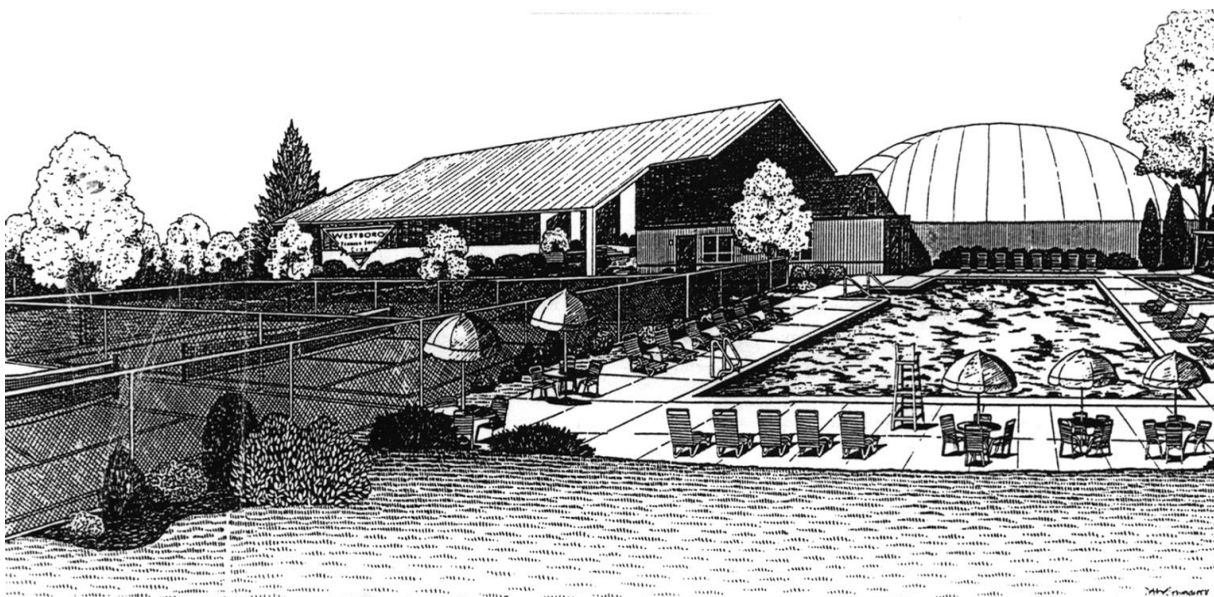




**Westboro's Best for Swimming,
Fitness, Tennis & Group Exercise**
35 Chauncy Street
Westborough, MA 01581
508-366-1222
www.thewestboroclub.com

Westboro Tennis and Swim Club by BSC Member Handbook



Revised: March, 2018

Items contained herein may be changed from time to time without notice. Not responsible for typographical errors. Please refer to our website or current program brochure for all current policies, pricing, and programs.

E-mail: info@thewestboroclub.com Web: www.thewestboroclub.com
Westboro Tennis & Swim Club ~ 35 Chauncy Street ~ Westborough, MA 01581 ~ (508) 366-1222

CLUB PHILOSOPHY

Westboro Tennis & Swim Club by BSC's management and staff will do everything possible to make our members happy, comfortable, and eager to come back. We will serve as an expert resource, for our members and our community, on swimming, fitness, group exercise, and tennis. We will always uphold the professional, ethical, and business standards of our industry.

CLUB MISSION STATEMENT

Our commitment is to promote health and wellness through recreation, fitness, and education, exemplified by our distinctive facilities, programs, personal service and staff.

CLUB FACILITIES

7 Indoor Hard Courts
4 Indoor DecoTurf Hard Courts (outdoors in summer)
4 Pickleball Courts
Men's and Women's Whirlpools
Men's and Women's Saunas
Free Towel Service
Locker Room Amenities
Separate Pool Locker Rooms
Complete Fitness Center & Basketball Court
Group Exercise Room
Spin Studio
Massage Therapy Studio
6 Lane, 25 Yard Pool
Children's Wading Pool (in summer)
Outdoor Snack Bar (in summer)
Children's Outdoor Playground
Kids Club Child Services
CrossFit Studio
Cafe

WHO TO CONTACT

Questions arise! They always do. So who should you talk to? Each department has a manager, so typically the best place to start if a question cannot be answered by an employee is with the department manager. If your question involves membership policies, please contact the membership department. General questions can be directed to the front desk via phone, or to the general club email (info@thewestboroclub.com). Department managers are given the authority to make policy decisions and to enforce policies. Most of our managers have been with the club for 10 years or more, and have pretty much been asked everything! So please don't hesitate to ask if you have questions, issues, concerns, etc.

