

THE
WOODSIDE
STANDARD



Version 2

THE WOODSIDE STANDARD

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While life has changed, we have challenged ourselves to emerge stronger than before and to serve you better upon your return to the Club.

We have studied changes in the industry, consulted with medical and infectious disease experts, and reevaluated our previous systems, procedures and policies to determine our best practices moving forward.

We would like to introduce the next version of The Woodside Standard, our response to creating a safe environment for our members and for our team of employees.

CLEANING + SANITATION



CLEANING PROTOCOL

In addition to refining our existing cleanliness protocols, we have increased cleaning staff and strategically stationed them in high trafficked locations to continuously clean and disinfect high touch areas multiple times a day throughout all hours of operation. A full-time Locker Room Attendant has been added to the Main Clubhouse men's and women's locker rooms to assist with maintaining the cleanliness of the spaces, addressing member issues and enforcing locker room policies. All Woodside employees will be required to support all rigorous cleaning protocols in all areas of the Club.

DISINFECTION PROCEDURES

Medical-grade, EPA-registered disinfectants which are designated effective against COVID-19 with a kill time of less than one minute are used for all continuous cleaning processes. We have also introduced next-generation electrostatic handheld and backpack sprayers for use by our cleaning team that efficiently attack microbes, providing 3x more coverage than traditional cleaning systems in the same amount of time. This equipment is used to disinfect all of our surfaces and spaces and fitness equipment during nightly closing procedures as well as any Group Fitness equipment/tools in between classes.

AIR QUALITY

We have upgraded our HVAC filters to a higher grade in both the Main Clubhouse and the Southside. MERV 13 filters are electrostatically charged and constructed of materials that are more efficient than standard poly-cotton pleated or fiberglass filters. MERV 13 filters are able to filter out particles smaller than one micron in size. We have also added a U/V light system in all of our HVAC air ducts. U/V light has been shown to be effective in killing both viruses and bacteria. U/V light in the correct dosage causes coronaviruses to mutate and no longer be infectious.

DISINFECTANT WIPES

Members are asked to use disinfectant wipes on equipment after use in conjunction with Woodside's cleaning protocols. Our disinfectant wipes, approved by the EPA for use against COVID-19, are proven to kill 99.9% of viruses, bacteria and fungi on equipment while also having the safest EPA Toxicity Rating. Disinfectant wipes are stocked and available in multiple locations throughout the Club.

CLEANING + SANITATION

HAND SANITIZERS

Members are asked to use touchless hand sanitizer stations upon entering the Club and frequently throughout their visit. The hand sanitizer solution we use, which has added Aloe Vera, kills up to 99.9% of germs and includes 70% ethyl alcohol, above the CDC's guidelines of 60%.

GROUP FITNESS CLASSES

We will allow 30 minutes between Group Fitness classes for disinfecting all used equipment, mopping studio floors and resetting the studio.

UPDATE

HVAC

The southside HVAC system will be replaced within the next few weeks. The brand-new unit will allow for more fresh air intake and will improve air temperature, humidity levels and air circulation.

SANITIZING SHOE MATS

Members are requested to wipe their shoes on special shoe sanitizing mats prior to entering the Club. Given that members place equipment on, and often touch, the floors in fitness spaces, we want to provide members the option to disinfect the soles of their shoes.

SAFETY + PROTECTION



PERSONAL PROTECTION EQUIPMENT (PPE)

GLOVES

Gloves are meant to avoid cross contamination. We prefer that our members concentrate on vigorously washing their hands with soap and water for at least 20 seconds before and after workouts as opposed to wearing gloves throughout the facilities.

UPDATE

EMPLOYEE TEMPERATURE CHECKS

All Woodside employees will have their temperature checked upon their arrival to the Club.

EMPLOYEE MASKS

Our employee teams (with the exception of lifeguards on stand, on-court tennis coaching professionals and group fitness instructors) are required to wear a cloth face covering.

