



HOTEL • FITNESS • SPA
ALISO VIEJO LAGUNA BEACH

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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 Aliso Viejo (CS) 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

Monday - Friday: 5:00am - 10:00pm
Saturday - Sunday: 6:00am - 10:00pm

We appreciate your cooperation in planning your workout and shower time so that you are prepared to leave the club promptly at closing time. We have blackout dates - club hours and club use may vary to accommodate holidays and special occasions. We will post any schedule changes at least one week in advance (at the Club desk and through social media) so that you can modify your workout schedule. Also, check out our Facebook page for the latest club news and updates: www.facebook.com/clubsportren

Other Hours of Operation:

Hotel:

Monday - Sunday: Open 24 hours

Membership Account Office:

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

Membership Sales Office:

Monday - Thursday: 9:00am - 7:00pm
Friday - Sunday: 9:00am - 6:00pm

Hotel Sales Office:

Monday - Friday: 9:00am - 6:00pm

Kids World:

Monday - Friday: 8:00am - 7:00pm

Saturday - Sunday: 8:30am - 2:45pm

Citrus Fresh Grill:

Monday-Friday: 11:00am - 10:00pm (lunch & dinner)

Saturday: 6:00am - 10:00pm (breakfast, lunch & dinner)

Sunday: 6:00am - 3:00pm (breakfast & lunch)

Citrus Lounge:

Monday - Thursday: 11:00am - 12:00am

Friday - Saturday: 11:00am - 12:00am

Sunday: 11:00am - 12:00am

Citrus Fresh Market:

Monday - Sunday: 6:00am - 2:00pm

Citrus Pool Bar (open seasonally, weather permitting):

Off season, April - May:

Saturday - Sunday, 11:00am - 6:00pm

On season, Memorial Day - Labor Day:

Sunday - Thursday, 11:00am - 6:00pm

Friday - Saturday, 11:00am - 7:00pm

R Spa & Boutique:

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

Saturday - Sunday: 9:00am - 4:00pm

Valet Service:

Monday - Sunday: Available 24 hours

Please note that departmental hours of operation are subject to change

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

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. All members and guests are responsible for securing their own health insurance. The Club does not provide medical coverage for injuries sustained on the premises or while participating in Club-sponsored activities and events, whether on the premises or not.

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PARKING

ClubSport provides a convenient four-level parking structure for use by all members when visiting the club. The club entrance is on the south end of the parking structure; there are stairwells and elevators in the corners and middle of the structure.

- The parking structure is shared by club members, hotel guests, restaurant and spa patrons, and the adjacent office buildings.
- **“Executive” and “Resort” club members receive complimentary valet parking;** just drive up under the porte-cochère at the main entrance to the property, and our valet staff will take care of parking your car. You will receive a valet ticket; bring the ticket back to the valet podium when you are ready to depart.
- Valet parking service at the main entrance is available to “Premier” and “Gold” club members for
- \$10 per day. Cash only.
- Please observe a 5mph speed limit in the parking structure – there will be families with children and strollers walking to their cars and the elevators.
- Please do not leave any valuables in your car; **ClubSport is not responsible for the loss of or damage to any personal property brought on premises.**

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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. We ask all members and guests to use your best judgment in your choices of attire for the public areas of the club and hotel, and we ask that you 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 exercise class. If participating in an exercise class such as yoga, which is performed barefoot, wear shoes to and from the studio.
- On the 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. We ask that everyone entering the club check in with the Service Desk receptionist. Service Desk personnel are there for your convenience – whatever assistance or information you need, they can help or point you in the right direction.

- We ask that members (adults and children) present their membership card to the Service Desk receptionist upon entering the club. For the safety of our members we cannot admit anyone into the club without proper identification.
- Download the ClubSport app, available for iPhone and Android, which allows you to scan your membership card for convenient check-in and on-site purchases.
- Membership cards are not transferable and may not be loaned.
- If a membership card is lost, we will gladly replace it at a nominal fee.
- For your convenience, guest registrations and guest fees may be handled at the Club Service Desk.

