



DOWNLOAD THE APP

Stay up-to-date with the most current schedules and information. Available for the iPhone & Android.



## 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 Oregon (CSO) 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 & Teens](#)

[Kids World Childcare Center](#)

[Fitness Center](#)

[Group Fitness Studios](#)

[Aquatics Center](#)

[Gymnasium](#)

[Racquetball, Handball and Squash Courts](#)

[Rock Gym](#)

[The Pro Shop](#)

[Citrus Fresh Market](#)

[Restaurant and Courtside Bar & Grill](#)

[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, Saturday 6:00am to 10:00pm and Sunday 7:00am 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: 9:00am - 6:00pm

#### Member Services Office:

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

Saturday: 9:00am - 1:00pm

#### Kids World:

Monday - Friday: 7:45am - 8:00pm

Saturday 8:00am - 6:00pm

Sunday: 8:30am - 5:30pm

**Activities Desk:**

Monday - Thursday: 8:00am - 7:30pm  
Friday: 8:00am - 7:00pm  
Saturday: 8:30am - 12:30pm  
Sunday: Closed

**Rock Gym:**

Monday - Friday: 10:00am - 11:00pm  
Saturday: 10:00am - 10:00pm  
Sunday: 10:00am - 8:00pm

**Massage Therapy:**

Monday - Sunday by appointment

**Citrus Fresh Market:**

Monday - Friday: 6:30am - 7:30pm  
Saturday: 7:30am - 6:00pm  
Sunday: 7:30am - 8:00pm

**ClubSport Restaurant and Sports Bar:**

Monday - Friday: 11:00am - 2:00pm / 4:30pm - 9:00pm  
Saturday: 11:00am - 2:00pm  
Sunday: closed

**Pro Shop:**

Monday - Thursday: 9:00am - 8:00pm  
Friday: 9:00am - 7:00pm  
Saturday: 10:00am - 2:00pm  
Sunday: Closed

**Walton Physical Therapy:**

Monday - Thursday: 7:00am - 7:00pm  
Friday: 7:00am - 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.

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

**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 group fitness classes such as yoga or Pilates, which are performed barefoot, wear shoes to and from the studio.
- On the racquetball, squash and basketball courts, wear shoes designed for court play, with non-marking soles.
- Exercise attire should not be overly revealing, and fabrics or accessories should not cause damage to the upholstery on fitness equipment.
- Swimwear is appropriate only in the aquatics center and locker rooms.
- Climbing shoes must be worn when climbing in the Rock Gym.

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

## **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.

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

## **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 CSO.
- Under certain circumstances, youth members age 14 and older can bring in a guest age 14 and older with an adult present to sign the appropriate waivers.
- Local guests (residing within a 25-mile radius of CSO) may visit once per month, up to six times per year.
- Your guest must sign in at the Club Service Desk upon entering, and complete a Guest Registration Card in its entirety for security and liability purposes. Access to the facility will be denied without compliance. Photo ID is required.
- The guest fee of \$15.00 may be paid by you or your guest.
- Please accompany your guest in the club at all times, and take responsibility for your guest's conduct and attire.
- Guests will follow the same club rules, policies and etiquette guidelines applicable to members.
- Day use lockers are available for guests. Guests may borrow a locker card from the Service Desk and return it upon departure.
- Expelled or suspended members may not visit the club as a guest.
- Extended guest passes or temporary memberships may be purchased for out-of-town visitors (those

living outside a 25-mile radius of the club). Contact a Member Account Representative for more information.

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

## **CHILDREN & TEENS**

Our facility appeals to families as well as adults without children. Parents should advise your children and teens on appropriate behavior and supervise them (where required) while visiting the club. This is particularly important in the fitness center, Citrus Fresh Market, swimming pools, and locker rooms. The following policies are designed for the overall safety of children and teens while in the club.

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

Children ages 11 and under must be accompanied and directly supervised by a parent or adult guardian at all times while in the club, except when:

- Registered in Kids World (parent must remain on premises); or
- Enrolled in a club-sponsored and supervised program, such as a camp, clinic, class, special event or birthday party (parent may be off premises).

Children may not enter the Fitness Center, and are allowed in Group Fitness Studios only during specially designated children's classes. Children may not use the steam room or sauna. As of age seven, children may accompany an adult in the indoor or outdoor whirlpool, but may not use it without adult supervision.