MEMBER MASKS

As a result of the statewide order requiring Kansans to wear face masks in public indoor and outdoor spaces, Woodside will require all members to wear face masks when entering and exiting the Club and when accessing any common areas (i.e. changing in the locker rooms, sitting in lounge areas and ordering at the Earthbar). By recommendation of the WHO, masks will not be required while exercising but members are welcome to wear one if more comfortable doing so. As previously communicated, it is not recommended that masks are worn in the indoor pool area. Regarding the outdoor pools, members are required to wear a mask while entering/exiting the pool areas, but will not be required to wear a mask while physically distanced in a lounge chair nor while in the pool.

SAFETY + PROTECTION

RESPECT THE SPACE OF OTHERS

MARKED CUES

Physical distancing cues are marked in entryways, group fitness studios, strength and cardio floors, locker rooms and the Earthbar/lounge. Physical distancing signs show which equipment is available for use, and signs are placed throughout the fitness floors to remind members to wipe down equipment after use, practice physical distancing and follow CDC hygiene guidelines.

CLUB MONITORS

Woodside has developed a new position that will be responsible for ensuring The Woodside Standard is met, and will hold members accountable for all member policies, procedures, rules and regulations. The Club Monitor will help maintain safe distancing parameters and will assist with cleaning on fitness floors. The Club Monitor will also correct any member behavior that is in violation of established member policies, rules and regulations.

GO CONTACTLESS

CHECK-IN

All members are asked to check-in to the Club by downloading the Woodside app and swiping their membership card on the scanner at the front desks. Please ensure the settings are marked to receive notifications.

TOUCHLESS INITIATIVE

We have made several modifications throughout the Club that include replacing all hand sink faucets and soap dispensers with touchless models and adding foot pull door openers to all interior and exterior doors. There are also several touchless hand sanitizer stations throughout the Club.

CLEAR PROTECTIVE BARRIERS

New plexiglass barriers have been placed at desk areas and the Earthbar to provide a protective shield between members and employees.

DRINKING FOUNTAINS

Members are encouraged to bring their own water bottles to the Club. The water-bottle fillers on the drinking fountains will be available but drinking spouts are covered. Members can still purchase bottled water from the Earthbar or the front desk.

EARTHBAR

The Earthbar will continue contactless payment process and curbside service. Members may still call 913.831.0034, press 1, and order over the phone.

MEMBER CHARGE

For convenience and to minimize contact, members will be required to use their autopay on file (house account) for all in-club purchases. Members are asked to ensure that their autopay information is up to date. To update autopay information, please email memberbilling@clubwoodside.com.



CARDIO & STRENGTH FLOOR ETIQUETTE

CARDIO EQUIPMENT USE

To facilitate physical distancing, we have reduced cardio equipment available for use. Select equipment is unplugged and clearly marked to facilitate physical distancing.

STRENGTH EQUIPMENT USE

Equipment (specifically benches) is not to be moved from clear markings on the strength floors.

LARGER WORKOUT TOWELS

We have purchased new towels for the fitness areas. The new 11x44 inch towel is long enough to cover a weight bench on the fitness floor, fit bench in Group Fitness classes and the handlebars on a cycle bike.

MAGAZINES AND NEWSPAPERS

Members are asked not to bring magazines or newspapers from home to leave at the front desk, lounge, cardio areas, etc. They will be immediately discarded.

TRAINING AREA

The Basketball Court has permanently transitioned to a private space for Trainers to work 1:1 with their Training clients. As a result, there will be no basketball court use. The space is unavailable to non-training clients during this time.

LOCKER ROOM ETIQUETTE

GIVE EACH OTHER SPACE

The daily locker areas are clearly marked to maintain physical distancing. Restrooms and sinks are also designated to allow for physical distancing. Some benches have been removed from locker rooms to allow for appropriate space.

TOWELS

For the safety of other members and Woodside staff, all used towels must be returned and placed inside the towel drops. Please do not leave towels on the floor or in the shower areas.

