is conveniently located on the first floor, adjacent to the atrium lobby.

- The Pro Shop is open from 11:00am to 7:00pm Monday through Thursday, 10:00am to 5:00pm on Friday, and 9:00am to 1:00pm on Saturday; we are closed on Sunday.
- The Pro Shop carries other specialty items, including ClubSport logo gear, workout bags, sunglasses, tennis balls, racquetballs, hats and caps, and gift items.
- Returns are gladly accepted (for exchange or refund) when merchandise is returned in new condition within 30 days of purchase, accompanied by the receipt and original tags. Some restrictions apply.

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CLUB CAFÉ

A distinctive feature of ClubSport's social experience is found in the heart of the atrium at the Club Café. The Café is open from morning to night to offer healthy snacks and light fare to members on the go. For breakfast, choose from hot and cold cereals, fresh baked goods, bagels, fruits, yogurts, and specialty smoothie and coffee drinks. All day, the Club Cafe features a variety of deli sandwiches, wraps, salads, and soups, plus a large selection of energy bars and drinks and other beverages.

- Club Café is open to club members, their guests and the public. Our hours are 7:00am to 8:00pm Monday through Friday and 8:00am to 3:00pm on weekends.
- For those in a hurry, all menu items may be taken to go. You may also dine in with family or friends – the Café and adjacent lobby feature ample table and soft furniture seating.

- Alcoholic beverages purchased in the Café must be consumed in the Café area and may not be taken into other parts of the club or out of the club. Please be responsible in your consumption of alcoholic beverages.

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LOCKER ROOMS

ClubSport's luxurious men's and women's locker rooms provide many amenities for your convenience. Large fluffy bath towels are complimentary; showers are stocked with shampoo, conditioner, and liquid soap; and vanity counters feature hair dryers, lotion, and hair spray. Scales and member telephones are also available. Please keep in mind the following policies when using the locker rooms:

- Regular lockers are for day use only. Please do not leave your belongings in lockers overnight.
- To lock your locker, insert your membership card into the locker door mechanism, shut the door, turn the key and pull the key out and take it with you (can be pinned to a towel or clothing).
- If you lose your locker key and club staff must remove the lock mechanism to access your locker, a lock replacement fee will be charged.
- To operate the "digilock" day use lockers in the women's locker room, place your belongings inside, close the door and press "C" then a four digit code and the key symbol - this will lock the door. To unlock, go through the same process - of press "C", input your four digit code and press the key symbol. If the "digilock" pad has a blinking red light, it is already in use.
- Do not leave valuables in day-use lockers. The club is not responsible for any items lost or damaged on club property.
- Please be neat; place used towels in bins and close locker doors.
- When you have children with you, please closely supervise them and ensure behavior that is respectful of other locker room users. Boys ages 3 and under may be in the women's locker room with their mother, and girls ages 3 and under may be in the men's locker room with their father.
- Selected locker bays will be designated for "Adults Only"; members and guests must be 18 or older to use lockers in these areas.
- Be considerate of others waiting when using the showers, restroom stalls or hair dryers. Do not use the showers or restroom stalls as changing booths.
- If shaving in the shower, please carefully dispose of your used razor.
- Locker room amenities are provided for your use while at the club. No amenities or containers may be removed from the locker rooms.
- Please use hair dryers only to dry hair, not to dry clothes, bathing suits, etc.
- Water in a plastic, non-spill container is permitted in the locker room; please no food or other drinks/containers.
- Any use of cell phones and electronic devices with photography or video recording capability is NOT permitted in the locker rooms and restrooms – no exceptions.
- Use caution when walking on tile surfaces as floors may be slippery when wet.

Executive Locker Room:

For men who desire a permanent locker in a more private, adults-only locker room, we offer a Men's Executive Locker Room. Executive Locker Room users pay an additional monthly fee that includes rental of a personal locker (full or half-length), daily laundering (wash, dry and fold) of workout clothing, and upgraded locker room amenities. Personal lockers are limited in number, and available for rental on a first-come basis. If you are interested in upgrading to the Executive Locker Room, please inquire at the Activities Desk.

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STEAM ROOMS, SAUNAS & WHIRLPOOLS

Located in the men's and women's locker rooms, the steam room, sauna and whirlpool are great places to relax after a workout or before a spa treatment. Please keep the following safety and courtesy guidelines in mind when enjoying these facilities:

