MEMBER POLICIES

ALL MEMBERS ARE REQUIRED TO FOLLOW THE RULES AND POLICIES IN ORDER TO ENSURE THE GREATEST COMFORT TO EVERYONE. IF YOU ARE IN VIOLATION OF ANY OF THESE RULES, A STAFF MEMBER MAY KINDLY INFORM YOU.

CLUB POLICIES

HOURS OF OPERATION

All hours of operation are subject to change. Please consult the website for current hours of operation.

MEMBER CHECK IN

Woodside members must check-in at the front desks of both buildings for every visit to Woodside. This is not only part of our safety and security measures, but it gives us vital usage data to help us determine class times and adequate staffing. Any member who is discovered sneaking in a guest will be subject to termination.

YOUTH ACCESS

- Children & young adults under 21 may not use the fitness facilities in the North Club or South Club, and do not have access to the lower level of the North Club; however, they are welcome in the lounge and the Earthbar area but must be accompanied by an adult if under the age of 16.

DRESS CODE

Proper attire is required for all members using the Club. We enforce our dress code for safety, courtesy and comfort to all our members.

- Torn clothing, such as cut-offs or altered t-shirts, are never permitted. Finished edges only.
- Men may not wear tops with gaping arm holes.
- To help maintain a comfortable and respectful environment for all, we ask that workout attire provide appropriate coverage. Athletic sets and sports bra-style tops that are designed as fitness apparel are permitted, particularly within workout spaces. Tops that more closely resemble swimwear ("bikini-style") and/or underwear ("deep plunge") are not permitted in workout areas, group fitness studios or common areas such as the Lounge, Indoor Bar or Earthbar seating.
- Athletic shoes must be worn at all times in workout areas/ group fitness studios (except the yoga studio).
- Shirts and shoes must be worn at all times with the exception of the pool areas, dry sauna and steam room.
- Only approved tennis shoes with non-marking soles may be worn on the tennis courts.
- Non-slip sandals or bare feet only allowed in the indoor pool areas, sauna and steam room; no athletic shoes.

LOST AND FOUND

The Club shall not be responsible or liable to members for articles damaged, lost or stolen at the Club, in lockers, or for loss or damage to any property, including but not limited to automobiles and the contents thereof. Any personal items left in the locker rooms will be removed by Club staff nightly. We strongly suggest that members do not leave valuables in their vehicles and that members lock their lockers. Woodside will hold onto lost materials for 10 days at which point they will be donated. Wet items (i.e. swimwear) will be discarded after 48 hours to prevent odor and mold. Woodside is not responsible for reimbursement of the cost of lost or donated items.

SECURITY

Please note that for security purposes, the Club cannot accept any packages or deliveries for our members. Members are not permitted to store personal items at the Front Desks; all items should be stored in lockers.

SMOKING

The entire Woodside property, including parking lots and pool areas is non-smoking/non-vaping.

SERVICE ANIMALS

Service animals are permitted for individuals with disabilities as defined by the ADA. No other animals are allowed on the premises.

PARKING

Reserved handicapped parking spaces are for handicapped persons exclusively.

- Do not park scooters, mopeds, bikes, etc. on the sidewalk.
- Lock your vehicle.
- Make certain valuables are not visible – place in trunk or under car seat prior to entering lot.
- The Club is not responsible for lost or stolen items, and/or damage to any vehicles.
- The City of Westwood prohibits vehicles from stopping, standing or parking on grass or any other unpaved surface. Under this ordinance, vehicles may only be parked in designated paved parking spaces or in permitted street parking areas. Parking on grass, curbs, sidewalks or other non-designated areas is not permitted and may be subject to enforcement by the City. To avoid potential citations or towing, please ensure your vehicle is parked only in approved parking locations when visiting the Club.

VALET PARKING

- The Club shall not be responsible or liable to members for articles damaged or stolen at the Club, including but not limited to automobiles and the contents thereof.
- We strongly suggest that members do not leave valuables in their vehicles.
- Members who do not retrieve their vehicle by close of valet service will have a $100 fee charged to their member accounts. Member guests will be asked to pay this fee by cash or credit card before their keys will be returned.
- Members who are visibly intoxicated will not be permitted to receive their vehicle keys. They may pick up their vehicle upon Club opening at no additional charge.
- Members are not permitted to park in the South Club circle drive prior to and during valet hours of operation. Vehicles in this designated area during posted valet hours of operation may be subject to towing.

