THE MEMBERSHIP HANDBOOK FOR Harbor Square Athletic Club

INFORMATION, RULES, AND REGULATIONS

160 W. DAYTON
Edmonds, WA 98020
(425)778-3546

Congratulations on your decision to join us at Harbor Square Athletic Club!* Our goal is to provide you with opportunities to pursue a healthy lifestyle through exercise, recreation, social activities, and health education.

After reading through this handbook, we encourage you to comment on any of the policies, procedures or program offerings. Please write and share your comments and suggestions with us. We value your input and sincerely welcome you to HSAC.

In Good Health,

Jack Tawney	Jeff Bahm
Owner/GM	Manager

*Your membership was approved without regard to race, sex, ethnic background or religion.

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SECTION I: MEMBERSHIP CLASSIFICATIONS

TENNIS

A. This membership is available to anyone 12 years of age and older. Upon joining this membership, the individual has the right to use all facilities of the club. This membership is non-transferable.

B. **CLUB**
This membership is available to anyone 12 years of age and older. Upon joining this membership, the individual has the right to use all facilities of the club except the tennis courts. This membership is non-transferable.

C. ***FLEX**
This membership is available to anyone 12 years of age and older. The individual has all the privileges of the CLUB membership except that the facilities and classes must be used during designated hours. These hours are as follows:
Monday – Friday: 10:00 a.m. until 3:00 p.m. and 8:00 p.m. until 11:00 p.m.
Saturday – Sunday: Noon until 10:00 p.m.

*If a FLEX member would like to use the club or attend classes during non-designated hours, there is a $5.00 fee each visit.

D. **CORPORATE**

Corporate memberships are available for companies that have employees interested in becoming members. Please contact our Membership Director for more information about this membership.

E. CLASSIFICATIONS DEFINED

1. Adult memberships are for those 12 years of age and older.

2. Senior Flex memberships are available for individuals age 60 or older. Please note that there are hour restrictions on this membership.

3. Senior-couple memberships apply if both individuals are 60 or older. If not, regular couple rates apply.

4. Couple memberships are for 2 people married or a parent and one dependent child through age 20 (23 if in college).

5. Family memberships include parent(s) and dependent children 20 & under. Students in college may stay on the account until the age of 23. Verification of student status may be requested.

   When a child is no longer a dependent, he/she may continue their own membership with no new enrollment fee. They must register within a month of establishing a non-dependent status.

6. Tennis memberships include usage of all the club's facilities. The tennis Center has a direct phone line (425)771-2889.

SECTION II: HOURS OF OPERATION

A. FACILITY *(includes Tennis Center)

Monday – Friday	5:00 AM - 11:00 PM
Saturday & Sunday	7:00 AM - 10:00 PM

Hours of operation are subject to change based upon facility utilization patterns. Any changes will be posted at the Service Desk. HSAC's doors will be open no sooner than 5 minutes prior to posted times. All activity will cease 15 minutes prior to closing time. All members and guests must exit the building no later than the posted closing time.
*TENNIS CENTER MAY CLOSE EARLY IF NO COURTS ARE SCHEDULED.

B. ADULT HOURS

We ask that you refrain from bringing children 11 years old and under into HSAC between the hours of 5 to 7 p.m. Monday through Friday (except childcare). This is our prime time and we reserve this time for our adult members. Children taking lessons or participating in programs are an exception. Children may also use the pool during this time as a lifeguard is provided during this time. *See also, section VI on Harbor Square's Children's Policy.*

C. HOLIDAY HOURS

The facility may be closed on holidays at our discretion. On some holidays, HSAC may open late or close early. Please check with the Service Desk for modified hours of operation. We will post notices at the front desk prior to the holiday.

D. MAINTENANCE CLOSURES

HSAC may be closed from time to time to perform necessary maintenance, repair and remodeling. The Club may, at its option, close the premises to all members a maximum of 14 days per year without a deduction to his or her monthly dues.

SECTION III: <u>HOUSE POLICIES</u>

A. MEMBERSHIP CARDS

Each member 12 years of age or older will receive a key tag. **Key tags will be required to enter the facility**. Lost key tags may be replaced at the Service Desk.

B. CHECK IN

You may enter the club by presenting your key tag to the staff on duty at the Service Desk. Children under the age of 12 are not issued tags, but **must** check in at the Service Desk with an adult (18 or older). No one will be allowed in the facility without appropriate identification or payment. Please stop by the front desk and have your picture taken. This is a requirement and is done for security purposes.