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GUESTS

ClubSport welcomes guests and encourages members to share the experiences of the club with friends, family, and co-workers. To ensure club members 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 ClubSport.**
- A member's guest who resides locally (within a 25-mile radius of ClubSport) may visit once per month, up to six times per calendar year.
- We ask all guests to sign in at the Club Service Desk upon entering, present valid photo ID, and register at the kiosk for security and liability purposes.
- Either the guest or member may pay the applicable guest fee.
- Please accompany your guest in the club at all times, and please take responsibility for your guest's conduct and attire.
- In fairness to all, we ask guests to follow the same club rules, policies and etiquette guidelines applicable to members.
- Expelled or suspended members may not come as the guest of another member. Club privileges are revoked.
- 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 the Club Service Desk or Membership Department for more information.
- "Resort", "Gold", and "Executive" club members receive two complimentary Guest Passes per month (\$60 value). All regular guest usage policies apply.

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CHILDREN & TEENS/TEENFIT

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, restaurant, swimming pools, splash park, and locker rooms. The following policies are designed for the overall safety of children and teens 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 must remain on premises while child attends birthday party).

Children may not enter the Fitness Center, Group Fitness Studios or the Men's/Women's Locker Rooms. Parents with children under the age of 12 must use the Family Locker Room.

Children must be enrolled on a membership in order to enter the club or use any club facility (pool, gymnasium, racquetball courts, etc.) or a guest fee must be paid.

Teens/TeenFit (Ages 12 to 17):

Teens ages 12-14 must have hotel supervision. Teens ages 15 to 17 may use all areas of the ClubSport facility without being accompanied by or directly supervised by a parent or adult guardian as long as:

- The club has on file a Teen Results Program Registration Waiver signed by a parent;
- The teen member has completed the club's TeenFit Certification; and
- The teen member follows all club policies and conducts himself or herself appropriately.

Teens must be enrolled on a membership in order to use any club facility, or a guest fee must be paid. Teens may purchase an Individual membership at ClubSport, 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 25, provided they reside at the same address. Upon their 26th birthday, dependent children may “roll over” into an individual membership, without incurring an initiation fee but must do so within 30 days of their 26th birthday.

Parent Responsibilities:

We ask all parents to take responsibility for following the club’s policies for children and teens, 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.

Parents are also financially responsible for any in-club house charges your children or teens may make (i.e., at the ClubSport Café) on your membership account. Changes to the in-club house charging privileges must be made through the Membership Department.

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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 12 years) 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.

To provide a handy guide for parents and to ensure a safe and enjoyable experience in Kids World for all children, we have put together the following guidelines for utilizing our childcare services:

- Infants ages 6 weeks to 12 weeks who are on a membership receive one hour and 15 minutes of complimentary child care services 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. Children on Resort or Executive level membership receive four complimentary hours of child care services per day.
- After three hours an overtime fee will apply on all memberships (excluding Executive and Resort members). 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 parents 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 legal guardians may check children in and out of Kids World.
- Due to allergies, Kids World is a “nut free zone.” Nuts and nut products are not allowed.
- For the health and wellbeing of all children, those who are sick cannot participate in Kids World. If a child becomes sick or shows signs of illness while in Kids World, the parent will be notified to pick up the child.
- Please ensure that diapered children are dry and clean before bringing them to Kids World. We know “poop” happens; parents 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. Diapers can be purchased at Kids World for a nominal fee.
- 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 all diaper bags, backpacks or other allowed items in a cubby. Children’s belongings should be labeled. No personal items or toys (other than infant/toddler comfort items, such as, a blanket, pacifier, etc.) will be allowed into Kids World due to possible loss, theft, breakage, conflict and health issues.

- Parents must remain on ClubSport 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 15 minutes or longer, the staff will request parental assistance.
- Further specifics on our childcare center policies are available in the Kids World Parent Handbook.