Membership

Benefits of Membership

- Reduced program fees and “Priority Registration” for programs, clinics, lessons, and camps
- 10% off Pro Shop purchases
- Referral Guest Passes
- Complimentary Evaluations and Setup with a Personal Trainer
- Free Tennis Evaluations
- Free Swim Evaluations
- Free Towel Service
- Children's Playground (outdoor)
- Free Babysitting Services (family memberships)
- Club Special Events
- Fit Rewards Program
- Free Blood Pressure Machine
- Ability to Reserve Courts

Tennis Evaluations

FREE to all members - 15 minutes with a Tennis Pro. Required for program placement.

Swim Evaluations

FREE to all members - 15 minutes with the Aquatics staff. Assists in program placement.

Fitness/Personal Training Evaluations

FREE to all members. Assists you with injury prevention. Please see our Fitness New Member Program for more details.

Liability

In becoming a member, you agree that you are familiar with the risks and perils inherent in all activities conducted at the Westboro Tennis & Swim Club by BSC, are aware of the risks of personal injury to yourself and your children when undertaking such, and voluntarily assume and, in the absence of gross negligence or recklessness, hereby release the Westboro Tennis & Swim Club by BSC, its successors and/or assigns, including agents, officers, and employees of the Westboro Tennis & Swim Club by BSC and its successors and/or assigns, from all risks associated with your use and/or your children's use of the property which is the subject of the membership or usage agreement. You also agree to hold the same harmless in the absence of gross negligence or recklessness for any and all losses of personal property or damage to personal property, including theft, associated with your use or presence on grounds owned or leased by the Westboro Tennis & Swim Club by BSC, its successors, or its assigns. You also hereby grant Westboro Tennis & Swim Club by BSC permission for photos to appear in club brochures, videos, Web Site, or other promotional mediums (no names will be used).

Personal Property

Members are responsible for their own personal property brought to the Club and will not hold Westboro Tennis & Swim Club by BSC responsible for the loss of, theft of, or any damage to any personal property whatsoever, including items in lockers, items left at the Club or in automobiles.

CLUB POLICIES

Check-In

All Members and their guests **MUST** check in at the Front Desk, Fitness Desk, or Pool Desk before using the facility. For the safety and security of our Members and Staff, we ask you for your cooperation in checking in. Some areas may have different check in policies, see sections pertaining to those areas for more details:

- Kids Club: Parent or guardian must sign child in and out, and remain on the premises. Kids Night Out is the **ONLY** time parents may leave the premises.
- Youth Fitness Classes: Children under 12 must be signed in and out by a parent and parent must remain on the premises.

Supervision of Children

All children under 12 should be supervised by Staff, a babysitter (aged 14+), or a parent.

Fitness Center: Juniors must be 14 years old to use the equipment in the Fitness Center. Fitness Members aged 12+ may use the Basketball Court unsupervised; ages 10-11 may use the Court with a parent in the fitness center; Juniors may take “Fit for the Gym” at ages 12 or 13 to use the equipment prior to turning 14.

- Group Exercise & Water Fitness: Classes are generally for adults. At the discretion of the instructor, 12+ may participate in yoga classes and 14+ in other group exercise classes. Children may be restricted from popular classes that are often full.

Pool: Children must be 14 to use the pool without direct parent supervision. 14 year olds must be signed-in at the Pool Desk by a parent. This privilege may be revoked at the discretion of the lifeguard or management.

- Lap Lanes: Lap swim lanes are generally reserved for adults. Children may use lanes at the discretion of the guard, but must be able to swim laps continually, safely, and at a speed that does not inhibit other adults in the lane.

Kids Club

Our services are available to members and guests of the Club while they are on the premises. This multi-room facility includes infant and toddler rooms as well as the “Dug Out” for older children. In keeping with our Club policy that all children under 12 must have adult supervision unless they are enrolled in a program, please make sure to drop off your children at Kids Club if you are participating in a program or using the facility where your child would not be under your direct supervision. Infants must be 2 months old in order to come to Kids Club. See our Kids Club web page for more updated info.