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

Teens ages 12 to 17 may use all areas of the CSO facility without being accompanied by or directly supervised by a parent or adult guardian with the following provisions:

- The club has on file a Teen Results Program Registration Waiver signed by a parent
- The teen member has completed the club's TeenFit Certification
- The teen member follows all club policies and conducts him- or herself appropriately
- Oregon state law requires an adult to be present for children 14 and younger to use the pool
- Children must be at least 13 years of age to be belay certified
- Adult locker rooms are intended for individuals over 15 years of age

A Teen must be enrolled on a membership in order to use any club facility, or a guest fee may be paid. Teens ages 12 to 17 may purchase an individual membership at CSO, with a parent's signature of approval and agreement to pay all dues and fees.

### **Dependent:**

Children members may be on a Couple or Family membership through the age of 20, provided they reside at the same address. Upon their 21st birthday, dependent children may "roll over" into an individual membership, without incurring an initiation fee but must do so within 30 days of their 21st birthday.

### **Parent Responsibilities:**

All parents must take responsibility for following the club's policies for children and teens, and for accompanying or directly supervising children where and when the club requires. Direct supervision means that you are participating side by side with your child in the selected activity or you are watching them from a close distance, and ensuring that your child is performing the activity in a safe, non-disruptive manner.

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

## **KIDS WORLD CHILDCARE CENTER**

ClubSport is proud to offer an 11,000 square foot, specially-equipped youth facility for use by children (ages 6 weeks to 12 years) of our members and guests. Kids World offers children a variety of enrichment activities, including arts and crafts, organized games, story times, specialty classes, and more. Here are

some guidelines for utilizing our childcare services:

- Infants ages 6 to 12 weeks who are on a membership receive two consecutive hours of complimentary child care per day. This is the maximum length of time infants may stay in Kids World.
- After two 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 an Activity Waiver, 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.
- 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.
- 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 CSO 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.

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

## **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 New Member or Teen Results Program.
- Beverages in plastic, non-spill containers are permitted in the fitness center; food items are not permitted.
- Please use a locker in the locker room to store your athletic bag or other personal items, and do not bring them with you into the fitness center.
- The fitness center is equipped with televisions. Please bring your own headphones if you'd like to listen to TV while working out on the cardio equipment.
- Please adhere to a 30-minute time limit on cardio equipment when others are waiting.
- The club provides assorted magazines and newspapers for those interested in reading while working out on the cardio equipment. Please return reading materials to the magazine racks after use.
- Return all cardio equipment to zero speed and elevation (where applicable) after use. Never exit a treadmill with the belt still moving, or step onto a treadmill with a moving belt. Stand on the sides of the treadmill before you step onto the belt in order to ensure that the belt is not moving.
- Perform weight lifting exercises properly, safely, and under control at all times. Please do not drop or

slam weights.

- Towels and sanitizer 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.

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

## GROUP FITNESS STUDIOS

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

- Please do not bring personal belongings, except a towel and a plastic, non-spill water bottle, into the studios.
- All studio equipment must stay in the studio or storage area. Body bars, tubing, weights and so on may not be taken to other areas of the club.
- Specific instructors are assigned to each class. However, should illness or emergencies arise, another highly skilled instructor will substitute.
- For classes with sign-up requirements, you may sign in only for yourself.
- Please wait for a class in progress to officially end before entering the studio for the next class.
- When you arrive for class, you may set up your equipment (step, mat, etc.) but not save a space or set up for another participant.
- Please be prompt for class. For safety reasons, do not enter a class more than ten minutes late. If you are late, please do not interrupt the flow of the class, and take responsibility for your own warm-up.
- Please follow the instructor's direction and the class format, with allowances for modifications due to physical limitations or fitness levels.
- As a courtesy to the instructor and fellow participants, please do not carry on long or loud conversations during class; cell phones are not permitted in group fitness studios.
- If you are just beginning an exercise program or have any medical concerns, please inform your instructor prior to class.
- The studio is a group programming area, and is open only during scheduled class times.
- Classes may be canceled or rescheduled due to low participation.
- Participants must be at least 12 years of age (and must have completed the club's TeenFit Certification) to attend adult classes on the Group Fitness Schedule.