- **Lifeguards are not on duty. All persons using the steam room, sauna or whirlpool do so at their own risk.**
- **Due to high temperatures and/or humidity, the steam room, sauna and whirlpool can be dangerous to your health. Staying too long in a heated area is capable of causing overheating, unconsciousness and death. It is recommended that you consult your physician before use.**
- **Prolonged exposure is capable of inducing hyperthermia. Because there is no lifeguard on duty, you must monitor your own time and exit immediately if you experience any of the signs of hyperthermia, including an increase in internal body temperature, dizziness, lethargy, drowsiness and fainting.**
- Do not use if you are pregnant or have high/low blood pressure, heart disease, kidney disease, respiratory or circulatory problems, and/or other medical conditions that might be adversely affected by high heat and/or humidity.
- Do not use if under the care of a physician, if on medication or under the influence of alcohol.
- Persons with skin infections, open wounds or any communicable diseases may not enter the steam room, sauna or whirlpool.
- The steam room, sauna and whirlpool are open to members and guests ages 13 and above.
- Recommended use is three to five minutes. Limit use to no more than 10 minutes. Please use clock to monitor your own time.
- Wait at least 10 minutes after exercising before entering.
- Please shower before use.
- Please sit on a towel when using the steam room or sauna.
- Please do not use steam room or sauna for changing or drying clothes.
- Please do not use steam room, sauna or whirlpool for exercising or stretching.
- Please do not sleep in the steam room, sauna or whirlpool and do not use alone.
- The following are not permitted: shaving, eating and drinking, street/workout clothes and shoes, oils fragrances (including eucalyptus) and other body or facial treatment products.
- Lights are to remain on while in use.
- Please do not place combustible materials on the sauna heater at any time.
- Please do not pour water on sauna rocks or heating elements.
- Please pick up paper cups, newspapers and towels after use.
- Use caution when walking as floor may be slippery when wet.

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CONFERENCE ROOM

We have a 1,125 square foot conference room (32' x 36') that may be rented by members for business or social meetings and events. The room can seat 90 people theater style and 30 people conference style. The conference room is located on the second floor of the club, overlooking the atrium lobby.

Along with our conference room, select club facilities such as studios, the gymnasium or the sport courts may also be rented for private or corporate events. Our general policy for club facility rentals is to schedule them only during off-peak times in order to minimize the impact on members' use and enjoyment of the club.

Our experienced event staff is available to assist you in event planning, coordination, promotion and direction. We have a variety of catering menu options to accommodate any event, from meetings and seminars to receptions and parties. Contact our Program Marketing Director for more information.

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GIFT CARDS

ClubSport gift cards make great gifts for birthdays, anniversaries, and special holidays like Christmas, Valentine's Day, Mother's Day, and Father's Day. You can give the gift of health, fitness and fun with a gift card for just about any program or service ClubSport offers. Ideas include: spa packages, private training sessions, nutrition consulting, pro shop merchandise, tennis or racquetball lessons, and club

memberships. Gift cards may be purchased at the Activities Desk.

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RECIPROCAL USE

With GoldPLUS membership, you have unlimited access to ClubSport and Renaissance ClubSport properties. If you are not a GoldPLUS member and are interested in using other ClubSport locations, please contact a membership representative to upgrade.

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RENAISSANCE CLUBSPORT HOTEL GUEST ROOMS

Renaissance ClubSport Walnut Creek and Aliso Viejo feature 175 spacious, tastefully decorated guest rooms, including five luxurious suites. Guest rooms include exquisitely comfortable beds, a "spa style" bathroom, and a large work desk with high quality lighting, complimentary high-speed wireless internet access, and a two-line speaker phone.

Renaissance ClubSport is part of the Marriott family of fine hotels and resorts worldwide. Marriott brands include Marriott, Renaissance, Ritz-Carlton, Courtyard, Residence Inn, Fairfield Inn & Suites, TownePlace Suites and SpringHill Suites.

When friends and family visit, or when corporate clients come to the East Bay, arrange for them to stay with us ... we guarantee they'll be impressed and delighted. And during their stay, they'll have full membership privileges at the club.

As an added benefit for all ClubSport/Renaissance ClubSport members, Renaissance ClubSport properties will periodically offer special room rates for your family, friends, and business associates. Inquire in the Hotel Sales Office at Renaissance ClubSport Walnut Creek or Aliso Viejo.

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IHRSA PASSPORT

ClubSport is a member of the International Health, Racquet and Sportsclub Association (IHRSA), an association of quality clubs throughout the U.S. and internationally. As a member of our club, you have access to over 3,000 clubs worldwide. Guest fees may apply; at many clubs, they are reduced for IHRSA club members. If you are planning a trip and you want to include working out in your travel plans, stop by the Activities Desk to get a list of participating clubs in your destination area or search www.healthclubs.com.

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GENERAL CLUB POLICIES

Our Club Policies have been established for the benefit of all members and guests. The rules contained herein are not all inclusive. We reserve the right to add, amend, or delete the rules from time to time. Additional rules may be posted in the club or on printed notices.

- For the health and well being of our members, CSF observes a no smoking policy. Smoking is not permitted in the club or on CSF property.
- We do not allow solicitation of any kind (i.e., charitable, religious, political, business) toward any club member, guest or associate on CSF property. Outside materials may not be posted or distributed in the club, unless authorized by management.
- We employ a team of trained experts to provide our members with safe health and fitness training. Therefore, instruction or training by unauthorized personnel is prohibited.
- All members and staff are entitled to a respectful and courteous environment — loud, offensive, abusive, profane or bothersome behavior will result in expulsion from the club.
- Please do not spit or leave gum in the water fountains.
- This is your club and your assistance in identifying destructive behavior is greatly appreciated. Vandalism or mistreatment of club property is costly and will not be tolerated. Violators will be

financially responsible.