Youth Fitness Classes

Youth fitness classes are offered for children ages 4-6, 7-12, and 8-12 years of age. They are included in the cost of a family membership that includes fitness access. Guests of a fitness member may participate with a paid guest fee. Please view our website for a current class schedule with times and locations.

Club Policies (cont).

Parking

The Member Parking Lots are located in the front of the Club (Lot #1), behind the Fitness Center (Lot #2), and next to the Club (Lot #3) in the row adjacent to Lot #2, and across the street at Kids Club. In addition, we have a small lot on the opposite side of the building containing courts 6 & 7. Cars failing to park within lined spaces may be ticketed or towed at the driver's expense.

Alcohol

Alcohol may be consumed by Members over 21 years of age in appropriate areas.

Hours of Operation

Club hours are established and outlined in membership literature. Use of the Club outside of these hours is prohibited. Further, Westboro Tennis & Swim Club by BSC reserves the right to alter the hours of operation without prior notice; however, if this is necessary, the Club will make every attempt to notify the membership. Refunds may or may not be issued for program cancellations by the Club. No membership dues will be refunded for areas being closed for maintenance, repair, or Acts of God.

Towels

Towels are provided as a locker room service to adult members. They are available at the Front Desk, and at the Pool Desk. Please do not use towels for sunbathing. Workout towels are available in the Fitness Center. Towels are not available at the pool in the summer except for lap swimmers, water fitness classes and children enrolled in swim lessons.

Smoking

Westboro Tennis & Swim Club by BSC is a smoke-free environment.

Pets

For liability and sanitary purposes, pets are not allowed on the premises unless they are service animals with appropriate designations.

Teaching / Coaching/ Training

Members and their guests are prohibited from training, coaching, or teaching other members or guests while on Club premises without permission from a manager. This includes teaching for remuneration or on a voluntary basis. This also includes personal training in the gym, swim lessons in the pool, or tennis lessons on the court. Members who violate this provision are subject to membership cancellation without refund.

Club Policies (cont).

General Charging / Guest Policies

House Charges

Memberships at the Club have house charging privileges for Club services, programs, and merchandise. Statements are generated and a courtesy email is sent around the 1st of the month. Amounts will be automatically charged to your payment method on file around the 9th of the month. Accounts may be checked online anytime by linking from our web site.

- Accounts over 30 days past due will receive a notice and a reminder to pay promptly.
- Accounts over 90 days past due will be assessed a \$50.00/month late fee and may lose membership privileges.
- Overdue accounts will be charged 2% finance charge per month (24% per year).
- Failure to pay accounts will result in termination of membership and full amount owed plus balance of membership dues will be billed.
- Members must notify the Club of payment changes (credit card expiration). Failure to do so will result in a chargeback and the bank fee will be passed to the member.
- Members are responsible for checking their own accounts each month, although an email is sent out, failure to receive the email is not grounds for failing to pay the invoice when due.

Guest Policy (Please see our most recent seasonal brochure for rates)

A guest is any non-member wishing to use the Club along with a host member. This includes: non-member contract subs, winter members as guests during the summer, summer members as guests during the winter, and any member wishing to use additional facilities. The following guidelines should be followed by guests:

- A guest must be accompanied by a member when using the Club.
- Guests are limited to 5 guest visits per calendar year OR 3 visits per summer.
- All guests must be signed in at the Front Desk, Fitness Desk, or at the Pool Desk and complete a health screening.
- Guests may only use the same facilities covered by their host's membership.
- There is a limit of three guests per membership per day.

Pool Guest Policy

A parent or guardian supervising a child member at the pool is also considered a guest if they are not themselves members of the pool. Parents should keep this in mind when electing junior pool memberships for their children. A child must be 14 or over to be left unattended at the pool. Parents accompanying their children to the pool will be charged guest fees regardless of whether or not they swim. This policy is strictly adhered to in the summer season, however, as a courtesy to parents of junior members the guest fee is waived during the indoor season so long as parents do not swim.

Club Policies (cont.)

Membership Cancellation Policies

Please refer to your membership agreement for your complete rights to cancel and contract terms. Memberships renew annually automatically and are for 1 year in duration, unless it is a seasonal membership. Annual dues are payable in monthly installments for member convenience. The amount of the monthly installment does not always represent the market value of the membership in a given month, therefore, members wishing to cancel prior to their annual expiration date must remit the balance of the dues for their contract term unless there is a right to cancel under the contract.