LOCKERS

Daily lockers will be sanitized after each use by the Locker Room Attendant. Members are asked to respect the space of members utilizing their locker. If a member is using a locker, please wait until they leave the area or step aside before trying to use the adjacent locker. If utilizing a daily locker, please abide by the physical distancing markers and utilize the Locker Room Attendant for any additional assistance.

LIMITED AMENITIES

Locker room high-touch amenities (fruit water, deodorant, Q-tips, hairspray, shaving cream) have been temporarily removed.

GROUP FITNESS ETIQUETTE

CLASS BOOKING

To ensure physical distancing and to prevent overcrowding, we will limit capacity for all Group Fitness classes and 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.

TEMPORARY SCHEDULE CHANGES

In order to ensure enough time in between classes for cleaning and studio reset and to ensure members are not crossing paths with other members, the class schedule has been adjusted. Upon reopening, please reference the app or website for an updated class schedule.

STUDIO ENTRANCES

For cycle classes, registered class participants will temporarily enter the cycle studio through the east side door. All Group Fitness classes will take place in the Main Studio and registered class participants will enter through the north double doors near the Cycle Studio entrance. Both entrances will be clearly marked with banner signage. There will be no Group Fitness classes on the Basketball Court.

STUDIO ACCESS

Studio doors will be open 10-minutes before class start times. Participants will be asked to wait on distanced markings and must check-in with the instructor to ensure attendance is confirmed. Studios will be unavailable for member use between classes to ensure the studio and all equipment remains disinfected.

NO SHOW FEE

Members who fail to attend a class that was reserved will be automatically member charged a \$10 no-show fee on their Woodside account.

CLASS EXPERIENCE

All Group Fitness classes, including yoga and indoor cycle, will be designed to facilitate distance between members. Members should adhere to physical distancing marks on the studio floors and/or the available bikes in the cycle studio. Yoga Studio eye pillows will temporarily be removed. All used towels should be immediately placed in towel bins after use.

NO CONTACT

No hands-on adjustments, typical in Yoga, will occur during any group fitness classes. There will also be no high-fives, fist bumps, etc. between instructors and participants.

POST CLASS

We request that participants promptly exit the studio after class so that we can begin our cleaning protocols and studio reset.

TENNIS ETIQUETTE

TENNIS PROGRAMMING

Members may play singles and doubles. Woodside will participate in Tencap, however, there will be no socializing after the matches. The Ball Machines and Cardio Tennis are unavailable during our initial reopening phase. All Tennis socials and special events are suspended indefinitely.

LIMITING CONTACT

Members coming on court must remain off court until the current court is vacated. Players should stay on their side of the court and avoid changing ends during casual play. Indoor court curtains will remain closed during play at all times. To avoid crowding, water coolers and indoor benches will be temporarily removed from the courts. Ball carts will be locked and unavailable for member use and only Tennis Professionals will feed and pick-up tennis balls on court. We request that members participating in league or casual play mark their tennis balls and only touch/use their marked balls.

FOOD + DRINK ETIQUETTE

LIMITING CONTACT

Members are asked to abide by physical distancing cues in the Earthbar while waiting to order and will have the continued option of curbside pick-up.

DINE-IN SEATING

Members are allowed to dine-in but must remain properly spaced in designated seating areas. Please do not move or rearrange any tables or chairs. There will be no seating at the Earthbar counter upon initial reopen.

LIMITED AMENITIES

The Earthbar will temporarily suspend sampling and the self-serve caddy (knives, forks, spoons, napkins, stirrers, sugar, etc.). Please ask the Earthbar staff if you need any additional assistance with your order.

OUTDOOR POOL AREA ETIQUETTE

RESERVATIONS

Members will be required to make reservations for outdoor pool usage on Saturdays and Sundays. Reservations will be available 48 hours in advance and made via the app (same process as signing up for a Group Fitness class). Members may utilize the pools before 10AM on Saturdays and Sundays without a reservation (lap swimming, water exercises, etc.). No reservation will be required to use the pools Monday - Friday.