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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:

- Please comply with any request made or guidance provided by a ClubSport associate.
- Only ClubSport employed personal trainers may provide instruction on the fitness floors.
- All new members are encouraged to complete the New Member Program.
- Beverages in plastic, non-spill containers are permitted in the Fitness Center, but please, no food.
- Cell phones must be placed on mute when used in the Fitness Center. Cell phones may be used for text messaging, checking emails or listening to music with headphones. They may not be used for placing or taking calls, taking pictures or recording video.
- 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 Centers. The club is not responsible for the loss or damage to personal possessions.
- Please adhere to a 30-minute time limit on cardio equipment when others are waiting.
- Most pieces of cardio equipment have built-in televisions – just bring your headphones to plug into the jack on the equipment if you'd like to watch TV while working out. Some pieces also have an iPod jack so you can enjoy your own music or other entertainment while exercising.
- 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.
- Workout towels are provided; please put used towels in one of the Fitness Center or locker room towel bins.
- Disinfectant wipes are provided; please wipe perspiration off the cardio or weight machines after use.
- As a courtesy to your fellow members, 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. Do not monopolize equipment.
- No equipment (i.e., dumbbells, physio balls, stretching mats, etc.) in the Fitness Center may be taken to other parts of the club.
- No scents or essential oils.
- Proper workout clothing and closed-toe athletic shoes must be worn.
- No one under the age of 12 may enter the Fitness Center.

- Teens ages 12-17 must attend and pass the TeenFit Certification program to use the Fitness Center without adult supervision.
- Ask for assistance before using any equipment which you are unfamiliar.
- Membership privileges may be suspended or revoked for failure to follow all Fitness Center policies

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GROUP FITNESS / PILATES STUDIOS

ClubSport boasts a highly experienced, talented, and professional team of Group Fitness Instructors - second to none in Southern California. 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 be prompt for class. For safety reasons, do not enter a class more than ten minutes late. If you are late, please take a spot in the back of the studio to minimize interruption 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. If modifications are needed, please place yourself to the back of studio.
- No perfumes, essential oils or heavy scents in the exercise studios.
- Please courteously wait for a class in progress to officially end before entering the studio for the next class.
- As a courtesy to the instructor and fellow participants, please do not carry on long or loud conversations during class.
- Please do not bring personal belongings, except a towel and non-spill water bottle, into the studios.
- Talking and/or texting on cell phones is not permitted in 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.
- For classes with sign-up requirements, you may sign in only for yourself.
- All studio equipment must stay in the studio or storage area. Body bars, tubing, weights, etc., 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 may be assigned to substitute a class.
- Only ClubSport employed group fitness instructors may provide instruction in the studios.
- If you are just beginning an exercise program or have any medical concerns, please inform your instructor prior to class.
- The studios are group programming areas and are open only during scheduled class times.
- Classes may be canceled or rescheduled due to low participation.
- Participants must be at least 12 years of age (and must have completed the club's TeenFit Certification) 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 activity pool, a children's Splash & Play area, adult co-ed whirlpool, and a children's-only whirlpool. We offer swim lessons for all ages, and a varied schedule of aquatic exercise classes. All 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, whirlpools and Splash & Play area do so at their own risk. When lifeguards are on duty, please follow their**

instructions at all times.

- During the summer season, anyone under the age of 12 is required to take a 10-minute safety break, which will be conducted at the top of the hour from 11:00am-5:00pm. This is an opportunity to take care of personal needs, hydrate, re-apply sunscreen and attend to your child. We also recommend changing your child's swim diaper.
- Swim diaper's protective qualities deteriorate after 15 minutes, so we strongly recommend changing your child's swim diapers during the safety breaks. For your convenience, swim diapers are available for purchase at the pool bar and R Spa.
- Please wear proper swimwear; no cut-offs, shorts, leotards, thong suits or t-shirts.
- Food and alcoholic beverages are permitted when served by the property.
- No glass, coolers or outside food and beverage allowed on the pool deck.
- Bottle water is permitted when contained in plastic bottles versus glass.
- All food and beverage items must be stored and consumed at least four feet from the swimming pool and purchased from the property.
- Ice chests and coolers are not permitted, with the exception of small, soft-covered lunch coolers
- Infants and toddlers must wear swim diapers. Swim diapers are available at the pool bar, R Spa or through a lifeguard. Regular diapers are not allowed in any of the pools or whirlpool's.
- Lap pool use is for children that are potty trained. No diapers or swim diapers in the lap pool.
- Parents, please watch your children and assist us with enforcing pool and Splash & Play area 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 pools or whirlpool.
- For everyone's safety, we do not permit running, pushing, dunking, or general rough play in the pools, whirlpools, Splash & Play area, or on pool decks.
- Please don't bring rafts, tubes, balls or water guns to the Aquatics Center.
- Kickboards are permitted for lap swimming only.
- No diving at any time.
- 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 pools or whirlpool.
- Persons under the influence of alcohol or other drugs or medicines should not use the pools or whirlpool.
- Elderly persons, pregnant women, and persons with health conditions should consult with a physician before using the whirlpool.
- Please use caution when using the outdoor whirlpool - long exposure may result in nausea, dizziness, or fainting.
- 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.
- Report all injuries or incidents occurring in the Aquatics Center to lifeguard or staff.
- Children under the age of 12 are required to use the Co-ed Family Locker Room.
- Memorial Day, July 4, Labor Day are member-only weekends. Due to increased pool use during these dates, pools are limited to members and registered hotel guests only.