Consumer's Right To Cancellation

You may cancel your membership contract without any penalty or further obligation by causing a written notice of your cancellation to be delivered in person or postmarked by certified or registered United States mail within three (3) business days of the date of your contract or the date of your receipt to the address specified in the contract.

Additional Rights To Cancel

You or your estate may also cancel the contract for any of the following reasons via the same procedure:

1. If upon a doctor's order, you cannot physically or medically receive the services because of significant physical or medical disability for a period in excess of three months.
2. In case of your death.
3. If the health club services to be provided under this contract are not available because the seller fails to open a planned health club or location, permanently discontinues operation of a health club or location, or substantially changes the operation of a health club or location.
4. If you move either your residence or your place of employment more than twenty-five miles from any health club operated by the seller or a substantially similar health club which will accept the seller's obligation under the contract.

Club Right To Cancel

Westboro Tennis & Swim Club by BSC has the right to terminate your membership agreement when one or more of the following circumstances apply. Upon a Club initiated cancellation, there will be no refund for dues and payment will be accelerated and due in full.

1. Non-payment of balance 90 days overdue (60 days for summer membership).
2. Damage to club property or facilities.
3. Violation of club privileges or facilities.
4. At the discretion of the Owner or General Manager, at any time for any reason.

Club Policies (cont.)

Program Cancellations

1. 2/11 Week Programs: Classes/Clinics/Programs for which you register and don't cancel within 7 days prior to the starting date, or don't attend, will be charged at the full rate, unless the slot can be filled. We will make a reasonable effort to fill the spot, but regardless of amount of notice given, some spots will remain unfilled. We reserve the right to charge an additional administrative fee for no more than 5% of the cost of the spot in any case.
2. Weekly Programs: 48 hour notice is required for cancellation. Less than 48 hour notice will be charged full amount.
3. Private Lesson: 48 hour notice is required for cancellation to avoid the lesson/court fee. 24 hour notice is required for personal training and tennis court time to avoid session and court cancellation fees.

"No Shows"

Full rate will be charged for a "no show" for any lesson, court, or program. A \$15.00 cancellation fee, or "No Show" fee will be charged for any free program cancelled with less than 24 hour notice.

Withdrawals

Withdrawals from a class/clinic/program after the starting date will be charged at the full rate unless the slot can be filled. See cancellation policy regarding administrative fees.

Make-Ups

We are unable to permit make-ups and there are no make-ups for classes missed. Classes cancelled by Westboro Tennis & Swim Club by BSC may have a scheduled make-up if possible. No credits will be issued in any event.

Inclement Weather

Inclement weather may cause cancellations of classes/clinics/programs. Cancellation due to inclement weather will generally be as follows: (please check the web site for updates)

1. If school is canceled or delayed in Westboro - all programs, including group exercise/water fitness, with a starting time prior to 10:30 am will NOT RUN. All programs with a starting time beginning at 10:30 am or later WILL RUN AT THE SCHEDULED TIME.
2. Club facilities will be open on a regular schedule unless there are extenuating weather conditions. Please call the Club to check.
3. An official State of Emergency may require the Club to alter the above weather policy. Please call the Club to check.

Club Policies (cont.)

Programs

Registration Dates

Please take notice of registration dates for upcoming sessions. Please call the Front Desk for more information.

Class/Clinic/Program Registration

Lesson and Clinic sign-ups are for generally 6-12 week sessions. The fee must be pre-paid for the entire period. Registration details and dates are provided in our program brochures. The following guidelines generally apply:

- Any Member that registers for a tennis clinic will AUTOMATICALLY be registered for the same class/time for the following session(s) during member registration for each new session.
- If Tennis Members do not wish to be automatically registered for additional sessions, a brief form at the front desk must be completed at least 2 weeks prior to the start of each new session.
- Non-members must re-register for the waiting lists for each new session.
- Classes/clinics with spaces available will be open for member registration on the published registration dates.
- All members are encouraged to put their name on the wait list for any class/clinic that has full enrollment. Open spaces will be filled from the wait list first or additional classes/clinics will be formed.
- Non-Member Registration is subject to availability on the published registration dates. At this time, non-members can put their name on the wait list for any class with full enrollment. Payment is due in full at time of registration for all non-members.

