



# RULES AND REGULATIONS

## 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, Master Card, Discover and American Express.

## DUES AND BILLING PROCEDURES

### ACCOUNT ACTIVATION

Membership accounts will be immediately and automatically activated for all new members joining online. If a Couples Membership is selected, both parties' memberships will be activated immediately at point of sale.

### 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, locker and youth add-on 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. Members on suspension may not access the Club in any capacity, including as a guest of another member, as a VIP Guest Pass user or for a service in The Spa. Suspended members are considered inactive and are not eligible for guest privileges until their membership is fully reactivated.

### 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 time of purchase at the Bar, Pool Bar, Pool Grill or from waitstaff if you choose to member charge your purchase.
- It is required to sign 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.
- Any member charge transaction that takes place at the Adult Pools or Family Pool will have an additional 20% gratuity added. Should you wish to give your food or drink server any additional gratuity, you may do so.

### MEMBERSHIP CARD

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

### GIFT CARDS

Woodside gift cards can only be redeemed by current Woodside members. Non-members and former members cannot redeem Woodside gift cards. Woodside gift card balances are forfeited upon termination of membership.

### STATEMENTS + REFUNDS

Statements are available for review online by logging in at [www.clubwoodside.com/my-woodside](http://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.

## PAYMENT 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 MANAGEMENT

### MEMBERSHIP ADMINISTRATION

Members are responsible for managing their membership accounts.

- Primary members must personally submit all membership changes via our website. We cannot accept verbal or written membership change requests.
- Suspension and resignation forms must be submitted 30 days prior to the 15th of the month.
- Woodside does not offer refunds on enrollment fees or any membership administration changes, including youth add ons, suspensions, nanny passes, etc.
- Members who are found to have uploaded falsified documents when adding members to their account will be subject to membership termination with no refund and submission of documents to law enforcement.
- Members are responsible for updating their contact information and billing information via our website or app.

### RESIGNATION OF MEMBERSHIP

In order for any Member to resign from the Club, the Member must fill out a resignation via [clubwoodside.com](http://clubwoodside.com). Resignations via phone will not be accepted. **Resignation forms must be submitted 30 days prior to the 15th 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 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.

### TERMINATION OF MEMBERSHIP

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.

### FORMER MEMBERS

Former members must undergo a review process prior to be permitted to rejoin. Former members are not eligible for promotional pricing when rejoining and must rejoin at the non-discounted current rates.

## MISREPRESENTATION OR FRAUDULENT USE OF IDENTITY

Membership privileges may be suspended or terminated immediately if a member or applicant provides false, misleading, or fraudulent information to the Club. This includes, but is not limited to:

- Use of another individual's identity or payment information without authorization
- Falsification of personal information during enrollment
- Purchasing or attempting to obtain membership access for minors or other individuals using inaccurate or misleading identity information
- Any activity determined by the Club to involve identity misrepresentation or financial fraud

The Club reserves the right to terminate membership without refund and to permanently deny future membership or guest privileges in such cases.

## **AMENDMENTS**

### RULES & REGULATIONS

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