Lap Pool Policies & Precautions:

- **Lifeguards are not on duty at all times. All persons using the pools do so at their own risk.**
- No swim diapers or diapers in the lap pool. Children must be potty trained and stay in the family lane.
- No leaning, standing, sitting or jumping on or over the lanes.
- Lap pool is 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.

- Family lane is for recreational use.
- Please shower before using lap pool.
- Do not use pool alone.

Group Exercise Pool Policies & Precautions:

- **Lifeguards are not on duty at all times. All persons using the pools do so at their own risk.**
- Swim lessons are offered seasonally, and half the pool is reserved for lessons.
- Swim diapers are REQUIRED at all times. We recommend double diapers and to change the diaper every hour.

Adult Co-ed Whirlpool Policies & Precautions:

- **Lifeguards are not on duty at all times. All persons using the pools do so at their own risk.**
- Please shower before entering water.
- For use by persons ages 12 and up.
- Elderly persons, pregnant women, and those with health conditions requiring medical care should consult with a physician before use.
- Persons wearing adhesive bandages, or those with skin infections, open wounds, or communicable diseases, may not enter.
- Hot water immersion while under the influence of alcohol, narcotics, drugs or medicines is dangerous and not recommended.
- Long exposure may result in nausea, dizziness, and fainting. Properly monitor your length of use. Do not use alone.
- No glass containers, food or drinks allowed.
- Lifeguards instructions must be followed. Lifeguards are not on duty at all times.
- Report all injuries or accidents occurring in the pool area to a lifeguard or other club staff.
- **Children under age of 12 are not permitted**

Kids Splash & Play Structure Policies & Precautions:

- **Lifeguards are not on duty at all times. All persons using the pools do so at their own risk.**
- Recommended for use by children under 42 inches in height and under 80 pounds in weight.
- Children ages 6 and under must be within arm's reach of a responsible adult at all times.
- All Children must be directly supervised by an adult at all time.
- Disposable diapers are not allowed in the play structure, wading pool, or kids whirlpool. Infants and toddlers must wear swim diapers and suit/pants with elastic legs.
- Running, pushing and rough play is not permitted.
- Kids wearing adhesive bandages, or those with skin infections, open wounds, or communicable diseases, may not enter.
- Lifeguards instructions must be followed. Lifeguards are not on duty at all times.
- No glass containers, food, or drinks allowed.
- Report all injuries or accidents occurring in the Splash & Play structure to a lifeguard or staff.

Kids Splash Pad Policies & Precautions: (Ages 2-11):

- **Lifeguards are not on duty at all times. All persons using the pools do so at their own risk.**
- No diving at any time.
- Children ages 6 and under must be within arm's reach of a responsible adult at all times. Children ages 7-11 must be directly supervised by an adult at all times.
- Disposable diapers are not allowed in the splash pad. Infants and toddlers must wear swim diapers and suit/pants with elastic legs. Swim diapers are available at the pool bar or through a lifeguard.
- Running, pushing, or rough play is not permitted.
- Kids wearing adhesive bandages, or those with skin infections, open wounds, or communicable diseases may not enter.
- No glass containers, food, or drinks allowed.
- Lifeguards instructions must be followed. Lifeguards are not on duty at all times.

- Report all injuries or accidents occurring in the splash pad area to a lifeguard or other club staff.