Non-Member Program Policy

Non-members may participate in many programs and clinics at the Club once they have completed a Participant Application. Non-member signup is generally 2 weeks later than member signup, and non-members pay approximately a 50% premium to participate in programs. Non-members may not rollover for additional sessions until the exclusive member signup period has expired. Certain programs, such as ladders, in house teams, round robins, and other events are reserved for members only. Payment from non-members is due in full at the time of signup.

Membership Policies

Membership is gained upon completion of the application and payment of the necessary fees. Membership begins immediately and is automatically renewed every 12 months for the following year. The Club requires 30 day written notice of intent to cancel prior to the membership expiration date. Renewal Notices are not sent out whatsoever, it is the member's responsibility to note their renewal date and eligible cancellation period. Cancellations are accepted before renewal in situations outlined in the membership contract. Memberships are non-transferrable. Membership applications may be declined or terminated for many reasons by the sole decision of the management of the Club. Memberships terminated for violation of policies will not be refunded, and the full contract price will be due upon the termination.

Membership Policies

Annual Payment Plan

These members will pay all annual dues at the time of joining. Rate changes will be reflected at the time of renewal. Renewal is 12 months from the given date. The current month is pro-rated and the 12 month period of membership begins on the 1st day of the next month.

Monthly Payment Plan

Membership dues for an annual membership may be paid monthly. Payments will be billed to you for future months. Please note: monthly rates are subject to change at renewal. Notice may or may not be issued with a dues increase. If no notice is given and the dues increase, members will be allowed to cancel anytime within 60 days of the increase. Dues will never increase during a contract term.

- Members who choose to pay monthly should understand that the total cost of the membership is divided into 12 uniform payments, however, the value of each month is not always uniform. For example, an annual swim membership generally provides more value during the summer. This is one reason that complete payment of all 12 months will be enforced in all situations and pro-rated cancellation are not allowed during the contract year except where required by law (see your contract for more details).

Returned Checks and Invalid Cards

Any applicable bank fee will be passed to the member.

Initiation Fees/Annual Fees

Initiation Fees are due in full at the time of joining if applicable. Annual Fees are charged once a year at your renewal. **Initiation Fees and Annual Fees are not refundable or transferable.**

Membership Upgrades

Members are permitted to upgrade their membership at any point during their membership term. Members may upgrade to a different category of usage or a different type of membership class (i.e., couple to family). Should a membership class be upgraded, the difference between the initiation fee paid and the current initiation fee due for the new classification shall be due at the time of the upgrade. The pro-rated difference between the membership usage category contracted for and the membership category sought will be then due. This pro-rated method will be available only one time during the first 6 months of the existence of the membership account. Once a pro-rated upgrade has been allowed, all other upgrades require the signing of a new one-year contract for the sought membership category or classification. In either case, initiation fee differences are due at the time of the membership upgrading.

Membership Downgrades

Membership rates are based on all year or seasonal packaging. Disruptions of the year or seasonal package **WITHIN** any **NEW MEMBERSHIP YEAR** are not permitted unless you fall under one of your Rights to Cancel. Downgrades are allowed with 30 days notice prior to the renewal of your membership.

Membership Policies (Cont.)

Age Guidelines for Memberships

Once a child in a family membership turns 18, they must keep a full time student status to remain eligible for the family membership with their parents regardless of their residency. A full time student may remain on their parents' family membership until the age of 23.

Junior Memberships 5 - 18 years old*

Junior Swim Membership 14+ years old (Except for USA Swim Team)

Junior Fitness 14+ years old**

Student Membership* 19 - 22 years old***

Adult Membership 19+ years old

Senior Membership 60+ years old

* Junior tennis memberships are available for children 5 – 18 years of age.

**Junior fitness and swim memberships are available for children 5 – 13 but must be accompanied by a coinciding adult membership.

***An individual is qualified for a student membership if he/she is a full-time student.

Nanny Membership

A nanny is a babysitter who accompanies members' children to the club on a regular basis. A member may pay a separate fee to add a nanny on to their family membership. The nanny may only use the club while accompanying the members' children. The nanny is person specific and may not be shared amongst multiple sitters. If a different babysitter is used, a guest fee per visit is charged (maximum of 5 visits per calendar year applies, with 3 of those visits occurring over the summer months).

Membership Seasons

Winter = Day after Labor Day through the Friday before Memorial Day.

