



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 Green Valley (CSGV) 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, 6:00am to 9:00pm. 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:

Membership Sales Office:

Monday, Tuesday, Wednesday, Friday: 8:30am - 5:30pm

Thursday: 12:00pm - 7:00pm

Saturday - Sunday: Closed

*Schedule may vary.

Member Services Office:

Monday - Thursday: 7:30am - 6:00pm

Friday: 8:00am - 5:00pm

Saturday & Sunday: Closed

Kids World:

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

Saturday - Sunday: 8:00am - 6:00pm

Activities Desk:

Court Reservations Begin at 7:30am
Monday - Friday: 8:00am - 8:00pm
Saturday - Sunday: 8:00am - 6:00pm

The Sports Bar:

Monday - Friday: 6:00am - 10:45pm
Saturday - Sunday: 6:00am - 8:45pm

Club Café:

Monday - Friday: 6:00am - 9:00pm
Saturday & Sunday: 6:00am - 7:00pm

Poolside Café:

See Monthly Calendar for summer Hours (May-August)

The Spa at ClubSport Green Valley:

Monday - Thursday: 9:00am - 8:00pm
Friday - Sunday: 9:00am - 6:00pm

Salon Fontana:

Tuesday - Friday: 9:00am - 8:00pm
Saturday: 9:00am - 5:00pm
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, squash 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. Club 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 Club 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:

- Member's ages 18 and older may bring guests to CSGV.
- Local guests (residing within a 25-mile radius of CSGV) 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 of \$20.00 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 Club 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 25-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 11 and Under):

Children ages 11 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.

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 ages 12 to 17 may use all areas of the CSGV 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 CSGV, 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 7 years to 12 years 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 30 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. A fee will be incurred for every 5 minutes following the complimentary three hours.
- Service is available for children that are not on a parent's membership and also for children of a member's guest a \$15 per day childcare fee.
- Prior to a child's first visit, we ask you to complete a Medical Release Form, Shot Records and State

Licensing Paperwork, 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 CSGV 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 30-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 weightlifting 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 Las Vegas 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-meter six-lane lap and recreational pool and a four-lane indoor lap pool. Through the Australian Swim School, we offer swim lessons for all ages. 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 CSGV 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 an NCAA – regulation size basketball court. The gym is convertible into two smaller basketball courts, two volleyball courts or two badminton courts. 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.
- CSGV 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, volleyball nets or badminton 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.
- CSGV 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. CSGV offers a full menu of court sports programs, from private and group lessons, to in-house leagues and tournaments. Challenge courts 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 five days in advance. Phone reservations are taken daily as of 7:30am and can be made in-person starting at 8:00am. 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 Activities 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 CSGV-employed racquetball and squash 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.
- Squash and Racquetballs travel FAST - for your safety, we require you wear protective eyeguards.
- Racquetball, handball, and wallyball may be played on racquetball courts. 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.
- CSGV 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.
- CSGV offers complete racquet stringing services for tennis, squash and racquetball – inquire at the Activities Desk.

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TENNIS COURTS

ClubSport Green Valley features six indoor tennis courts, four outdoor courts and four courts under a bubble. 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.

CSGV 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. Activities Desk employees are available to handle all the needs of the Tennis members, including court reservations and check-ins, program registrations, ball machine rentals, and racquet stringing orders.

Court reservations must be made at the Activities Desk. Reservations may be made by phone, up to five days in advance, beginning at 7:30am daily; or in person up to five days in advance after 8am. Same day court reservations are taken during Activities Desk hours.

For singles play, you may reserve one and a half hours of court time; for doubles you may reserve two 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 four 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. If you desire additional playing time, you may participate in club-sponsored tennis programs or request a "walk-on" court. Any abuse of court reservation privileges may result in suspension or termination of your membership. Bubble Courts 9-11, are teaching courts and may be reserved on a same-day basis only.

- Only CSGV-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, 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.
- CSGV 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.
- CSGV offers complete racquet stringing and re-gripping services – inquire at the Activities Desk.