C. LOCKER ROOMS

1.

a. The locker rooms are designed for members 12 & over. If necessary, children under the age of 12 are permitted in the adult locker room, but only when **directly supervised** (within arm's length) by a parent of the same sex. Children over the age of 4 are not allowed in opposite sex locker room. Please utilize the handicapped restroom in this situation.

b. Day-use lockers are available at no charge. Please bring your own lock. Any locks left on overnight will be removed and the contents placed in lost and found. Inquire at the Service Desk for lost items. HSAC is not responsible for lost or stolen items from locked or unlocked lockers. We strongly recommend you leave all valuables at home.

c. Rental lockers for storage of personal items are available for a monthly fee on a first-come, first-served basis. Check in the business office for availability.

D. TOWELS

1. Rental towels are available for an annual fee. Towels are located for pick-up and drop-off at the Service Desk. Please return them to the dirty laundry bins. Small "workout" towels are provided in the weight and cardio rooms free of charge.

2. Please **do not remove towels** from HSAC.

E. ATTIRE

1. All members will be expected to wear proper workout attire for their particular activities. Shirts/skins sports are only permitted while playing basketball games in the gymnasium (this may be subject to change).

2. Any shoes worn outside the facility **may not** be worn in **any fitness areas.**

3. Only non-marking shoes (court shoes) are allowed on the tennis courts, racquetball courts, basketball gym, and aerobics studios. **RUNNING SHOES ARE NOT ALLOWED IN ANY OF THESE AREAS, AS THEY DAMAGE THE FLOORS**

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F. LOST & FOUND AND VALUABLES

1. **HSAC will not be responsible for lost, stolen, or damaged articles inside, or outside the premises.**

2. You are advised to leave your valuables at home. Do not leave them unsecured within the facility.

3. Lost & Found items will be kept for one month and then donated to charity.

4. All lost items must be claimed in person at the Service Desk.

G. SMOKING

1. HSAC is a designated smoke-free and tobacco-free environment. This includes chewing tobacco.

H. GUEST POLICY

HSAC guests are defined as individuals 12 years of age and older that are accompanied by an adult Member. All guests must register at the Service Desk, and a guest fee will be charged. *The amount for guest fees is subject to change.*

1. Any member 18 years of age or older may bring in a guest of any age. However, guests under 18 MUST be under direct and immediate supervision of the adult member. It is the responsibility of each member to familiarize his/her guest with all the rules and regulations of the facility.

2. HSAC guests under 12 years of age must be accompanied with an HSAC member who is at least 18 years of age. A guest fee will be charged.

2. A non-tennis guest may visit HSAC up to 2 times per calendar month (8 times per year max) when accompanied by a member (guest fee applies).

3. A tennis guest may play at HSAC 3 times per calendar year when accompanied by a tennis member (guest fee applies).

I. SPECIAL EVENTS

1. Special events will have priority over space and time of regularly scheduled activities.

2. Check the monthly newsletters, bulletin boards, and the Service Desk for information about special events.

J. PHOTOGRAPHY

Use of any camera, video or still photography is prohibited at all times without the express written consent of HSAC management.

K. SOLICITATION/DISTRIBUTION

No literature other than that posted by HSAC may be distributed nor any solicitation made on the premises without consent of HSAC management. The bulletin board is available for member use only with HSAC approval.

L. PARTIES

Pool parties are available at certain designated days and times. Information on availability, guidelines, and rates are available at the Service Desk.

SECTION IV: FACILITY AND PROGRAMS

A. AQUATICS

1. Swimming Pools

a. Showering - State law requires showering prior to entry into the pool and/or spa.

b. Children - Children age 16 and younger may only use the pool when a certified Attendant is present (per Washington State Law). Please check with our service desk for the days/times when HSAC provides staff in the pool area. All children 16 and younger must be with a parent even when the Attendant is present. Parents must be IN THE POOL with children 7 and under. Water wings are not allowed.

c. Toys and equipment - Outdoor toys and small toys are not allowed in the pools. Clean, floating toys are generally acceptable. Toys and equipment designed for water activities are allowable during family swim.

d. Basic Pool Rules Apply; no running on deck, no rough play, equipment must be used properly. NO DIVING

e. Scheduling - Please check the current Pool Schedule at the Service Desk for information on classes, reserving lap swim time, open swim, family swim, etc. Scheduled classes have priority use of the pool. Members can reserve lap swim time up to one week ahead. Courteous, compatible usage is encouraged. Class offerings and sign-up is located at the Service Desk. If you can not make a scheduled reservation, you must call and cancel (no-show fee may be charged). There is a 10 minute grace period, after which you forfeit your lane.

f. Lap swim - Please observe lap swim and water walking etiquette. To insure that you have a lane, you can schedule up to one week ahead by calling our Service Desk. **Lane #4** is designated as a first-come, first-served lane. Maximum time allowed in lane #4 is 30 minutes if others are waiting.

g. Pool closure - The pool and pool area may be closed for special events or maintenance, which will be posted at the Service Desk with as much notice as possible.

