



WOODSIDE POLICIES + SAFETY

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.

GENERAL 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 and 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 but must be accompanied by an adult if under the age of 16.
- 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 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. Wearing a sports bra as a top is not allowed.
- 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 you do not leave valuables in your vehicle and that you lock your locker. 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.

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.
- Do not park scooters, mopeds, bikes, etc. on the sidewalk.
- Lock your vehicle.
- Make certain that valuables are not visible - place in the 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 AND 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 Club.

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.

LOCKER ROOMS

- 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. No items may be left out on benches, floors, vanities or other areas in the locker rooms.
- 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.
- All soiled towels must be placed in the towel bins after use.

FITNESS FACILITIES

- 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.
- Cell phone use (talking) is prohibited on the fitness floors.

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. 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.

*Please note that Cardio Tennis has various scheduling rules.

POOLS

- 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.
- NO SMOKING
We're a health club. Please, no smoking or vaping anywhere on Woodside property, including parking lots.
- TOWELS ARE PROVIDED
For your convenience, no outside towels allowed. Clean pool towels are available for members upon entry. We ask that you join our efforts in reducing the amount of energy, detergent and water used to launder towels, and only use what you need.
- NO OUTSIDE FOOD OR BEVERAGES
We have an extensive menu of made-to-order and ready-to-eat items. Outside food and drinks are strictly prohibited. Anyone found bringing in alcohol will be asked to leave the premises and your membership may be subject to termination.
- APPROPRIATE ATTIRE MUST BE WORN AT ALL TIMES
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. Management reserves the right to refuse entrance, or ask to vacate, anyone violating this policy.

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 electronic playing or recording is allowed.
- No street shoes are allowed and swimwear is required.
- Do not pour water on the dry sauna or steam units. This action will cause the units to malfunction and the area to close.

PERSONAL TRAINING + PILATES

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.

TENNIS

COURT RULES

Members may reserve indoor/outdoor court time up to 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 and permanent court time players. 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 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

- 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.
- We allow adjustments to appointments and cancellations within 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. 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.

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.

CHARGES AND FEES

Charges and fees for services and facilities are subject to change as deemed necessary by the Club. Please see the Club's current price list for details.

PAYMENTS

The Club accepts cash, personal checks, ACH bank withdrawal, Visa, MasterCard, Discover and American Express.

DUES AND BILLING PROCEDURES

DUES

Dues are billed on the 15th of each month. The dues for each Membership classification shall be as specified by the Club. Dues may be changed from time to time as the Membership Committee may determine. This includes multi-month contracts. Non-payment of dues shall be proper cause for suspension or termination from the Club.

SUSPENSION

All suspension requests must be submitted via the suspension form located on our website. Approved suspensions will carry a \$35 per month suspension fee for individual memberships and a \$50 per month suspension fee for couple memberships. Members can suspend their membership up to three months. Once a member has suspended their membership, they cannot request another suspension for a period of 12 months from their reactivation date.

MEMBER CHARGES

On Account, charges are billed on the 10th of each month for the previous month's charges. Members in good standing are allowed to purchase certain Club goods and services on their Member Accounts.

- Membership card/Barcode required at the time of purchase at The Bar, Pool Bar, Pool Grill or from waitstaff if you choose to member charge your purchase.
- A signature is required for all Club charges. In the fault of not signing, a member charge in full will be placed with an added 20% gratuity.
- When charging, ask Club staff for a copy of your receipt.
- All food and drink tickets are subject to a service charge and sales/liquor tax. These charges may not appear on your ticket and may be computed and appear on your statement.
- Should you wish to give your food or drink server additional gratuity, you may do so.

MEMBERSHIP CARD

Download the mobile app to set up your barcode for entry into the Club.

STATEMENTS + REFUNDS

Statements are available for review online by logging in at www.clubwoodside.com/my-woodside. Members are responsible for reviewing their monthly charges. Any disputes must be made within 60 days of transaction date; no refunds after 60 days.

PAYMENTS OF ACCOUNTS

It is the member's responsibility to notify the Club of any changes to billing information.

- Monthly dues and other indebtedness owed to the Club will be charged to Member's autopay information.
- Charges that are not collected by the Club due to an interruption in billing must be paid in full. Please review your financial statement regularly and notify the Club of any changes or updates to your billing method or contact information.
- Members are not authorized to utilize Club facilities while their account maintains an owed debt. Any account that is over 31 days past due is subject to termination and potential debt collection.

COLLECTION OF PAST DUE ACCOUNTS

As stated in the membership agreement, late fees will be added to any indebtedness owed to the Club that becomes past due. Further, if an account is referred to an attorney for collection or if a member defaults on financial obligations to Woodside for Club dues and/or charges, member will pay a minimum of \$250 in attorneys' fees, court costs and any other expenses incurred by the Club in pursuing this debt. Any Member who shall fail to pay their dues or other indebtedness to the Club within thirty-one (31) days after a statement is available, or whose credit card or bank account is invalid will be subject to suspension of all Club privileges. The Member is subject to termination with loss of all rights and privileges of current and future Membership.

MEMBERSHIP

RESIGNATION OF MEMBERSHIP

In order for any Member to resign from the Club, the Member must fill out a resignation via clubwoodside.com. Resignations via phone will not be accepted. Resignation forms must be submitted prior to the 1st of the month. A resignation form does not release a Member from any liability for any dues or other obligations to the Club that are unpaid at the time such as resignation is filed, or which may arise prior to the acceptance of the resignation. Member accounts must be paid in full. Should the Member formally request to cancel their membership, enrollment fees are forfeited and will be required to join in the future. Former members are not eligible to rejoin online and are subject to a review process before being allowed to rejoin.

AMENDMENTS

RULES + REGULATIONS

The Membership Committee may amend the Rules + Regulations if, in its sole determination, it would be in best interest of the Club.