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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 Pleasanton (CSP) 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.

### Topics:

[Club Hours](#)

[Physical Activity Readiness](#)

[Attire & Footwear](#)

[Club Service Desk](#)

[Guests](#)

[Children & Junior](#)

[Kids World Childcare Center](#)

[Fitness Center](#)

[Group Fitness Studios](#)

[Aquatics Center](#)

[Gymnasium](#)

[Racquetball/Handball Courts](#)

[Tennis Courts](#)

[Climbing Wall](#)

[The Spa](#)

[The Pro Shop](#)

[Citrus Fresh Market](#)

[The Sports Bar](#)

[Locker Rooms](#)

[Steam Rooms, Saunas & Whirlpools](#)

[Conference Room](#)

[Gift Cards](#)

[Reciprocal Use](#)

[Renaissance ClubSport Hotel Guest Rooms](#)

[IHRSA Passport](#)

[General Club Policies](#)

[Club Charge Accounts](#)

[Membership Account Policies](#)

[Emergency Procedures](#)

### CLUB HOURS

Regular hours of operation for the club are Monday - Friday 5:00am to 11:00pm and Saturday - Sunday 6:00am to 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. 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 - Thursday: 9:00am - 9:00pm

Friday: 9:00am - 6:00pm

Saturday - Sunday: 10:00am - 6:00pm

#### Member Services:

Monday - Friday: 9:00am - 5:30pm

Saturday - Sunday: Closed

#### Kids World - ClubKid:

Monday - Friday: 8:00am - 9:00pm

Saturday - Sunday: 8:00am - 7:00pm

**Kids World - KidFit:**

Monday - Friday: 3:00pm - 9:00pm (8:00am - 9:00pm during the summer and school holidays)  
Saturday - Sunday: 8:00am - 7:00pm

**Activities Desk:**

Monday - Friday: 8:30am - 8:00pm  
Saturday - Sunday: 8:30am - 4:00pm

**Tennis Desk:**

Monday - Wednesday: 8:30am - 9:00pm  
Thursday - Friday: 8:30am - 7:00pm  
Saturday - Sunday: 8:30am - 4:00pm

**Citrus Fresh Market:**

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

**Sports Bar:**

Monday - Friday: 6:00pm - 10:00pm  
Saturday: Open for Special Events Only  
Sunday: Open for Special Events Only

**Spa Services:**

Monday -Thursday: 9:00am - 9:00pm  
Friday: 9:00am - 7:00pm  
Saturday - Sunday: 9:00am - 4:00pm

**Pro Shop:**

Monday - Thursday: 9:00am - 8:00pm  
Friday: 9:00am - 6:00pm  
Sunday - Sunday: 9:00am - 4:00pm

**Dion's Hair Salon:**

[925] 463-3263  
Tuesday - Friday: 9:30am - 7:00pm  
Saturday: 9:30am - 2:00pm  
Sunday - Monday: Closed

**Neurosport Physical Therapy Center:**

[925] 227-8555  
Monday - Friday: 7:00am - 12:00pm and 2:00pm - 6:00pm  
Saturday - Sunday: Closed

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

[\[back to the top\]](#)

**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. 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.

[\[back to the top\]](#)

## **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, handball 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.

[\[back to the top\]](#)

## **CLUB SERVICE DESK**

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

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

[\[back to the top\]](#)

## **GUESTS**

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

- Members ages 18 and older may bring guests to CSP.
- Local guests (residing within a 50-mile radius of CSP) may visit once per month, up to six times per year.
- Your guest must sign in at the Club Service Desk upon entering, show valid photo ID and complete a Guest Registration Card in its entirety for security and liability purposes.
- The guest fee may be paid by you or your guest.
- Please accompany your guest in the club at all times, and take responsibility for your guest's conduct and attire.
- Guests will follow the same club rules, policies and etiquette guidelines applicable to members.
- Day use lockers are available for guests. Guests may borrow a locker card from the Service Desk and return it upon departure.

- Expelled or suspended members may not visit the club as the guest of another member.