****We reserve the right to close any pool or spa due to mechanical problems.**

2. Jacuzzi
The spas are available for use by members 12 years of age and older. Families with children under 12 may use the spa as long as there is parental supervision. Children under 7 must be accompanied by an adult in the water with the child. No food or drink is allowed.

3. Sauna and Steam Rooms
   a. The sauna and steam rooms are available in both the men's and women's locker rooms during all business hours.
   b. Children under 12 years of age must be accompanied by an adult.
   c. PLEASE READ AND FOLLOW POSTED PRECAUTIONS (ESPECIALLY IF YOU ARE PREGNANT, HAVE HIGH BLOOD PRESSURE, OR HEART CONDITIONS.)

**Glassware of any kind is prohibited in these areas.

B. GYMNASIUM

1. Consult the gym schedule located on the wall of the basketball court for activity options and times.

2. Use of the gym is for members and guests 12 years of age and older. Members under 12 must be under direct supervision of an adult member (18 years or older) or in a supervised class for which the child is registered.

3. Basketballs are provided free of charge and are located next to the court.

4. Court shoes (basketball or tennis) are the only acceptable shoes allowed on our basketball court. Running shoes, boots, etc… damage the floor and are not allowed.

5. NO profanity. (See behavior policy)

6. Members using the gym are to be respectful of other users, the equipment, and the facility. Recklessly kicking balls or throwing them will not be tolerated.

7. NO DUNKING or hanging on rims or nets.

8. The northwest and southwest basketball rims may be lowered for smaller children at the request of an accompanying adult during open times.

C. WALKING/JOGGING LANE

1. The walking and jogging lane, which is the area outside of the 12" main basketball border, is available for walking/jogging unless competitive activities are in progress.

2. Children under 12 may use the lane with direct adult member supervision or special classes/workshops for which the child is registered. Check the current schedule or ask the Service Desk for details.

3. FACT: 17.5 laps equals one mile.

D. CARDIOVASCULAR EQUIPMENT

1. Use of cardiovascular equipment is limited to members 12 years and older (12 and 13 yr. olds must have their own membership card and must first meet with an HSAC trainer). Anyone 11 or younger is not permitted in the fitness area.

2. Children 11 and younger are not allowed to "watch" their parents work out, for safety reasons.

3. An orientation session is highly recommended prior to using the equipment. See the schedule at the Service Desk.

5. For sanitation purposes, Broadcast Vision headsets (for listening to our televisions) are not provided free of charge. New headsets may be purchased at the Service Desk or just bring your own headphones, as they will work with our system.

E. WEIGHT TRAINING AREA

1. Use of weight training equipment is limited to members 12 years of age and older (must have a membership card). Children ages 12 & 13 may use equipment when accompanied by an adult member or on their own after meeting with a trainer (as many times as the trainer deems necessary before allowing the child to work out on their own). Anyone 11 or younger is not permitted in the fitness area.

2. Instruction for the weight and resistance equipment is available and required for all members between 12 and 18 yrs. and is free of charge. Adults are also entitled to 2 complimentary instructional meetings with a trainer within the first year of membership. We recommend that guests undergo an orientation prior to utilizing the resistance equipment. See schedule at the Service Desk.

2. Children 11 and younger are not allowed to "watch" their parents work out.

3. "Closed-toed" Shoes and shirts are mandatory. No sandals, slippers, etc.

F. RACQUETBALL/SQUASH COURTS

1. Members may reserve a court at the Service Desk up to 2 days in advance either in person or by calling the Service Desk.

2. Each member is allowed one hour of play per day, unless the court is empty and no reservation is pending.

3. Non-marking court shoes and appropriate clothing are required at all times. Running shoes, boots, etc… are not permitted on the courts.

4. If you cancel a reservation, please call at least 2 hours ahead. Failure to do so may result in a service charge.

5. The court will be held for 10 minutes beyond the reserved time.

6. Safety precautions and proper rules must be followed. **Eye protection is recommended at all times.** Please provide your own eye protection or check with the service desk for a loaner pair. Lenses must be shatterproof.