Ball Machine Rentals:

- Bubble court #12 is designated as ball machine practice court.
- There is an hourly fee to use the ball machine.
- Regular court reservation policies apply, however the ball machine may only be used during hours that the Activities Desk is open.
- Check in at the Activities Desk to get your court and ball cart.
- If you are unfamiliar with the operation of the ball machine, ask an Activities Desk Attendant for assistance.
- At the completion of your court time, please check for stray balls and ensure all balls are returned to the cart – this is a courtesy to the players who follow you.

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CLUB CAFÉ AND POOLSIDE 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 and their guests. Our hours are 6:00am to 9:00pm, Monday - Friday; Saturday & Sunday, 6:00am to 7:00pm.
- For those in a hurry, all menu items may be taken to go. You may also dine in with family or friends – the Café features 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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THE SPORTS BAR

Located on the second floor overlooking the outdoor pool, the Sports Bar is the perfect rendezvous spot to meet a friend or business associate. Enjoy casual conversation, a great wine and beer selection, and a hearty appetizer menu. Sports enthusiasts may take in one of many televised sporting events.

- The Sports Bar is open to club members and their guests.
- Join the fun at the Sports Bar for a wide variety of special events, centered around major sporting

events such as Monday Night Football, Super Bowl Party, March Madness, and the World Series. Check out our monthly calendar to see what's up at the Sports Bar.

- The Sports Bar is open Monday - Friday, 6:00am to 10:45pm; Saturday & Sunday, 6:00am - 8:45pm.
- Alcoholic beverages purchased in the Sports Bar must be consumed in the Sports Bar 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 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.
- 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.
- 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.

Locker Rentals:

For those who desire a permanent locker, users may pay an additional monthly fee. Personal lockers are limited in number, and available for rental on a first-come basis. If you are interested in a permanent locker, please inquire with a Member Account Representative.

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STEAM ROOMS & WHIRLPOOLS

Located in the men's and women's locker rooms, the steam room 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 or whirlpool do so at their own risk.**
- **Due to high temperatures and/or humidity, the steam room 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 or whirlpool.
- The steam room 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.
- Please do not use steam room for changing or drying clothes.
- Please do not use steam room or whirlpool for exercising or stretching.
- Please do not sleep in the steam room 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 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 650 square foot conference room (26' x 24') that may be rented by members for business or social meetings and events. The room can seat 40 people theater style. The conference room is located on the second floor of the club, overlooking the indoor tennis courts.

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, Active Boutique merchandise, tennis, squash 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 you visit the East Bay or Orange County, stay with us ... we guarantee you'll be impressed and delighted. And during your stay, you'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, CSGV observes a no smoking policy. Smoking is not permitted in the club or on CSGV property.
- We do not allow solicitation of any kind (i.e., charitable, religious, political, business) toward any club member, guest or associate on CSGV 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. CSGV 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 CSGV 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 lobby areas. Local calls may be dialed by pressing the number 9 first to receive an outside line.
- Any member failing to abide by club policies may be subject to membership suspension or termination. CSGV 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 CSGV to your membership account. Per your choice, your CSGV 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 CSGV 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 CSGV 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 CSGV management. An 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, or by delivering a signed and dated written notice of resignation to the Club. These are the only accepted verifications of your intent to voluntarily cancel. Notification by telephone is not acceptable. Voluntary resignations become

effective on the last day of the month following the month in which you give notice. Your membership account must be paid in full in order to cancel.

- CSGV 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.
- CSGV 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 "0" on any club phone, which will connect you with our Club Service Desk.
- Should a member or guest become injured while at CSGV, club staff is not permitted to provide transport. CSGV 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. For a nominal fee, an American Red Cross Certified instructor that is employed by ClubSport Green Valley offers monthly Paid CPR Classes.
- First aid kits are located at the Front Desk and in Fitness. Facilities are equipped with an AED unit.

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