[\(back to the top\)](#)

## **CHILDREN & JUNIOR**

Our facility appeals to families as well as adults without children. Not all areas of the club are available to children and some areas require parental supervision. In consideration of the safety and comfort to all members we ask parents to counsel their children and teen members on appropriate behavior in the club and to carefully review the policies below that have been set so that everyone can enjoy their time at ClubSport.

### **Children (Ages 11 and Under):**

Children must be enrolled on a membership or pay a guest fee to enter the club and to use any of the club facilities and amenities (child care, pool, gymnasium, racquetball, handball courts, etc.).

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 with a parent remaining on premises or
- Enrolled in a club-sponsored and supervised program, such as a camp, clinic, class, special event or attending a birthday party (parents need not remain on premises).

Children ages three and under may accompany an opposite sex parent into the locker rooms. Children ages four and above may only accompany an opposite sex parent in the family locker rooms located outdoors, by the pool.

Children may not enter the Fitness Center at any time, and are allowed in Group Fitness Studios only during designated children's classes. Children may not use the steam room, sauna or indoor whirlpool at any time. Children age 7-11 may only use the outdoor whirlpool with adult supervision.

### **Juniors (Ages 12 to 17):**

Juniors must be enrolled on a membership or pay a guest fee to enter the club and to use any of the club facilities and amenities (fitness center, pool, gymnasium, racquetball, handball courts, etc.).

Juniors, ages 12 to 17 may purchase an Individual Membership at CSP with parental approval. A parent must sign the Membership Agreement and Children & Junior Policies Addendum and assume liability for all dues and fees for the minor child.

Juniors ages 12 to 17 may use CSP without being accompanied or directly supervised by a parent or adult guardian with the following provisions:

- The Children & Junior Policies Addendum is signed by a parent or legal guardian and on file with the club.
- The Junior member must follow all club policies and conduct him or herself appropriately.
- The Junior member must successfully complete ClubSport's TeenFit Certification prior to using the Fitness Center.
- Only individuals ages 13 and above may use the indoor whirlpools, steam rooms and saunas. The outdoor whirlpool is available to individuals age 7 and above.

### **Dependents:**

Children of 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:**

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.

[\[back to the top\]](#)

### **KIDS WORLD CHILDCARE CENTER**

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

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

[\[back to the top\]](#)

### **FITNESS CENTER**

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

comfort of all members, we've put together the following fitness policies and etiquette guidelines:

- There is a Fitness Instructor on duty in the fitness center during all hours of operation. They are there to help you, so if you have any questions, please ask. If you're unfamiliar with any piece of equipment, they'll be glad to show you how to use it properly and safely.
- Please comply with any request made or instruction provided by a Fitness Instructor.
- All new members are encouraged to complete the Members First Program.
- Beverages in plastic, non-spill containers are permitted in the fitness center; food items are not permitted.
- Please use a locker in the locker room to store your athletic bag or other personal items, and do not bring them with you into the fitness center.
- The fitness center is equipped with televisions. Please bring your own headphones if you'd like to listen to TV while working out on the cardio equipment.
- Please adhere to a 20-minute time limit on cardio equipment when others are waiting.
- 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.

[\[back to the top\]](#)

## **GROUP FITNESS STUDIOS**

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

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

- The studio is a group programming area, and is open only during scheduled class times.
- Classes may be canceled or rescheduled due to low participation.
- Youth 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.

[\[back to the top\]](#)

## AQUATICS CENTER

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

- **Lifeguards are not on duty at all times. All persons using the pools do so at their own risk.** When lifeguards are on duty, please follow their instructions at all times.
- Please wear proper swimwear; no cut-offs, shorts, leotards, or thong suits.
- Beverages in non-spill plastic containers are permitted in the pool area; please no glass bottles or containers.
- Infants and toddlers must wear swim diapers. Regular diapers are not allowed in the pool.
- Parents must watch your children and assist us with enforcing pool rules. Please be in the pool within contact of your non-swimmer child, even if the child is using a flotation device.
- Please shower and rinse off any sun tan oils before entering the pool.
- For everyone's safety, we do not permit running, pushing, dunking or general rough play in the pools or on pool decks.
- Please don't bring rafts, tubes, balls or water guns to the CSP 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.