7. Lessons will be offered for adults and children. Inquire at the Service Desk for details.

8. Walleyball and handball may be played in all equipped courts.

9. Squash is available in courts 3, 4, and 5. Please read wall-moving directions or check with the Service Desk for assistance.

G. TENNIS

Current lessons/programming/events can be found at the service desk located in the tennis center. The direct phone number to the tennis center is (425)771-2889. Reservations for court time may also be made by calling this number or by using the on-line reservation system.

Tennis courts may be reserved only by *tennis* members. *Club* and *flex-time* members can use the courts on a space available basis. This means that if a court happens to be available when the member is at the club, they can pay a court fee (per person) and utilize a court after consulting with the tennis center front desk staff.

H. SPA SERVICES

1. HSAC offers Spa Services. Appointments can be made by calling our Tennis Center Service Desk at (425) 771-2889.

I. GROUP EXERCISE

With over 90 classes scheduled per week and three teaching studios as well as a pool, Harbor Square Athletic Club boasts one of the most varied programs in the Puget Sound area. Nearly twenty experienced, certified instructors provide group workouts of the highest quality. The club Fitness Director or any class instructor can assist you in determining which classes would be best suited for your fitness level. There is a class to fit every taste and ability level, including water exercise in the pool. Class descriptions can be found on the reverse side of the printed schedule; current schedules are available in the foyer. Classes are free to all members (Flex members must attend classes during Flex-time hours).

Other important notes

- No person under the age of 14 is allowed in the group exercise classes.
- Three (3) students must be present to conduct a class.
- Eight (8) students must attend on a regular basis to keep a class on the schedule.
- A class may be canceled without notice due to instructor emergency or inclement weather.
- No black-soled shoes are allowed on the hardwood teaching surfaces.
- No cycling cleats are allowed outside of the studio.

SECTION V: <u>MEMBERSHIP ACCOUNT POLICIES</u>

A. EFT (Electronic Funds Transfer)

Members must pay their monthly dues and other charges by EFT. This can be done through automatic withdrawal from your checking account or from a credit card. Forms are available in the office.

C. DELINQUENCY

Delinquent accounts (accounts over 30 days past due) may be deactivated and are subject to a "no admit" status or cancellation at the discretion of HSAC management.

D. ONE YEAR PREPAYMENTS

Annual membership payments offering a 10% discount are accepted at any time of the year You must notify the office if you would like to be billed annually and receive the 10% discount for prepayment of 12 months of dues.

E. LEAVE OF ABSENCE POLICY

1. Your membership may be placed on hold for a minimum of three months and a maximum of 6 months (per year) if any of the following apply:

a. You must be out of town for the duration of the hold period.
b. Medical Reasons - if you have an injury, illness or a physician's orders to halt your workout.

2. The dues hold fee will be $25 per membership per month (if there are more than one person going on hold, the additional family members pay $15 per month). This fee is payable in advance, or may be paid monthly. You will receive a bill during your hold time. (fee subject to change)

3. If you drop your membership and wish to rejoin at a later date, you will be required to pay a new enrollment fee.

F. TERMINATION

1. Resignation: A member may resign from the club by giving a written thirty (30) day notice**.** Monthly fees will not be pro-rated should membership be terminated in the middle of the month. The resignation shall be effective the first day of the following month.
The enrollment fee is non-refundable. Past due accounts must be paid in full. All membership cards must be turned in.

2. Termination:

a. A member who is in arrears in the payment of his/her account for a period in excess of 60 days may have their membership terminated. All debts and bills to the club are immediately due in full.

b. A membership may be canceled or suspended by management for any period of time due to violation of any rules and regulations of the club, or any conduct which, in the opinion of the management of the club, is detrimental to the welfare, good order and character of the club.

c. Any member or guest of a member found maliciously or willingly destroying or abusing the facilities of the club or exhibiting any inappropriate behavior will be subject to immediate expulsion without refund of registration fees. In addition, the member shall be liable to the club for all damages resulting from such actions.

d. Termination of a member by the club does not relieve the member of dues or other charges, previous to the date of termination. See HSAC's Conduct Policy, section VII, for details.

G. FEE ADJUSTMENTS

1. Fees and dues are subject to adjustment at any time as determined by the management. A one-month notice of any upcoming adjustments will be sent to members via the newsletter.

SECTION VI: CHILDREN AT HSAC

A. CHILD CARE

1. The children's activity center (called the "Kids' Zone") is available to members while participating in club activities (fees applicable). Check the current schedule for hours of operation, available at the center.