OUTDOOR POOL CHECK-IN

All members are asked to check-in for the outdoor pools through the lower pool entrance at the Pool House. Areas outside the pool gates will be marked for physical distancing and members are asked to adhere to all markings.

DECK HOST

Woodside developed a new position that will be responsible for ensuring that members are seated at a safe distance from other parties. The Deck Host will greet members upon arrival and seat parties of 1 - 6 in available areas on both pool decks. The Deck Host will then place a chair cover on the appropriate side(s) to create distance between parties.

FOOD DELIVERY

All food ordered from a server or bartender will be packaged in compostable containers and sealed in a bag in the Kitchen. It will then be delivered to the member's spot on the pool deck. Once finished, members are requested to place all trash back into the bag for our staff to pick up and discard.

POOL MONITOR

Woodside developed a new position that will be responsible for ensuring The Woodside Standard is met and will hold members accountable to all member policies, procedures, rules and regulations. The Pool Monitor will help maintain safe distancing parameters and will assist with cleaning in the pool areas. The Pool Monitor will also correct any member behavior that is in violation of established member policies, rules and regulations.

LAP SWIMMING

Members may swim laps any time the Club is open. In accordance with distancing guidelines, only one lap swimmer will be permitted per lane.

POOL ACCESS

Woodside members must be at least 16 years old to utilize the outdoor pools. Members aged 16 - 20 are only allowed on the lower pool deck.

INDOOR POOL AREA ETIQUETTE

MARKED CUES

Physical distancing cues will be marked on the floor throughout the Indoor Pool Area. Please respect the space of all members and remain at least 6 feet apart from others if not in the same party.

CAPACITY

Signage will be posted to designate the number of members allowed in various areas (dry sauna, steam room, cold plunge) of the Indoor Pool Area. Please do not form lines/gather outside the doors of the dry sauna or steam room and please abide by all posted signage.

FACE COVERINGS

It is not recommended to wear a face covering in the steam room, dry sauna, whirlpool or indoor pool.

CLEANSING SHOWER

Members are strongly encouraged to take a cleansing shower before entering the indoor pool, the whirlpool and cold plunge. Members should not move from the dry sauna or steam room into the indoor pool, whirlpool or cold plunge without taking a cleansing shower.

TOWELS

Members are asked to return used towels, including eucalyptus towels, to designated towel bins. Please ensure the towel is placed all the way inside the bin. Please do not leave towels on the floor or in soft seating areas.

MAGAZINES AND NEWSPAPERS

Members are asked not to leave magazines or newspapers in the Indoor Pool Area, specifically the dry sauna.

LOCKER ROOM ATTENDANT

A full-time Locker Room Attendant (dressed in a red uniform polo) is stationed in the Main Clubhouse men's and women's locker rooms to assist with maintaining the cleanliness of the spaces, addressing member issues and enforcing policies and rules. The Locker Room Attendant will also be circulating and cleaning in the Indoor Pool Area.

SPA ETIQUETTE

APPOINTMENT BOOKING

Spa appointments will be staggered to allow appropriate time for cleaning and sanitation protocols as well as to minimize instances of members crossing paths with other members before and after services. Appointments must be booked at least 1 hour in advance.

APPOINTMENT CHECK IN AT THE MAIN CLUBHOUSE FRONT DESK

Members are requested to check in for their spa appointments with the Front Desk Staff. They will direct members to be seated in the Main Clubhouse lounge to complete intake forms. Once the spa room has been prepared, a member of the spa staff will collect the member from the lounge for their service.

LIMITED AMENITIES

Spa area high-touch amenities (fruit water, magazines, etc.) will be temporarily removed. Our complimentary tea service will still be available. Retail product testers will be available by request only.