[\[back to the top\]](#)

## GYMNASIUM

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

- Water in a plastic, non-spill container is permitted in the gym; please no food, gum or other drinks/containers.
- To protect the wooden gym floor surface, please wear non-marking athletic shoes.
- CSP provides a full supply of basketballs and volleyballs in the gym. Please do not bring any personally owned balls to the club. Balls may not leave the gym.
- Please use a locker in the locker room to store your athletic bag or other personal items, and do not bring them into the gym.
- Unsportsmanlike conduct, including foul language, is prohibited and is cause for expulsion from the

facility.

- Do not hang on the basketball rims or volleyball nets.
- Throwing or kicking balls against the walls or ceiling causes damage to the facility - please don't do it.
- When court monitors are on duty, courteously abide by their direction and instruction. They are there to help ensure a good playing experience for all players.
- Please follow all posted policies for pick-up play.
- Full court 5 on 5 games take priority over "shoot around" 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.
- CSP 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.

[\[back to the top\]](#)

### **RACQUETBALL/HANDBALL COURTS**

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

Court reservations may be made in one-hour increments at the Activities Desk up to three days in advance (for example, you would call on Tuesday to get a court reservation for Friday). Phone and in-person reservations are taken as of 8:30am daily.

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

Check in at the 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 handball courts:

- Only CSP-employed racquetball teaching professionals may provide instruction on club courts.
- Water in a plastic, non-spill container is permitted on the courts (but preferably left outside the court); please no food, gum or other drinks/containers.
- Proper court sport attire must be worn. No street clothes, crop tops, aerobic attire or jeans allowed. Shoes designed for sport court play, with non-marking soles, are required.
- Racquetballs 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.
- CSP 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.
- CSP offers complete racquet stringing services for tennis and racquetball – inquire at the Tennis Desk.

[\[back to the top\]](#)

### **TENNIS COURTS**

ClubSport Pleasanton features ten all-weather indoor tennis courts, four outdoor lighted courts and a full menu of tennis programs. Offerings include private and group instruction with USPTA certified professionals, USTA and in-house leagues, club tournaments, sanctioned tournaments, drop-in play, and socials. A separate Tennis Desk at the entrance to the indoor courts handles the needs of Tennis



members such as court reservations and check-ins, program registration, lesson information, ball machine rentals, and racquet stringing orders.