Kids Slide Policies & Precautions:

- One child at a time per slide.
- Must slide on back, feet first, and exit immediately.
- Wait until slide is clear before using.
- Kickboards, rafts, tubes, balls, or toys of any kind are not permitted.
- **Recommended for children under 42" in height and under 80 pounds in weight.**

Kids Whirlpool Policies & Precautions: (Ages 2-11):

- **Lifeguards are not on duty at all times. All persons using the pools do so at their own risk.**
- No diving at any time.
- Children ages 2-6 must be within arm's reach of a responsible adult at all times. Children ages 7-11 must be directly supervised by an adult at all times. Children under the age of 2 years old are NOT permitted to use the whirlpool. Children above the age of 2 must be able to stand on the bottom of the whirlpool with their head above water in order to use.
- Do not allow children to submerge head below water.
- Properly monitor your child's use. Limit use to no more than 10 minutes. Long exposure may result in nausea, dizziness or fainting.
- Elderly persons, pregnant women, and those with health conditions requiring medical care should consult with a physician before accompanying their child in whirlpool.
- Disposable diapers are not allowed in the whirlpool. Infants and toddlers must wear swim diapers and suits/pants with elastic legs. Swim diapers are available at the pool bar or through a lifeguard.
- Kids wearing adhesive bandages, or those with skin infections, open wounds, or communicable diseases may not enter.
- Running, pushing, dunking or rough play is not permitted.
- Rafts, tubes, balls, kickboards, pull buoys, water guns, beach balls, or toys of any kind are not permitted.
- Lifeguards instructions must be followed.
- No glass containers, food, or drinks allowed.
- Report all injuries or accidents occurring in the whirlpool to a lifeguard or other club staff.

Kids Wading Pool Policies & Precautions: (Ages 11 and under):

- **Lifeguards are not on duty at all times. All persons using the pools do so at their own risk.**
- No diving at any time.
- Children under the age of 6 years must be within arm's reach of a responsible adult at all times. Children ages 7-11 must be directly supervised by an adult at all time
- Disposable diapers are not allowed in the wading pool. Infants and toddlers must wear swim diapers and suits/pants with elastic legs. Swim diapers are available at the pool bar or through a lifeguard.
- Kids wearing adhesive bandages or those with skin infections, open wounds, or communicable diseases, may not enter.
- Rafts, tubes, balls, kickboards, pull buoys, water guns, beach balls, or toys of any kind are not permitted.
- Running, pushing, dunking, or rough play is not permitted.
- Lifeguards instructions must be followed.
- No glass containers, food, or drinks allowed.
- Report all injuries or accidents occurring in the wading pool to a lifeguard or other club staff.

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GYMNASIUM

ClubSport features a large gymnasium with one NBA-size basketball court that can be converted to two regulation size basketball courts. A divider curtain can be lowered to separate the courts. The

gym floor is also lined and equipped for volleyball play. Besides open play in these sports, we 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 when participating in activities on the courts.
- ClubSport provides a full supply of basketballs and volleyballs in the gym. Please do not bring any personally owned balls to the club. Balls must 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 and physical contact, is prohibited and cause for expulsion from the facility.
- Please don't 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 open play.
- ClubSport 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 & SQUASH COURTS

We have three racquetball courts and three squash courts. Court time is complimentary for all club members. ClubSport offers a full menu of racquetball and squash 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 Club Service Desk or online up to three days in advance (for example, you would call on Tuesday to get a court reservation for Friday).

All players' names and the membership number of the reserving member must be provided to complete a reservation. A member may have his or her 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.

Please check in at the Club 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 five 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 ClubSport-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.
- Racquetballs and squash balls travel FAST – for your safety, we require that protective eye guards be worn.

- Racquetball, handball, badminton, ping-pong, and wallyball may be played on racquetball courts. Squash may be played on squash 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.
- ClubSport 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.
- Loaner racquets and eye guards are available at the Club Service Desk. Racquets, eye guards, gloves and balls may be purchased in the R Spa Boutique.

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R SPA

At R Spa 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, R Spa is dedicated to enhancing your life ... mind, body and spirit. R Spa features nine treatment rooms and is located to the left of the main lobby.