PERSONAL PROTECTION EQUIPMENT

Spa Service Providers will be required to wear a FaceLife™ mask, specifically designed for personal service professionals. FaceLife™ masks are made with 82% Copper, which is a proven natural antimicrobial. Members may also request that Spa Service Providers wear gloves throughout the service. Members are temporarily required to wear a face covering for massage treatments when face up and during any lash extension service.

HEALTH INTAKE FORM

Members will be asked to complete a short health intake form prior to their spa service. If members are exhibiting continued coughing, shortness of breath, chills, sneezing with nasal discharge and/or fever, they will be asked to reschedule their spa appointment.

TEMPORARY LIMITED SPA SERVICE MENU

The Spa menu will be limited during the reopening phase of the Spa. The following services will be reintroduced in later phases: waxing, body treatments, hot stone massage and steaming/ extractions during facial treatments.

GO CONTACTLESS

For your convenience and to minimize contact, members are required to charge all services, products and in-club purchases to their account. For additional convenience, members will be given an in-room form which will allow members to review charges and specify gratuity without revisiting the reception desk after their service.

TOWELS AND ROBES

Members should return used spa robes, wraps and sandals to the Locker Room Attendant (dressed in a red uniform polo) instead of the spa reception desk.

MEMBERS ONLY

We understand that members like to share the club and its amenities with friends and families but at this time it is critical that club usage, including the spa, be limited to members only.

NURSERY ETIQUETTE

AVAILABILITY AND RESERVATIONS

Reservations open 48 hours in advance and are available for children aged 6 months to 10 years of age. Reservations must be scheduled via the front desk by calling 913.831.9663. Walk-ins will temporarily not be accepted and drop-offs will not be allowed before the scheduled reservation time.

NURSERY CHECK-IN

All members should check-in with the front desk and then proceed to the Nursery to sign in with the Nursery Staff. Physical distancing cues will be placed outside of the Nursery. Members are requested to wait on the cues until the previous child has been checked in to the Nursery.

DISTANCED PLAY SECTIONS AND LIMITED CAPACITY

Woodside will divide the Nursery into sectioned play areas so that children can play at a distance. We will temporarily reduce reservation capacity by 50% and only schedule 1 infant and 5 children per reservation slot.

NO SHOW FEE

Members who fail to attend a nursery reservation they reserved will be automatically member charged a \$10 no-show fee on their Woodside account.

TEMPERATURE CHECKS

For the safety of all members, employees and other children, all children will have their temperature checked with a touchless thermometer prior to entering the Nursery. The Nursery has the right to refuse childcare if a child temperature reads 100.4+ or the child presents visual and/or audible signs of sickness.

PERSONAL PROTECTION EQUIPMENT

The Nursery Staff will be required to wear a cloth face covering and a protective visor. Members may choose to place a face covering on their child prior to entering the Nursery.

CLEANLINESS AND SANITATION

The Nursery Team will disinfect used toys before placing them back out for use by other children. The Facilities team will utilize our electrostatic spray technology to clean and disinfect the entire Nursery every day after each session.

COMMUNICATIONS



MEMBER COMMUNICATIONS

UPDATES

The Woodside Standard will be updated as we adapt and evaluate existing and new protocols, and it will be available in its entirety under the COVID-19 and Our Club banner on our website. Members will be notified via email and app notification should The Woodside Standard be updated.

THE WOODSIDE APP

HOW TO DOWNLOAD AND SET-UP YOUR WOODSIDE APP

1. Visit the App Store on your Apple or Android device and search for Woodside.
2. Click Download.
3. Enter your Member ID for your Username and Password. You will be able to reset this information later.
4. Check the settings on your device to make sure you will receive notifications from the Woodside app.

The well-being of our members and employee teams has always been our top priority. We greatly appreciated how many of you responded to our member survey during the temporary closure.

Your responses along with industry research, consultation and input from various experts and organizations has helped guide our decisions during this time, including defining our final preparations for our safe reopening.

We thank you for your patience, your understanding and your continued commitment to your health, and we look forward to seeing you back at the Club soon.

— WOODSIDE MANAGEMENT