Summer = Memorial Day weekend through Labor Day.*

The pool is closed for approximately 1 week after Labor Day and 1 week before Memorial Day to prepare the pool/bubble for the change of season. All Swim members (except Summer Members) may use the Fitness Center FREE during these weeks.

* Winter court fees apply through Memorial Day.

Membership Policies (Cont.)

"Freeze Policy"

A membership may be put on freeze under certain circumstances.

1. Medical freeze: A medical freeze may be requested with a physician's note. The freeze will take effect immediately upon written notice and may be held for up to 6 months. A new physician's note will be required for an additional amount of freeze time.
2. Extraordinary circumstances freeze: As a courtesy for members, the club at its discretion may grant a freeze if a member is going to be out of the area for an extended period of time or if a member is facing financial limitations. This type of freeze may only be exercised once during any single membership contract period, may only be taken as entire calendar months (i.e., must begin on the first day of a whole month), and must be at least for 1 month. For example, a member who wishes a freeze to overlap two months must freeze their membership for the entire two month period from the first day of the month beginning the overlap until the last day of the second month where the overlap ends. Additionally, a member who requests an immediate freeze under this category will be granted a freeze beginning on the first day of the next month. A financial freeze cannot exceed three months in duration and additional documentation may be required, such as a termination letter in the event of a job loss. For an out-of-area freeze, an administrative fee of \$25.00 will be charged initially, along with an account maintenance fee of \$25.00 per month for each month the membership is on freeze until it is reactivated.

Corporate Memberships

New corporate groups are always welcome. Corporate memberships are available to companies that promote our facility to its employees. A minimum of 5 employees must join in order to get corporate discounts. At renewal time, all members with a corporate discount should provide proof of employment to ensure the continuation of their discount. Please see our Membership Staff for more details.

Student Memberships

Student memberships are available for children who are full time students between the ages of 19 and 22. Please see our Membership Staff for more details.

Short Term Memberships

Short Term memberships are available for out of town guests. Please see our Membership Staff for more details.

Aquatics

Please check online for our latest pool schedules. The pool schedule generally changes 4 times per year, and will indicate specific times for family swim, lap swim, and when the pool is closed. Swim lesson registration dates are specified in the seasonal brochure. For private swim lessons, please visit our web site and fill out the form on our aquatics page.

Locker Rooms

Children 8 and under must use the family changing room. The family changing room is a co-ed changing room. Adults must wear bathing suits while showering and change in the stalls. Parents should accompany all children under 12 into the locker rooms or into the family changing room.

Lap Lanes

Lap lanes must be shared if there are not sufficient lanes for all swimmers. Swimmers must be able to circle swim and not inhibit other swimmers. Lap lanes are primarily for adults, but children may participate in lap swim at the discretion of the lifeguard. Children must be proficient enough to keep up with the adults in the lane, circle swim, and swim continuously.

Slide

During the summer while the slide is in place, it will be open during times when more than 1 lifeguard is on duty and at the discretion of the Aquatics Director. Non-swimmers may not use the slide. Children must be 42" or taller to use it.

Water Fitness

Fitness members and swim members may participate in classes. All participants must sign in. Children must be 14 years or older. 12 years and older may participate at the discretion of the Water Fitness Director. Water fitness will receive 1 lane per 4 participants, up to a maximum of 3 lanes.

Pool Sanitation

Our large pool is sanitized in two ways: by chlorine and with a UV System. Chlorine is kept between 1-3 ppm, and all water passes through a UV unit in order to remove any water impurities as well as chloramines. Water passes also through a sand filter for impurity cleaning. Water temperature is consistently kept between 83-85 degrees. Our wading pool (summer only) is sanitized by chlorine as well as both Jacuzzis in the main clubhouse locker rooms.

Playground

Parents should supervise children at all times. Children may be asked to leave the playground if they are not supervised by a parent.

Towels

Towels are provided year round to members who are lap swimmers, water fitness patrons, and swim lesson participants (not swim team).

Aquatics (Cont.)