- R Spa is open to club members, hotel guests and the general public.
- Appointments may be booked by calling (949) 330-5550 or stopping by the Spa Reception 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.
- R Spa brochures, with complete descriptions of and pricing for all treatments and services, are available in the Spa and on our website www.clubsports.com/aliso-viejo/spa.
- R Spa features a wide variety of massage techniques, body treatments, facial treatments, wet treatments, and specialized services such as microdermabrasion, hair removal, teeth whitening, and more. Spa packages are available with an assortment of treatments.
- Please arrive twenty minutes before your appointment and check in at the Spa Desk. We recommend that you remove any make-up 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.
- When you check in, you will receive towels, a robe, spa sandals and locker for your personal belongings. Please do not bring valuables to R Spa.
- If you are running late, please call ahead to let us know. Note that 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 24 hours advance notice for canceling or rescheduling a single treatment, and 48 hours advance notice for spa packages. Without notification, full payment will be charged.

R Spa Boutique:

The R Spa Boutique features a wide variety of skincare and spa products; fitness, aquatic, and casual apparel, and accessories for men, women and children; and hotel sundries. The Boutique is conveniently located in R Spa, adjacent to the main lobby.

- The Boutique carries other specialty items, including ClubSport logo gear, workout bags, sunglasses, racquetballs, squash balls, and gift items.
- Complimentary gift bags are available for gifts purchased in the Boutique.
- Returns are gladly accepted when merchandise is returned in new condition within 30 days of purchase, accompanied by the receipt and original tags. Refunds will only be given via a return to the original card used for purchase, store credit, or exchange. No cash refunds. Swimwear, skincare, and makeup are final sale.

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DINING

Citrus Fresh Grill:

A distinctive feature of ClubSport's social experience is found in the heart of the atrium, at the Citrus Fresh Grill. We use market-fresh products and organic items to enhance our new world cuisine. Our emphasis is on serving great-tasting, nutritionally balanced meals prepared naturally to bring out their true and vibrant flavors. Citrus Fresh Grill is the focal point of the dynamic union of our four-diamond hotel and first-class fitness resort.

- Citrus Fresh Grill is open to hotel guests, club members and the general public.
- The restaurant will offer a breakfast buffet and menu service for lunch and dinner, seven days a week.
- Seating is available indoors or outdoors on the patio overlooking our beautiful aquatics center. On chilly evenings, gather around our fire pits for warmth and great conversation.

Citrus Lounge:

Centrally located within the open, airy expanse of our beautiful atrium, the Citrus Lounge is the perfect rendezvous spot to meet a friend or business associate. Enjoy casual conversation and signature spirits; all items from the Citrus Fresh Grill menu may be ordered at the Bar. Sports enthusiasts will love our "TV Wall" providing maximum sportscast coverage.

- Citrus Lounge is open to hotel guests, club members and the general public.
- The Bar will offer a fine selection of spirits, wines, beers, and signature specialty libations, along with the full Citrus Fresh Grill menu.

Citrus Fresh Market:

Citrus Fresh Market is open to the general public from morning to night to offer snacks and light fare to everyone on the go. For breakfast, choose from hot and cold cereals, fresh baked goods, fruits, yogurts, and specialty smoothie and coffee drinks. All day, Citrus Fresh Market will feature a variety of deli sandwiches, wraps, and salads.

- Menu items may be taken to go, or you may "eat in" too; feel free to take a seat at one of the tables by the Citrus Fresh Market counter.

Citrus Patio & Lounge

The outdoor patio and lounge is one of the most popular destinations in Aliso Viejo, especially in the Summer time. Relax by the fire pits and enjoy the romantic resort feel. Enjoy the view of the Saddleback Mountains while sipping on your favorite cocktail. We feature Taco Tuesdays, Live Entertainment, Specials and much more.

Citrus Pool Bar

Centrally located in the aquatics center, our outdoor poolside bar and grill is a wonderful spot to enjoy the view and get some rays! A special menu filled with seasonal offerings and delicious drinks for adults and children await. The poolside bar is open seasonally and weather permitting.

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LOCKER ROOMS

ClubSport's luxurious men's and women's locker rooms provide many amenities for your convenience. Towels are complimentary; showers are stocked with shampoo, conditioner, and liquid soap; vanity counters feature hair dryers, lotion, and hair spray; scales and house phones are also available.