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

## AQUATICS CENTER

ClubSport offers a resort-style outdoor aquatics center, featuring two pools, one with a zero entry and slide, co-ed hot tub and a 25-yard six-lane indoor lap pool. We offer swim lessons for all ages, a summer swim team for kids, Masters Swim program for adults, and a varied schedule of aquatic year-round exercise classes. Our outdoor resort pools are open six months of each year, our indoor pool is open year round. 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.**
- Oregon state law requires an adult to be present for children 14 and younger to use the pool
- 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 reusable 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 CSO pool.
- Kickboards, pull buoys, and hand paddles are permitted in the indoor pool if used properly.
- No diving at any time.
- Please do not stand or sit on the lane lines at any time.
- Lap lanes are for continuous lap swimming. When the lap pool is busy, swimmers must share lap lanes, and should circle swim when more than two swimmers are sharing a lane.
- Persons wearing adhesive bandages or those with skin infections, open wounds, or any communicable disease may not enter the 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.

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

## **GYMNASIUM**

ClubSport features four courts, one EDGE performance field, and has one of the largest basketball/volleyball gyms in the country. 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.
- CSO 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. The bags may be kept in the cubbies along the wall adjacent to courts 1-3, behind the curtain.
- 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.
- Evening drop-in games are to 15 points or 12 minutes, whichever is first.
- No member under the age of 16 may participate in adult drop-in games.
- No member under the age of 16 may participate in adult leagues.
- Lunch drop-in games are to 11 points or 13 minutes, whichever is first.
- The posted Gym Schedule must be followed. The gym is a multi-purpose area hosting many sports and activities which must share gym time.
- CSO 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.

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

## **RACQUETBALL, HANDBALL AND SQUASH COURTS**

Racquetball, Handball and squash court time is complimentary for all club members. CSO 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, online, and in-person reservations are taken as of 8:00am daily.

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

Check in at the Activities Desk to claim your court. A reserved court may be reassigned to walk-on players if the reserving member does not claim it within ten minutes of the starting time. Abuse of court reservation privileges may result in suspension or termination of your membership. Please follow these policies and court etiquette guidelines when playing on our racquetball and squash courts:

- Only CSO-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 eye guards.
- 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.
- CSO 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.
- CSO offers complete racquet stringing services for racquetball – inquire at the Tennis Desk.

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

## **ROCK GYM**

The Rock Gym, with its 45-foot high walls and wide variety and volume of climbing routes, is one of the best and largest climbing centers found in multi-purpose clubs nationwide. Our professional route-setters ensure our Rock Gym accommodates all climbers' needs, from beginners to experts.

- All climbers climb at their own risk. ClubSport has instituted the following policies:
- Children must be at least 13 years of age to be belay certified.
- No food, gum or drinks allowed. Water in a plastic, non-spill container is permitted.
- Climbing shoes are required. If you don't have your own, you may rent a pair at the club.
- Climbing is permitted only during posted club- supervised hours. Open climbing may not be available during scheduled special events or other programs.
- All climbers must pass a ClubSport safety check to top rope, lead climb or belay. A belay tag is required on each participant's harness.
- You should not enter the "designated climbing area" unless you are climbing or belaying.
- You are expected to act responsibly, climb and belay safely, and be courteous toward fellow climbers.
- When bouldering:
  - Do not climb more than six feet above the floor.
  - Do not climb over the top of the bouldering structure.
  - Do not climb above other climbers
  - Make sure that you have a clear landing zone at all times.
  - Stay clear of the trajectory of another climbers' fall.
- Climbers and belayers must use a harness with a figure-eight follow- through knot.



- Climbers and belayers must use the provided safety protection system, which consists of a locking carabiner, mechanical belay device, climbing rope, and protection anchors. The belay device must be attached directly to the harness and the floor anchor, and the belayer must be standing at all times.
- Chalk balls only; no free chalk
- Safe climbing is a top priority. Horseplay, swinging on ropes, speed lowering, or other unsafe actions will result in revocation of Rock Gym privileges.
- ClubSport climbing equipment, shoes and accessories may not be removed from Rock Gym area.

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

### **THE PRO SHOP**

ClubSport's Pro Shop is an exclusive Adidas retailer, featuring a wide variety of fitness and casual apparel, shoes and accessories for men, women and children. The Pro Shop is conveniently located at the front of the club.

- The Pro Shop is open from 9:00am to 8:00pm Monday through Thursday; 9:00am to 7:00pm on Friday, 10:00am to 2:00pm on Saturday and is closed Sunday.
- ClubSport members receive discounts on all Adidas merchandise.
- The Pro Shop carries other specialty items, including ClubSport logo gear, heart rate monitors, energy bars, bottled water and juices and more.
- 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.

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

### **CITRUS FRESH MARKET**

Located in the heart of the club with comfortable tables for visiting or chatting with friends. Enjoy services such as coffee, espresso, bagels, juices, smoothies, salads, sandwiches and other easy grab-and-go foods. Enjoy complimentary WiFi at this location.