- The use, exchange or sale of anabolic steroids is strictly prohibited on the premises. Use of steroids to increase strength or growth can cause serious health problems. Steroids can keep teenagers from growing to their full height; they can also cause heart disease, stroke, and damaged liver function. Men and women using steroids may develop fertility problems, personality changes and acne. Men can also experience premature balding and development of breast tissue. These health hazards are in addition to the civil and criminal penalties for unauthorized sale, use, or exchange of anabolic steroids.
- Members are reminded to keep your belongings safe. CSF is not responsible for the loss of or damage to personal property brought into the club or onto club property.
- Towels are provided for your use while in the club. Please deposit used towels in the provided bins and do not remove them from club premises.
- We maintain a Lost and Found system. If you have misplaced an item please inquire at the Activities Desk. Also, if you find a misplaced item please give it to a CSF associate. We take pride in reuniting lost items with their owners. All found items will be held for a minimum of 15 days. Unclaimed items will be donated to charity.
- Telephones available for member use are located in the locker rooms and executive locker rooms. Local calls may be dialed directly.
- Any member failing to abide by club policies may be subject to membership suspension or termination. CSF staff has the final decision regarding any problems or disputes.
- Club Management reserves the right to revise policies and fees as deemed appropriate.
- Club Management reserves the right to suspend or terminate the membership or membership privileges of any member or guest for any conduct that is contrary to the Club's best interest and/or presents a conflict of interest.

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CLUB CHARGE ACCOUNTS

We provide club charge privileges to members with individually owned memberships on the EFT (Electronic Funds Transfer) authorization payment plan. This payment plan gives you the flexibility to charge purchases of goods or services throughout CSF to your membership account. Per your choice, your CSF in-house purchases will be charged to your credit card or checking account - the only card you need to carry in the club is your membership card.

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MEMBERSHIP ACCOUNT POLICIES

Purchasing a membership at ClubSport grants you the right to use and enjoy our facilities in accordance with the club's policies. Membership does not grant or carry with it any interest in the property or assets of the club, and does not give any right to members to participate in the management of the club, financially or otherwise. Here is a list of important information regarding your membership account.

- Your monthly dues are set by CSF management, and will typically be adjusted on an annual basis. Your obligation to pay dues is not dependent on the availability of all the club's facilities or your frequency of use. Tournaments, repairs, maintenance of some facilities, and/or other occurrences may make it necessary for CSF to restrict the use of one or more of the facilities or to close the club temporarily. ClubSport will not reduce or suspend dues during times when facilities are not available.
- If any of your personal information (i.e., address, phone number, checking or credit card account) changes during the course of your membership, please report this change to the club. Please stop by the Member Service Office or mail us a note with the new information.
- A membership downgrade must be completed at the club by the 10th of any month to be effective the first of the following month. Your account must be current. A service fee for the status change will be charged.
- Up to one time per year, you may request to put your membership on inactive status, for no less than two and up to six months, should a medical condition or temporary relocation keep you from use of the club facilities. The request must be submitted in writing by the 10th of any month to be effective

the first of the following month; approval is at the sole discretion of CSF management. A monthly inactive fee will be charged, and any account balance must be paid in full prior to going on inactive status. Months are not pro-rated.

- You may resign from membership by completing an official ClubSport Membership Cancellation Request Form, which may be obtained from the Member Service Office. A copy of this Form, with a CSF signature, is the only accepted verification of your intent to cancel. Notification by telephone is not acceptable. You may submit your resignation request at any time during the month; it will be effective 30 days from the receipt of your written notice. Your membership account must be paid in full in order to cancel.
- CSF reserves the right to suspend or terminate the membership or privileges of any member for failure to comply with club rules and regulations, for any conduct we determine to be improper or contrary to our best interests, or for nonpayment of dues or other charges for a period greater than 30 days. Suspended or terminated members remain liable for all dues or other indebtedness incurred prior to and during the suspension or termination, and are not entitled to a refund of any fees, dues or charges paid.
- CSF accepts the following forms of payment: cash, check, MasterCard®, Visa®, American Express®, and Discover®.

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EMERGENCY PROCEDURES

Your safety is our first concern. Please take a moment to review these emergency procedures.

- If you witness an emergency or accident, please advise a staff member immediately. You may also dial "505" on any club phone, which will connect you with our Front Desk staff.
- Should a member or guest become injured while at CSF, club staff is not permitted to provide transport. CSF reserves the right to call emergency rescue services.
- In the event of a facility-wide emergency (i.e., fire, bomb threat, earthquake, etc.), we require the cooperation of all members in the club to follow the direction of club staff, and to evacuate the building immediately, if requested to do so.
- All members are encouraged to be CPR certified.
- First aid kits are located at the Front Desk and in Fitness. Facilities are equipped with an AED unit.

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