- Member Usage: Indoor and outdoor court time is complimentary for all ClubSport Pleasanton (CSP) tennis members and ClubSport GoldPlus tennis members.
- Member Check-In: All players must scan-in at the Club Front Desk and show valid membership card at the Tennis Desk. Tennis members must legibly sign-in for their court on the Tennis Desk court registration sheet. Self sign-in is required for court time when the Tennis Desk is closed/unstaffed.
- Reservations: Court reservations must be made at the Tennis Desk. Reservations may be made by phone, up to three days in advance, beginning at 12:00 Noon (\*see Tennis Policy #4); or in person up to three days in advance after 1:00 pm. Same day court reservations are taken during all Tennis Desk hours on the day of availability. For singles play (one to three players), you may reserve one hour of court time; for doubles play (four players) may reserve 90 minutes of court time. Please, no more than four players on a court at a time.
- Tennis Phone Reservation Procedure: A member may call the Club no earlier than 12 pm, three days (72 hours) before the requested reservation day. The Club operator places the 12 pm callers into an automated queue. The caller will hear a greeting and the numbered placement in line. The Tennis Desk automatically takes the phone calls in sequential order as received from the computer queue.
- Reservation Information, 5-Hour Cancellation, & Cancellation Fee: When making court reservations, members must give the desk attendant their name, membership number, and the name(s) of all playing partners. The names of playing partners must be accurate. The person making the reservation assumes the responsibility for canceling the court and for all playing partners checking in at game time. A cancellation fee of \$20 will be charged to the person making the reservation if not canceled at least five hours in advance.
- Court-Time Grace Period: A reserved court may be reassigned to walk-on players if it remains unclaimed after ten minutes of the reserved start 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 voice mail).
- Guest Usage, Tennis Guest Hours, Fees, Gold & Other Guest Passes: Guests of members may use the club during regular operating hours; standard guest policies and fees apply. Guest passes and Gold guest passes allow for club admission only, guest use of tennis courts is additional. In order to preserve member court time, guest use of tennis courts is not permitted Monday-Friday, 4-9pm and Saturday-Sunday from 9am-1pm. Guest fees are \$20 for general club admittance, plus a tennis singles court fee of \$20 per guest for one hour, or doubles court fee of \$30 per guest for 90-minutes.
- Lessons, Camps & Cancellations: Lessons from our USPTA Elite staff are offered for ClubSport Pleasanton members only. Private lessons are offered in 30, 45 and 60-minutes sessions. Group lessons are 60 to 90 minutes. Tennis members may purchase a package of four lessons at a discounted rate. We accept private lesson cancellations up to 24 hours in advance. Lessons cancelled with less than 24-hour notice are subject to a \$40 cancellation fee. Tennis camps are 3 hours in length, cancellations are accepted up to 14 days in advance for a 50% refund. No refunds will be given within 13 days of camp starting. No-call, or no-show for any lessons, clinics, or camps will be charged at the full rate. Pre-paid packages must be used within one year of the purchase date.
- Court/Entry & Exit: As a courtesy, players are expected to be ready to leave the court at the end of their court time, regardless of their match play status or score. Incoming players should wait until the completion of a point to enter a court, and not before the exact beginning of their court time. Please wait for a service point to end before asking for an errant ball to be returned.
- Etiquette: Proper tennis etiquette including language and good sportsmanship is expected at all times. The USTA Friend at Court Handbook serves as our Club court rules guide. Failure to follow these tenets may result in membership suspension or termination. Please turn off your cell phone and use an "indoor" voice at all times while on the courts.
- League Play (USTA, Contra Costa, Senior Leagues, ClubSport Internal, Ladies Rotational, and Others): League matches may receive advance booking time earlier than the standard 72-hour window and beyond the 1-hour singles and 1.5-hour doubles court time. A \$25 fee for USTA, Fall, Ball, Senior, and Internal leagues will be applied during the first week of the league season to the account of

each member listed on the team roster. CSP does not participate in USTA flex leagues or other non-preauthorized leagues. Only CSP registered teams may play home matches at CSP. Away matches may not be re-scheduled for play at CSP. The Director of Tennis must give direct approval to any team league usage at the facility.

- Fitness Members: CSP Fitness members may pay the guest court fee for walk-on (non-reserved) court usage.
- Attire: Proper tennis clothing and tennis-specific footwear must be worn. No street clothes, crop tops, aerobic attire, men's tank tops or jeans allowed. Please, no cross trainers, running shoes or other inappropriate footwear.
- Food: No food, drinks (other than water in a non-breakable container) or gum are allowed on the courts.
- Sport Usage: Only tennis activities are allowed on the courts. Other sports are not permitted.
- Coaching: Only ClubSport certified tennis professionals may teach lessons or coach players on CSP courts. Teaching and coaching are defined as rallying, drilling, feeding, demonstrating, advising, going onto the other player's side of the court, or spending time on court with another player due to one's more advanced level of expertise relative to the other player. Financial remuneration is not a factor in determining if a person is in violation of our no teaching/coaching policy. Solicitation of members for lessons or advice is prohibited. Excessive coaching of immediate family members is not encouraged.
- Ball Hoppers/Teaching Aids: Usage is permitted with immediate family members only. No cones, targets, or other teaching materials are allowed on the courts.
- Club Court Usage: ClubSport reserves the right to schedule all courts as club management deems appropriate for club-sponsored programs (leagues, drop-ins, tournaments, team matches, socials, parties, clinics, group lessons, camps, etc.) or private group rentals. Open play courts may not be always available.
- Ball Machine Rentals: Indoor courts #2 and #4 are designated as ball machine practice courts on a space-available basis.
  - a. An hourly fee is charged for ball machine use; frequent users may purchase a monthly pass.
  - b. Personal ball machines are not permitted.
  - c. Regular court reservation policies apply, however, ball machines may be used only during Tennis Desk hours.
  - d. Check-in at the Tennis Desk to get your court assignment and ball cart.
  - e. If unfamiliar with ball machine operation, please ask for assistance at the Tennis Desk.
  - f. At the completion of ball machine use, please check behind the court curtains for stray balls and ensure all balls are returned to the cart as a courtesy to the players who follow you.
  - g. Failure to replace balls or clean up after machine usage will result in a \$20 fee.
- Dispute Resolution: ClubSport staff has the final decision regarding all dispute resolution. Failure to follow any of these policies may result in immediate stoppage of play and possible membership suspension, or termination.