CELL PHONE & CAMERA POLICY

- The use of cell phones is restricted to designated areas throughout the Club. These areas are the lobby of both buildings, indoor dining and lounge areas, and the exterior areas of the Clubs.
- Please respect other members when using a cell phone. While the Club encourages members to take photos with their friends at Woodside, please be considerate of those around you that may not appreciate being in a photo. No cameras are to be used in the weight rooms, The Spa, locker rooms and indoor pool area.
- No professional photography is allowed anywhere on Woodside property without advanced consent from Management.

MEMBER ETIQUETTE

- Members should be mindful of others' personal space and avoid initiating persistent or unwanted conversation. If a member is wearing headphones, looking down or otherwise signaling they do not wish to engage, please respect their privacy.
- Members should not reprimand an employee but rather should send a detailed email to communications@clubwoodside.com.

GUEST POLICIES

- Primary or secondary members in good standing can submit guest requests via online form. The request must be submitted at least 24 hours in advance. Woodside reserves the right to reject guest quests based on a variety of factors. Walk-ins are not accepted.
- Reservation must be made no earlier than 30 days prior to the reservation date.
- Adult guests must be 21 years of age or older.
- Guests may be admitted for a standard $25 fee for adults and youths (20 and under) are free. Guests fees are automatically applied to member accounts the morning of the visit. Each member is granted 3 adult complimentary guest passes per year in January; complimentary guest passes do not roll over.
- Between Memorial Day and Labor Day, youth guests (20 and under) will be permitted at the Family Pool Monday – Thursday only (excluding Memorial Day, July 4 and Labor Day). Pool youth guests (20 and under) must be accompanied by a member 16 or older. Limit 2 youth guests per day per membership account (family).
- Adult members cannot bring unlimited youth guests.
- Each member may use up to two guest passes in one day
- Approved adult guests are permitted to visit Monday, Tuesday, Wednesday or Thursday during the months of June, July and August (excluding Juneteenth and Independence Day) and any day of the week September through May (excluding holidays, the Saturday and Sunday preceding Memorial Day, Memorial Day, the Saturday and Sunday preceding Labor Day and Labor Day, Thanksgiving, Christmas Eve, New Year's Eve and New Year's Day).
- Each local resident guest of a member may visit the Club only 3 times per year.
- All member guests must check in at the front desks, fill out a guest card and waiver, and be accompanied by the member registering the guest at all times.
- Woodside members are responsible for their guests.
- Complimentary guest passes are not transferrable and cannot be redeemed for cash value. Complimentary guest passes are added to member accounts after 45 days of account activation or January 1, whichever comes first.
- Guest cancellations are non-refundable within 24 hours of the planned visit, unless due to inclement weather.
- Guests may book a Spa service and take a Group Fitness class on a standby basis. Guests may not utilize Childcare services.
- Day passes for the general public are not available.

LOCKER ROOMS

GENERAL POLICIES

- Cell phone use of any kind is prohibited in the locker rooms. This is to ensure that: no photos are taken and no one is disturbed by distracting phone conversations. See cell phone policy for additional information.
- Equipment, clothing and other personal belongings must be stored/locked in lockers at any time the locker is unattended. No items may be left out on benches, floors, vanities or other areas in the locker rooms.
- Tops of lockers are restricted to any storage.
- Non-locker renters should remain in daily locker area.
- Daily lockers are available for use free of charge. Personal lockers are available for a charge.
- Any personal items left in the locker rooms will be removed by staff nightly; Woodside is not responsible for left items.
- No one under the age of 21 is allowed in the locker rooms or in any lower level areas or amenities of the Club.
- All soiled towels must be placed in the towel bins after use, not left on the floor or in shower areas.

FITNESS FACILITIES

GENERAL POLICIES

- Machines and equipment must be used properly.
- Weights must be re-racked after use. Dumbbells and other equipment must be put back after use.
- No outside trainers permitted.
- The use of chalk is not allowed.
- Dumbbells are not to be used on cardio equipment.
- Cell phone use (talking) is prohibited on the fitness floors.