Rules (for complete rules please visit the pool)

1. Members must check in at the Pool Desk each time they use the facility. Members are required to register their guests at the Front Desk in the Main Lobby of the Club or at the Pool Desk. Guests must be signed in by an adult member.
2. Children under 14 years of age cannot be left unattended. Children 14 and over must be signed in by a parent or guardian.
3. Everyone must take a cleansing soap shower before entering the pool.
4. People with hair longer than collar length must secure it in a braid or elastic band or bathing cap. No hair clips or bobby pins.
5. No glass bottles (Snapple, baby bottles, baby food jars, etc.) in the pool area or pool house.
6. Food, drinks, and gum are not permitted in the pool or on the pool edge.
7. Disposable and cloth diapers are not allowed in the pool! Our policy is training pants under tight fitting plastic pants or specially-made swim diapers.
8. Band-Aids are not permitted in the pool.
9. "Horse play" is not allowed on the premises - including, but not limited to, running, pushing, shoving, fights, and carrying another swimmer on your shoulders.
10. For safety reasons, inflatable devices (including water wings) and squirt guns are not permitted. Balls are allowed at the discretion of the lifeguard. Other toys will be used at the discretion of the life guard.
11. Masks, fins and snorkels will be allowed at the discretion of the guard for anyone over 10 years of age.
12. Lap lane may be used for swimming laps only and available only during designated lap swim times, except at the discretion of the lifeguard.
13. Refrain from hanging or sitting on lane lines.
14. Diving is allowed in the deep end only, or at the designated area. Flips, back dives, or twists are not allowed. Children with floatation devices are allowed in the deep end only when accompanied by a parent.
15. Children under the age of 12 must be supervised by a parent/sitter in the locker rooms and all children aged 9 and older must use the appropriate gender locker room.
16. CHILDREN 5 AND UNDER AS WELL AS ANY CHILD NEEDING A FLOTATION DEVICE MUST BE ACCOMPANIED IN THE WATER BY AN ADULT.
17. No person with a communicable disease is allowed to use the pool.
18. The lifeguard or Manager on Duty has the right to ask anyone who continuously and deliberately breaks the rules to leave the pool.

Tennis Department

Tennis Membership Includes:

- Member rate for tennis lessons
- Member rate for weekly clinics
- Round robins, ladders, and special events
- Ability to book courts (see our seasonal brochure for rates)

General Rules

1. All new tennis members are entitled to be evaluated by a member of our professional tennis staff in order to assist in placement and introduction to other members.
2. Adult tennis members may reserve courts up to 7 days in advance for up to 1 ½ hours. Junior tennis members may reserve courts up to 3 days in advance for 1 1/2 hours.
3. Please check in at the Front Desk before playing regardless of the court assignment, sometimes courts change from the time they were booked!
4. You must have a reserved court to play. Please go to assigned court only.
5. Please pick up all balls on court and behind curtains, especially when using practice balls or the ball machine. Failure to pick up balls will result in a \$15 charge.
6. If the court is available and you wish to continue playing, please check with the front desk before continuing to play.
7. Shirts must be worn at all times.
8. Dark-soled shoes are not allowed on hard courts. Appropriate tennis shoes are required on all courts (no sandals, flip-flops, casual shoes, aggressive treads, etc.)
9. Be respectful of other players:
 - a. Wait until the end of a point to request a ball from the next court.
 - b. Do not walk on or across a court while a point is in progress.
 - c. Use appropriate language and be considerate of the noise level.
10. The Manager-On-Duty or a Tennis Pro has the right to ask anyone who deliberately and consistently fails to observe the above rules to leave the court.
11. Make-ups in tennis programs and lessons are not possible. If the program is cancelled by the Club (i.e., for inclement weather, power outage), then an attempt may be made to offer a makeup if possible- however, no credits will be issued.
12. Substitutions - If you are unable to attend a clinic or program for which you are registered you are responsible for finding a "sub" of similar ability. The Club will give you a list of people to call if you need assistance. Please call the tennis department to notify them of your sub. If an appropriate sub is found, your account will be credited. If not, you will be responsible for the charges.

Cancellation Policy (please check the current brochure for up to date information)

- Full session credit if cancellation is more than 14 days prior to the session start.
- For weekly programs or private lessons, must cancel more than 48 hours in advance or full charge.
- For tennis bookings, must cancel more than 24 hours in advance or full charge.
- No show or late cancel with less than 24 hours for an outdoor court will result in a \$15 fee.

Fitness Department

Fitness Membership Includes:

- Group Exercise, Cycling, and Yoga classes
- Water Fitness Classes
- Member Rate on Personal Training
- Fitness Orientation
- Youth Fitness Classes

Fitness Orientation / Basic Assessment/ Fitness Evaluation

Fitness orientation and basic fitness assessment by a personal trainer is FREE with fitness membership. Fitness orientation and assessment is suggested to use Fitness equipment. Personal Training Evaluations are FREE to all members.