Please keep in mind the following policies when using the locker rooms:

- **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. This is for your privacy and security.

- Children ages 11 and under are not allowed in the adult locker rooms but can use the family locker rooms. Teens age 12+ may use the adult locker rooms.
- Regular lockers are for day use only. Please do not leave your belongings in lockers overnight.
- The Ojmar system is installed on all lockers. To lock a locker after putting your belongings in it: shut the door, press the “Start” button, then any four numbers, then press the lock icon. A blinking red light will indicate that the door is locked. To open your locker, simply repeat the above steps.
- **We recommend that you 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.
- 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.
- Water in a plastic, non-spill container is permitted in the locker room; please no food or other drinks/ containers.
- Use caution when walking on tile surfaces as floors may be slippery when wet.
- Use of chemicals or dyes are not permitted.

Co-ed Family Locker Rooms:

For the convenience of parents with children, our Co-ed Family Locker Room is located adjacent to the men’s and women’s locker rooms with easy access to the aquatics center. This co-ed space has day-use lockers, two combination restroom-changing rooms, and two combination shower-changing rooms. **Children under age 11 should be with a parent or authorized adult while in Co-ed Family Locker Room.**

Executive Locker Rooms:

For those who desire a permanent locker in a more private and exclusive locker room, ClubSport offers Executive Locker Rooms for men and women. 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) one set of workout clothing (24-hour turnaround service), and upgraded locker room amenities. Executive Locker Rooms are accessed through the regular locker rooms – a special code is required for access to the Executive Locker Rooms. Code is changed quarterly.

Personal lockers are limited in number, and available for rental on a first-come basis. If you are interested in upgrading to an “Executive” or “Resort” membership, please stop by the Membership Office. Use of Executive Locker Room is reserved for Executive and Resort Members with lockers only.

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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 12 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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HOTEL GUEST ROOMS

ClubSport Aliso Viejo features 174 spacious, tastefully decorated guest rooms. Guest rooms include plush beds, a large work desk, complimentary WiFi.

When friends and family visit, or when corporate clients come to town, 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 alongside you.

As an added benefit for club members, ClubSport will periodically offer special room rates for your family and friends. Rates are subject to availability and certain restrictions apply. Inquire with the Hotel Sales Office by calling (949) 330-5522.

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BANQUET & MEETING SPACE

ClubSport offers 5,500 square feet of flexible meeting and banquet space. Our banquet and meeting rooms are located on the lobby level of the hotel. In tandem with our meeting rooms, we have a resort- style outdoor patio and pool area, facilitating cocktail receptions and other outdoor functions.

Along with banquet and meeting space, select club facilities may also be rented for private or corporate events. Our general policy for club facility rentals is to schedule them during off-peak times in order to minimize any impact on members' use and enjoyment of the club.

Our experienced banquet and event staff are available to assist you in event planning and coordination.

We have full-service catering perfect for any event, from meetings and seminars to receptions and parties. Our Event Technology services can meet all your A/V needs and ensure the success of any function you book with us.

Club members may receive special pricing when booking a function or renting facilities at ClubSport. Special pricing is subject to availability and certain restrictions apply. Contact Catering Sales for more information at (949) 330-5522.

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GENERAL CLUB POLICIES

ClubSport's Rules and Regulations have been established for the benefit of all members and guests. The rules contained herein are not all inclusive. ClubSport management reserves the right to add, amend, or delete the rules from time to time. Additional rules may be posted in the club, on the web site, or on printed notices.