[\[back to the top\]](#)

## **CLIMBING WALL**

The Climbing Wall is a fun feature for kids of all ages; climbing is also a great workout for adults. We offer open climb time when families can climb together and we also offer climbing and belaying lessons and birthday party packages with a rock climbing theme. For more information about our climbing programs, stop by the Activities Desk.

- Open climbing is permitted only during posted club-supervised hours, which are currently 4:30pm-6:30pm Monday through Friday.
- ClubSport supplies climbing equipment, shoes and accessories on a complimentary basis for those who do not have their own equipment or footwear. These items may not be removed from the Climbing Wall area.
- The Wall is set up for roped climbing only; bouldering is not permitted.
- Safe climbing is a top priority. Horseplay, swinging on ropes, speed lowering or other unsafe actions are not allowed.

- Closed-toe athletic shoes must be worn; climbing shoes are recommended.

[\[back to the top\]](#)

## **THE SPA**

At The Spa at ClubSport, our goal is to pamper and relax the body, soothe and calm the mind, and delight and uplift the senses. Through the provision of an extensive menu of massage, facial, and body treatments, our Spa is dedicated to enhancing your life - mind, body and spirit. The Spa features four treatment rooms and is located on the second floor adjacent to the conference room and Dion's Hair Salon.

- The Spa is open to club members and the general public.
- The Spa is available for appointments from 9:00am to 9:00pm Monday through Thursday, from 9:00am to 7:00pm on Friday, and from 9:00am to 4:00pm on Saturday and Sunday.
- You may book appointments by calling or stopping by the Pro Shop Desk.
- We recommend that you schedule spa services at least one week in advance in order to secure the time that is most convenient for you.
- Spa brochures, with complete descriptions of and pricing for all treatments and services, are available in the Spa.
- The Spa features a wide variety of massage techniques, body treatments, facial treatments, wet treatments, and specialized services such as microdermabrasion and waxing. Spa packages are available with an assortment of treatments.
- Please arrive twenty minutes before your appointment and check in at the Activities 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.
- If you are running late, please call ahead to let us know. Your late arrival will determine the length of your appointment. Your service will end on time so that the next guest is not delayed.
- Treatments you select are reserved especially for you. We require a minimum of 4 hours advance notice for canceling or rescheduling an appointment. Without notification, 50% of the treatment fee will be charged.

[\[back to the top\]](#)

## **THE PRO SHOP**

ClubSport's Pro Shop features a wide variety of skin care and spa products, plus fitness, tennis, aquatic, and casual apparel, shoes, and accessories for men, women and children. The Pro Shop is conveniently located on the first floor, adjacent to the Fitness Center and Activities Desk.

- The Pro Shop is open from 9:00am to 8:00pm Monday through Thursday, 9:00am to 6:00pm on Friday, and 9:00am to 4:00pm on Saturday and Sunday.
- The Pro Shop carries other specialty items, including ClubSport logo gear, workout bags, sunglasses, tennis balls, racquetballs, hats and caps, and gift items.
- Returns are gladly accepted (for store credit, exchange or refund) when merchandise is returned in new condition within 30 days of purchase, accompanied by the receipt and original tags.

[\[back to the top\]](#)

## **CITRUS FRESH MARKET**

A distinctive feature of ClubSport's social experience is found in the heart of the atrium at Citrus Fresh Market. Citrus Fresh Market 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, Citrus Fresh Market features a variety of deli sandwiches, wraps, salads, and soups, plus a large selection of energy bars and drinks and other beverages.

- Citrus Fresh Market is open to club members and their guests. Our hours are 6:00am to 9:00pm

Monday through Friday and 7:00am to 7:00pm on weekends.