GROUP FITNESS

All group fitness classes require reservations through MyWoodside and a $10 fee will be added to members' accounts who do not show up for a reserved class or who do not check in. Members must cancel at least 60 minutes prior to the start of class. No show fees do not apply to members on the waiting list. All classes will require a reservation through the app or a call to the front desk. All classes* will be bookable 48 hours in advance.

Group fitness studios that remain locked outside of scheduled classes are reserved for instructor-led programming and are not available for independent member use.

POOLS

GENERAL POLICIES

- Members 21 and over may utilize all pool areas during regular business hours (except during special events).
- The Adult Pool is restricted to Woodside members age 21 and older only.
- Members under 40 years of age will be required to provide ID if drinking. Members on the pool deck may be required to show proof of ID of age and membership at random times or before being served.
- Members under the age of 21 must access the Family Pool through the Pool House entrance.
- No reserving lounge chairs & no outside food and/or drink allowed.
- Glass of any kind including bottles, cups, jars or containers is strictly prohibited at The Pools. Please use only nonbreakable, plastic or metal drinkware while at The Pools.
- Members must add youths to their membership for summer pool access. Forms are available on the Club website.
- All youths under the age of 16 must be accompanied by a parent/guardian/nanny or Woodside youth sibling 16+. No entry will be granted to any unaccompanied youths.

FOOD + DRINK

THE BAR, THE KITCHEN & EARTHBAR

- **Members are required to show their membership card or barcode for all member-charge transactions. Members without valid membership card must use an alternate form of payment.**
- We have an extensive menu of made-to-order and ready-to eat items. Outside food is prohibited.
- Any member or guest found bringing in outside alcohol will be asked to leave the premises and your membership may be subject to termination.
- Signing your tab is required. In the fault of not signing, a member charge in full will be placed with an added 20% gratuity.
- Dress in all dining areas is casual. Swimsuit cover-ups required in indoor dining areas. No soiled workout clothing. Shoes and shirts are required in all areas. Members of all ages are welcome at The Kitchen, the Earthbar and in the lounge and dining areas. Woodside members ages 21 and older only allowed in The Bar. Members under 40 years of age will be required to provide ID if drinking.

INDOOR POOL AREA

GENERAL POLICIES

- Cell phones must be used silently. Music or audio must be listened to with headphones.
- The following are not permitted in the Hydrotherapy area: phone calls, FaceTime, speaker use of any kind, audible notifications, alarms or alerts, filming, photography or recording.
- Alcoholic beverages are not allowed in the Indoor Pool Area.
- Glass of any kind including bottles, cups, jars or containers is strictly prohibited in the Indoor Pool Area. Please use only nonbreakable, plastic or metal drinkware while inside the space.
- No street shoes are allowed and swimwear is required. Indoor-only shoes like sandals or flip flops are encouraged.
- Do not pour water on the dry sauna or steam units. This action will cause the units to malfunction and the area to close.
- Members should be mindful of others' personal space and avoid initiating persistent or unwanted conversation. If a member is wearing headphones, looking down or otherwise signaling they do not wish to engage, please respect their privacy. The Hydrotherapy space is designated for relaxation. Conversations should be kept low and non-disruptive, and excessive socializing in these spaces should be minimized.

PERSONAL TRAINING

GENERAL POLICIES

- A member has up to 24 hours prior to their scheduled appointment to cancel at no charge. If the member cancels within 24 hours or does not show up for scheduled appointment, they will be charged the full amount of their session.
- Personal training and Pilates sessions must be charged through a member's account. No cash, credit card or check will be accepted.
- Personal Training Bays and all equipment located inside the Personal Training Bays may only be used under the direct supervision of a Personal Trainer.
- Only Woodside staff may provide personal training, coaching, programming or workshops on Woodside property. Members, guests, outside professionals, independent contractors or non-Woodside staff may not instruct, coach or train others on Woodside property, whether paid, unpaid, informal or offered as a favor. Woodside reserves the right to determine whether activity constitutes instruction, coaching or training.