- For the health and wellbeing of our members, ClubSport observes a no smoking policy. Smoking or Vaping is not permitted in the club or on ClubSport property.
- For the comfort of our members we cannot allow solicitation of any kind (i.e., charitable, religious, political, business) toward any club member, guest or associate on ClubSport property. Outside materials may not be posted or distributed in the club, unless authorized by ClubSport management.
- ClubSport employs 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 ClubSport 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.
- Creating and maintaining a sanitary environment is extremely important to us -- please do not spit or leave gum in the water fountains.
- Maintaining a club that is clean and aesthetically appealing is an ongoing mission. 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 steroids.
- Members are reminded to keep their belongings safe. ClubSport is not responsible for the loss of or damage to personal property brought into the club or onto club property.
- All members and guests are responsible for securing their own health insurance. The Club does not provide medical coverage for injuries sustained on the premises or while participating in Club-sponsored activities and events, whether on the premises or not.
- For your convenience we maintain a Lost and Found system. If you have misplaced an item please inquire at the Club Service Desk. Also, if you find a misplaced item please give it to an ClubSport associate. We take pride in reuniting lost items with their owners. All found items will be held for a minimum of 15 days. Lost and found items must be identified and claimed in person. Unclaimed items will be donated to charity.
- Any member failing to abide by club policies may be subject to membership suspension or termination. ClubSport staff has the final decision regarding any problems or disputes.
- 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

ClubSport is happy to provide Charge to Account (CTA) privileges to members with individually owned memberships. This payment plan gives you the flexibility to charge purchases of goods or services throughout ClubSport to your membership account. All charges are due on the 1st of the month. Any uncollected charges are turned over to collections and all club privileges are revoked until balance is paid in full. The following may not be charged to your membership account: hotel room nights, club rental, and catering events. Your ClubSport in-house purchases will be charged to your credit card; the only card you need to carry is your membership card. Or store your membership card in the ClubSport app for convenient on-site purchases.

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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 Rules and Regulations. 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.

As an easy reference, here is a list of important information regarding your membership account.

- **Monthly Dues.** ClubSport shall, from time to time, determine the amount and terms of payment of dues which are payable by the members. The obligation to pay dues is not dependent on the availability of all the club's facilities or the member's frequency of use. Tournaments, repairs, maintenance of some facilities, and/or other occurrences may make it necessary for ClubSport 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.
- **Account Changes.** If any of your personal information (i.e., address, phone number, email address, checking or credit card account) changes during the course of your membership, please report this change to the club. You may make the change online via our web site, stop by the Membership Office to provide the new information in person, or mail us a note with the new information.
- **Member is responsible for notifying the Club in writing of any persons who are added to or cancelled from the membership account, or any changes to the membership type.** A membership status change must be completed at the Club by the 25th of the month to be reflected the first of the following month. The members account must be a zero balance at the time of the status change. Change fees may apply.
- **Hold/Freezing Membership.** A Member may request to put his/her membership on hold/freeze, for no less than two and up to six months, should a medical condition or temporary job relocation keep him/her from use of the Club facilities. The request must be submitted in writing. Approval is at the sole discretion of the Club management. A monthly inactive fee will be charged, and any account balance must be paid in full prior to going on hold/freeze. No access to the Club will be permitted while the account is inactive.
- **Membership Resignation.** A member with a zero account balance may resign from membership at any time by completing the official membership Cancellation Request Form in person at the Club or by providing written notice of termination via email at info_rcsav@clubsports.com. **Voluntary terminations become effective 30 days from which the written notice is received by the Club.**
- **Suspension and Termination.** ClubSport reserves the right to suspend or terminate the membership or privileges of any member for failure to comply with club rules and regulations, or for any conduct ClubSport determines to be improper or contrary to its 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.
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HOUSE PHONES

Available for member use and are located in the aquatics center, locker room, executive locker room, family locker room, and on the fitness floor.
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EMERGENCY PROCEDURES

At ClubSport, 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 "Delighted to Serve" Operator.
- Should a member or guest become injured while at ClubSport, club staff is not permitted to provide transport. ClubSport reserves the right to call emergency rescue services. ClubSport will provide basic first aid (i.e. bandages), however, cannot administer aspirin/medication or any additional medical applications.
- 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. The club provides CPR training classes for a nominal fee.
- First aid kits are located at the Club Service Desk, Fitness, and Pool (seasonally). Facilities are equipped with an AED unit.

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PRIVACY POLICY

The Privacy Policy is meant to help you understand the privacy practices of Leisure Sports Inc. ("Leisure Sports"), dba ClubSport, including the types of personal data we collect from our members and guests and from other users of www.clubsports.com, how we use this personal data and with whom we share it. We encourage you to carefully read the current privacy policy by [clicking here](#).
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