- For those in a hurry, all menu items may be taken to go. You may also dine in with family or friends – Citrus Fresh Market features ample table and soft furniture seating, and the adjacent climbing wall atrium offers table seating around the circumference.
- Alcoholic beverages purchased in the lounge must be consumed in the lounge 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.

[\[back to the top\]](#)

## **THE SPORTS BAR**

Located on the second floor overlooking the showcase racquetball courts, 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 over the age of 21.
- Join the fun at the Sports Bar for a wide variety of special events, centered around major sporting events such as our Super Bowl Party, Breakfast at Wimbledon, Monday Night Football, 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 from 6:00pm to 10:00pm Monday through Friday and for special events only on Saturday and Sunday.
- Weekend sporting events may be viewed on the big screen in the Sports Bar with food and beverages available at Citrus Fresh Market.
- 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.
- The Sports Bar is also available to rent for private events.

[\[back to the top\]](#)

## **LOCKER ROOMS**

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

- Regular lockers are for day use only. Please do not leave your belongings in lockers overnight.
- To lock your locker, insert your membership card into the locker door mechanism, shut the door, turn the key and pull the key out and take it with you (can be pinned to a towel or clothing).
- If you lose your locker key and club staff must replace the lock mechanism for security, 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.
- 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.
- Please do not leave clothing or other personal items on the floor, always use a locker.
- Water in a plastic, non-spill container is permitted in the locker room; please no food or other drinks/

containers.

- Any use of cell phones and electronic devices with photography or video recording capability is NOT permitted in the locker rooms and restrooms – no exceptions.
- Use caution when walking on tile surfaces as floors may be slippery when wet.

### **Executive Locker Room:**

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

[\[back to the top\]](#)

### **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.

[\[back to the top\]](#)

### **CONFERENCE ROOM**

We have a 725 square foot conference room (25' x 29') that may be rented by members for business or social meetings and events. The room can seat 50 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 Programming Director for more information.

[\[back to the top\]](#)

### **GIFT CARDS**

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

[\[back to the top\]](#)

### **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.

[\[back to the top\]](#)

### **RENAISSANCE CLUBSPORT HOTEL GUEST ROOMS**

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

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

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

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

[\[back to the top\]](#)

### **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 Front Desk to get a list of participating clubs in your destination area or search [www.healthclubs.com](http://www.healthclubs.com).

[\[back to the top\]](#)

### **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, CSP observes a no smoking policy. Smoking is not permitted in the club or on CSP property.
- We do not allow solicitation of any kind (i.e., charitable, religious, political, business) toward any club member, guest or associate on CSP 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. CSP 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.
- 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 CSP 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.
- Any member failing to abide by club policies may be subject to membership suspension or termination. CSP 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.

[\[back to the top\]](#)

### **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 CSP to your membership account. Per your choice, your CSP 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.

[\[back to the top\]](#)

### **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 CSP 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 CSP 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 Member Services 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.
- Live Healthy. A Member may request to put his/her membership on inactive status, 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 along with appropriate verification of his/her medical or business related condition. 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 inactive status. A Member may place his/her account inactive only once per calendar year. 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 certified mail (return receipt requested) to the Club. We do not accept termination requests by phone, email, fax or online. Voluntary terminations become effective 30 days from which the written notice is received by the Club. A pro rata refund for any unused services will be made within ten (10) days of termination.
- CSP 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.
- CSP accepts the following forms of payment: cash, check, MasterCard®, Visa®, American Express®, and Discover®.

[\[back to the top\]](#)

## **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 Operator or Front Desk Staff.
- Should a member or guest become injured while at CSP, club staff is not permitted to provide transport. CSP reserves the right to call emergency rescue services.
- In the event of a facility-wide emergency (i.e., fire, bomb threat, earthquake, etc.), we require the cooperation of all members in the club to follow the direction of club staff, and to evacuate the building immediately, if requested to do so.
- All members are encouraged to be CPR certified.
- First aid kits are located at the Front Desk and in Fitness. Facilities are equipped with an AED unit.

[\[back to the top\]](#)