Fitness Policies

- Please do not bring food or soft drinks into the Fitness Center. Bottled water is acceptable, however spring water and cups are available free of charge.
- Treat the equipment properly at all times and wipe down after each use.
- Proper athletic shoes and clothing is required in the Fitness Center and Basketball Court (No sandals, street shoes, or jeans).
- Please rack your weights when you are finished.
- Inform a Fitness Instructor of any equipment malfunctions.
- Report any accidents/injuries to a Fitness Instructor.
- Junior Fitness Members must be at least 12 years old to use the Basketball Court unsupervised. Children 10-11 years old may use the Court if a parent is working out in the gym.
- All Members and Guests must check in at the Fitness Desk when entering from the Fitness Center parking lot or at the Front Desk when entering from the Main Entrance.
- Please do not hang on the basketball nets, rims, or backboards. The basketball hoops are adjustable in height. Please ask a member of the fitness staff to adjust the height to a level that is satisfactory.

Personal training

- Personal training evaluations are free of charge. Ask the fitness staff to arrange an appointment.
- Personal training packages are non-refundable and non-transferable.
- 24-hour notice of cancellation is required to avoid being charged for that session.

Group Exercise Studios

- No street shoes in the studio at any time.
- Please be on time for class

Fitness Department (Cont.)

Boroughs CrossFit Training for Kids, Teens, and Adults

Our Boroughs CrossFit Program for kids, teens, and adults is available at an additional charge. CrossFit Kids is for ages 7-12 and CrossFit Teens is for ages 13-17. The Adult CrossFit Elements course is an introduction to CrossFit's philosophy and movements and is free to members. Please see our website for schedules and pricing.

Fitness Center Rules for Juniors

For safety's sake, children are NOT permitted in the Fitness Center while parents are working out! Children under 10 MAY NOT use the basketball court unsupervised while parents are busy working out! We believe parents need to pay careful attention to their form and equipment use while working out, and that cannot be accomplished safely if parents are also trying to babysit children at the same time.

Basketball Court:

- Under 10 must have a parent or adult(14+) on the court with them at all times
- 10 and 11 may use the court if a parent is in the fitness center
- 12+ may use the court unsupervised

Equipment:

- Any junior fitness member 12 or 13 years old who has completed "Fit for the Gym" may use the fitness center with adult supervision, provided a parent/guardian signs an appropriate waiver.
- Any junior fitness member who has been through the "Run Kids Run" program may use treadmills as long as a parent/guardian is on an adjacent treadmill.
- Junior fitness members ages 8 to 13 who are supervised by a parent may only use the bikes and ellipticals, as well as bosu's and stability balls.

Group Exercise Classes:

- Junior fitness members need to be 12 years old and up in order to participate in Yoga and 14 and up to participate in other group classes - at the discretion of the instructor. Children may be asked to leave if the class is typically full with adults.

Kids Club & Children's Programs

Kids Club is located across the street at 30 Oak Street. Please see the Kids Club Parent Brochure (online or at the Club) for complete guidelines. Here are a few important notes:

- Kids Club is for ages 2 months to 11 years and there are no babysitting fees for children who are part of a family membership.
- Children may be left for 2.5 hours per visit at no charge.
- Children who are not part of a family membership may purchase a Kids Club membership or pay an hourly fee.
- Kids Club is an allergy aware space. We are not nut free. However, please inform the staff if your child has allergies and we will discuss options with you.
- Please do not bring an ill child to Kids Club!
- Parents **MUST** remain on site at the Club and will be called in the event of any issues involving your child.
- Parents are asked not to stay for an extended time with your child; please discuss any separation concerns you have with a member of the staff.
- Please leave ample time to get to your Club classes in case drop off is slower than expected.
- If your child is 3 or under, please contact Kids Club if you are dropping them off after 3:00 pm Monday through Thursday in order to reserve a spot.
- Please visit Kids Club for a complete list of policies.

HANDBOOK POLICIES:

This handbook is available online. Policies and statements made within the handbook may change or be updated at any time. It is the member's responsibility to periodically check the handbook for updates and changes. The most recent revision date will be on the front of the brochure and updates will be posted on the web site.