2. Children 11 and under left unattended in any part of the facility will be placed in the day care by HSAC staff. As a result, parents will be charged the appropriate fee.

3. Parents are expected to be in the facility while their children are in the Kids' Zone. If you leave for an "outside" workout, the staff must be notified of your intentions. Maximum stay is 1.5 hours for infants and 2 hours for all other children.

4. Security Policy
   a. When a parent drops off their child, they must immediately sign them in at the Service Desk. When the parent returns, the signature must match the original one left in order for the child to be released to that parent.

   b. If a parent drops off their child and wants their spouse or relative to pick them up, written permission will be needed on the sign-in sheet. A picture ID will be required to verify the spouse's or relative's identity.

5. Well Child Policy

   For the protection of other children and staff as well as your own child, please do not ask us to care for your child if he/she is ill. Our personnel reserve the right to refuse admittance of any child into our center on any given day. For our purposes, we define "ill" as a child who has:
   a. had a fever within a 24 hour period
   b. diarrhea or nausea
   c. discharge from eyes, or a profuse nasal discharge
   d. a contagious disease (pink eye, or a rash of any sort)
   e. constant cough

6. Behavior/Discipline

   Caregivers need to set limits so that your child and other children can learn respect for things and people in their environment while at HSAC. Giving children choices is a helpful tool for caregivers in setting limits; we will do this by redirection. Consistent limits reduce the need to test rules and it also makes the caregiver's job easier. Children that are disrespectful and are disruptive while at the Kids' Zone will not be readmitted once notification is given to the parent or guardian. We reserve the right to refuse to admit repeatedly disruptive children.

7. Personal Items
   a. Please label all belongings such as bottles, diapers, food, bags, and clothes. This helps us monitor articles effectively.

   b. Diapers. HSAC does not supply diapers. Please provide extra diapers for your child's comfort.

c. Snacks. Children may bring their own snacks and beverages. However, if our staff is busy when you come in and your child needs to be set up for their snack, we ask that you set the snack up before you leave. These snacks must require little or no supervision. To ensure the safety of all children; nuts, hard candy, popcorn, hot dogs, and gum are not allowed in the Kids' Zone.

SECTION VII: CONDUCT POLICY

We have classified what we deem "inappropriate" behavior into 3 categories:

CATEGORY 1: May include, but not limited to the following:

- Profanity
- Littering
- Minor disrespect towards staff, members, and/or guests
- Infraction of HSAC policy

CONSEQUENCES:
1. A verbal warning and explanation of the rules will be given.
2. The incident will be logged into a computer database.
3. Repetitive behavior will not be tolerated.

CATEGORY 2: May include, but not limited to the following:

- "Defiance" – unwilling to correct behavior when asked
- Disrespect
- Spitting
- Misuse of Equipment

  May include but not limited to:

  * Hanging on rims
  * Kicking basketballs/volleyballs
  * Failure to yield equipment/space at designated times.

CONSEQUENCES:

1. Offender will be removed from activity.
2. If offender is under 18, the parents will be immediately notified by phone. The incident and consequences will be reviewed with the parent.
3. If the offender is 18 or older he/she will be removed from the activity and asked to leave the facility. A suspension may then be applied to the membership. Non-members will not be allowed to re-enter the facility in the future.
4. The incident will be entered into our database. If the offender repeats the infraction, he/she will have his/her membership terminated.

CATEGORY 3: May include, but not limited to the following:

- Assisting in unauthorized entry
- Vandalism
- Violence (assault/fights, threats, etc.. physical or verbal)
- Careless driving in parking area
- Any act which necessitates intervention by law enforcement.

CONSEQUENCES

1. Police will be called.
2. Staff person will be present to assist and give a statement to responding officers.
3. Membership may be terminated.
4. Incident report will be logged into our database.

APPEAL PROCESS

If you would like, you can submit an appeal (in writing) to our office. The Manager will review each submission and respond in writing.

****The foregoing policies and procedures are not all inclusive. Other rules and regulations may be posted in and about the facilities and shall be binding on all members.**

****Management reserves the right to change and/or amend these policies and procedures as is deemed necessary for the safe and functional operation of the facility.**

Right to Regulate Use of Property

The club shall have the unqualified right to make such rules and regulations and restrictions in the use of all or part of the Club property as it may deem necessary or appropriate. The Club rules shall apply to all members and their guests, visitors, and members of their families. The Club may modify, amend or revise the Club rules in whole or in part at any time and from time to time.