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

### **RESTAURANT AND COURTSIDE BAR & GRILL**

A distinctive feature of ClubSport Oregon's social experience is found in the heart of the club, at the Restaurant and Sports Bar. Whether you enjoy an entrée from our full-service menu, smoothie, or a relaxing drink with friends, you will find it an enjoyable aspect of your membership.

- The ClubSport Restaurant and Sports Bar is open to members, guests and special groups. Member-guest restaurant patrons must sign in at the Service Desk, and may not visit or use any other club facility.
- The Restaurant offers sit-down service and a varied menu of appetizers, salads, soups, sandwiches, wraps, burgers, pasta dishes, pizza and weekly specials and other entrees. Please seat yourself and a server will assist you.
- Food and beverages ordered in the Restaurant may not be taken to other areas of the club to be consumed there. Except for "To Go" orders, food and beverages must be consumed in the restaurant seating areas, sports bar area or pool table / lounge areas.
- You must be at least 21 years of age to sit at the Sports Bar or in the billiards area.
- ClubSport's Sports Bar offers a nice selection of red and white wines, and domestic and imported beer.
- When purchasing alcoholic beverages at the restaurant, be prepared to show your driver's license if you appear to be under age 30.
- Please be responsible in your consumption of alcoholic beverages at ClubSport.
- Outside food and beverage may not be brought into the club unless specifically authorized by the club for a special event or program.
- Children under age 12 must be supervised while in the Restaurant.

- Special events such as "Third Thursday" with a special menu, live band and wine or beer tasting and "Family First Fridays" with children's entertainment are offered on a monthly basis.

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

## **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:

- Adult locker rooms are intended for individuals over 15 years of age.
- Junior locker rooms are available for children 15 years of age and younger. Children ages 11 and under must be supervised by an adult.
- 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 remove the lock mechanism to access your locker, a lock replacement fee will be charged.
- Do not leave valuables in day-use lockers. The club is not responsible for any items lost or damaged on club property.
- Please be neat; place used towels in bins and close locker doors.
- When you have children with you, please closely supervise them and ensure behavior that is respectful of other locker room users. Boys ages 3 and under may be in the women's junior locker room with their mother, and girls ages 3 and under may be in the men's junior 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.
- 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 (wash, dry and fold) 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.

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

## **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 15 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.

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

## **CONFERENCE ROOM**

We have a 725 square foot conference room (25' x 29') that may be rented by members and guests for business or social meetings and events. The room can seat up to 65 people theater style. The conference room is located on the second floor of the club, next to the restaurant.

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 Events Manager for more information.

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

## **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, racquetball lessons, and club memberships. cards may be purchased at the Activities Desk.

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

## 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.

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

## 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 you visit the East Bay or Orange County, stay with us ... we guarantee you'll be impressed and delighted. And during your stay, you'll have full membership privileges at the club.

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

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

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

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

## 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, CSO observes a no smoking policy. Smoking is not permitted in the club or on CSO property.
- We do not allow solicitation of any kind (i.e., charitable, religious, political, business) toward any club member, guest or associate on CSO 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. CSO 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 Front Service Desk. Also, if you find a misplaced item please give it to a CSO associate. We take pride in reuniting lost items with their owners. All found items will be held for a minimum of 15 days. Unclaimed items will be donated to charity.
- Telephones available for member use are located in the locker rooms and executive locker rooms. Local calls may be dialed after dialing "9".
- Any member failing to abide by club policies may be subject to membership suspension or termination. CSO 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.

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

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

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

### **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 CSO 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 CSO to restrict the use of one or more of the facilities or to close the club temporarily. ClubSport will not reduce or suspend dues during times when facilities are not available.
- If any of your personal information (i.e., address, phone number, checking or credit card account) changes during the course of your membership, please report this change to the club. Please stop by the Member Service Office or mail us a note with the new information.
- A membership downgrade must be completed at the club by the 10th of any month to be effective the first of the following month. Your account must be current. A service fee for the status change will be charged.
- 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 email at [info\\_ore@clubsports.com](mailto:info_ore@clubsports.com). 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.
- CSO 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.
- CSO accepts the following forms of payment: cash, check, MasterCard®, Visa®, American Express®, and Discover®.

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

## **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.
- Should a member or guest become injured while at CSO, club staff is not permitted to provide transport. CSO 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, Activities Desk, and in Fitness. Facilities are equipped with an AED unit.

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