PILATES

GENERAL POLICIES

- All Pilates Reformer group sessions require reservations through the Woodside app.
- All Pilates Reformer group sessions are bookable 48 hours in advance.
- A member has up to 24 hours prior to their scheduled appointment to cancel at no charge. If the member cancels within 24 hours or does not show up for scheduled appointment, they will be charged the full amount of their session.
- Pilates sessions must be charged through a member's account. No cash, credit card or check will be accepted.
- The Pilates Group Session Package is a nonrefundable purchase. Once purchased, sessions cannot be refunded, transferred or exchanged for other services.
- If you need to cancel a scheduled session booked through a Package, your class credit will be returned to your account for future use. Canceled sessions will not be refunded.
- Members may book Pilates services (one-on-one, duos, trios) directly through their Pilates Instructor based on availability.
- Members may book sessions via phone, email or in person.
- The Pilates Studio is reserved for clients and class participants only. No members are allowed in the Pilates Studio unaccompanied.
- Members must be 21 years of age or older to attend a Pilates Reformer group session or Pilates one-on-one session.
- For the health and safety of all members and staff, grip socks are required in the Pilates Studio at all times. Grip socks must be worn during all private and group sessions. If you do not have grip socks, they are available for purchase.

TENNIS

COURT RULES

- Members may reserve indoor or outdoor court time up to 144 hours in advance of the reservation time.
- Indoor Court Time Cancellation Policy: Members canceling less than one hour prior to the reserved court time will be charged the full price of the court reservation.
- Members who are not on a court within the first 15 minutes of their reservation will be charged a $25 no show fee and the court will be released.
- Outdoor Court Time Cancellation Policy: Members canceling less than one hour prior to the reserved court time will be charged a $25 no show fee.Members must check in at the North Club or South Club front desk for all court time and permanent court time reservations. Any member caught sneaking in a player through the Tennis Gate may be subject to suspension or termination.
- Members are required to give their name and membership number to reserve a court.
- Proper tennis attire required at all times. Shirts must be worn at all times. Non-marking soles only.
- No refunds will be issued for court time or clinics. However, you may make up any missed clinic time during the same clinic session based on availability.
- Clinics and lessons must be paid in advance of each session by cash, check, credit card or member charge.
- All private lessons, clinics, socials, events and programs must be canceled 24 hours in advance to avoid being charged.
- Only Woodside Tennis Staff may provide tennis lessons, coaching, instruction, drills, clinics or skill-development sessions on Woodside property. Members, guests, outside professionals, independent contractors or non-Woodside staff may not coach or instruct others on Woodside courts or property, whether paid, unpaid, informal or offered as a favor. Woodside reserves the right to determine whether activity constitutes instruction or coaching.
- Racquets submitted for stringing or regripping are subject to normal wear, hidden defects and material fatigue. Woodside will make a reasonable visual inspection before service but is not responsible for preexisting damage or structural issues that become apparent during or after service. Any concerns must be reported to the Pro Shop within 24 hours of pickup and before continued use.

THE SPA

GENERAL POLICIES

- The Spa is open to Woodside Members ages 21 and over.
- Please arrive at least 15 minutes prior to your first appointment so we can personalize your service.
- Gratuities are welcome.
- We allow adjustments to appointments and cancellations with at least 24 hours' notice. Appointments canceled with less than 24 hours' notice and no shows will be charged the full rate of the scheduled service plus 20% gratuity. Appointments rescheduled with less than 24 hours' notice will be charged 50% of the rate of the scheduled service and rebooking discounts will not be transferred to the new appointment time.
- Checking out of service is required. If a member fails to check out, the full service amount plus a 20% gratuity will be charged to their member account.

SPECIAL CIRCUMSTANCES

- Prenatal Massage: please consult with your physician before receiving massage therapy services. Pregnancy massage is not permitted within the first trimester.
- Please let The Spa staff know if you have a medical condition or are presently under a physician's care. We will customize our services to fit your needs whenever possible.

THE SHOP

GENERAL POLICIES

- All retail returns must be processed at The Shop. Items must be exchanged within 10 days for store credit only in the form of a Woodside gift card. Original tags must be attached, and the garment cannot be worn or altered. SkinCeuticals products cannot be opened. Clearance sales are final.

A member may be suspended or terminated for cause. Cause for suspension or termination may consist of violation(s) of the Club rules or conduct which, in the opinion of the Club, is detrimental to good order, discipline or the general welfare of the Club. In the event of termination, the unused portion of any advanced payment shall be forfeited to the Club and future membership may not be granted.