



# MEMBER POLICIES

ALL MEMBERS AND GUESTS 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.

### YOUTH ACCESS

- Children & young adults under 21 may not use the fitness facilities in the Main Clubhouse, and do not have access to the lower level; however, they are welcome in the lounge and The Earthbar area.
- Youth ages 11 and older may be added to an adult membership and use the South facilities, but must be at least 16 in order to participate in group fitness classes (excluding yoga). Youths ages 11-14 must be accompanied by a member parent.

### DRESS CODE

Proper attire is required for all members and guests 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.
- No bare midriffs.
- Athletic shoes must be worn at all times in workout areas.
- 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 barefeet 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 or their guests 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 you do not leave valuables in your automobile.

### SECURITY

Please note that for security purposes, the Club cannot accept any packages or deliveries for our members.

### SMOKING

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

### PARKING LOTS

- Reserved handicapped parking spaces are for handicapped persons exclusively.
- Lock your automobile.
- 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.

### 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 fitness areas, The Spa, locker rooms and indoor pool area.

No professional photography is allowed anywhere on Woodside property without advanced consent from Management.

## GUEST POLICIES *(TEMPORARILY SUSPENDED)*

### STANDARD GUEST CHECK-IN

- Guests may be admitted for a standard \$20 fee for adults and \$5 fee for minors (ages 6-20).
- All member guests must check-in at the front desks, provide proper ID, fill out a guest card at every visit and be accompanied by a member at all times.
- Adult guests that live within a 50 mile radius of the Club are only allowed 3 visits per year.
- Guest passes are not transferrable.
- **Guest cancellations are non-refundable.**

## 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 in lockers. No items may be left out on benches, floors, vanities or other areas in the locker rooms.
- Electronic 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.
- No one under the age of 21 is allowed in the locker rooms or in any lower level areas or amenities of the Club.

## FITNESS FACILITIES

### GENERAL POLICIES

- Machines and equipment must be used properly.
- No outside trainers permitted.
- The use of chalk is not allowed.
- Dumbbells are not to be used on cardio equipment.

### GROUP FITNESS CLASSES

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. 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.

## 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 and guests age 21 and older only.
- Members and guests under the age of 21 must access the Main Pool through the pool house entrance.
- No reserving lounge chairs & no outside food and/or drink allowed.
- Members must add children to their membership for summer pool access. Forms are available at the Main Clubhouse front desk and the website.

### POOL GUEST PROCEDURES

All adult member guests must be registered on the Pool Guest List for Friday/Saturday/Sunday (and holidays) two days prior to the day of reservation via MyWoodside. **Guest cancellations are non-refundable.**

## 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.**
- 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. No swimsuits in indoor dining areas. No soiled workout clothing. Shoes and shirts are required in all areas. Members and guests of all ages are welcome at The Kitchen, the Earthbar and in the lounge and dining areas. Woodside members and guests ages 21 and older only allowed in The Bar.

## 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 sessions must be charged through a member's account. No cash, credit card or check will be accepted.

## INDOOR POOL AREA

### GENERAL POLICIES

- Cell phone use is prohibited in the Indoor Pool Area. Music should be contained to headphones.
- No video, camera or other electronical playing or recording is allowed.
- No street shoes are allowed and a bathing suit is required.
- Do not pour water on the dry sauna unit.

## TENNIS

### COURT RULES AND GUEST POLICIES

- Members may reserve indoor/outdoor court time six days in advance.
- 24-hour cancellation policy or you may be charged for indoor court time.
- Members must check in at the Clubhouse front desk every time you play including members, guests and permanent court time players. Any member caught sneaking in a player through the Tennis Gate will be charged a guest fee and their membership may be subject to suspension or termination.
- Members are required to give their name, membership number and the name of the person(s) with whom they will be playing.
- Standard guest policies and fees apply to non-members playing tennis at Woodside.
- Proper tennis attire required at all times. Shirts must be worn at all times. Non-marking soles only.
- No refunds will be issued for clinics. However, you may make up any missed times during the same clinic sessions.
- Clinics and lessons must be paid in advance of each session by cash, check, credit card or member charge.
- All lessons must be canceled 24 hours in advance to avoid being charged for the lesson.

## THE SPA

### GENERAL POLICIES

- The Spa is open to Woodside Members ages 21 and over.
- Please arrive at least 20 minutes prior to your first appointment so we can personalize your service.
- Gratuities are welcome.
- Full rate of service plus 20% gratuity will be charged if not notified of cancellation within 24 hours of your appointment time.
- Checking out of service is required. In the fault of not checking out, a member charge in full will be placed with an added 20% gratuity.

### 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.

\*Please note that Cardio Tennis has various scheduling rules.