



## MEMBER HANDBOOK 2019

Hawthorn Farm Athletic Club and Spa (HFAC) provides a welcoming, comfortable and safe atmosphere to serve our diverse community. We appreciate everyone's assistance in following the general policies set forth here.

This document replaces all existing policies, written or otherwise. The policies stated herein are effective as of the 1<sup>st</sup> of the month listed in each page's footer (below).

For additional policies, please see the Rules and Regulations from the Member Agreement. Each Studio may also have posted policies, as well as the running track, the pools, saunas and steam rooms and the rock wall. Kid Central and the Spa at Hawthorn Farm have additional policies available on request.

HFAC reserves the right to change our policies at any time and will provide notice of such changes via the email address listed under the Primary Member's account. For the most recent version of all HFAC Rules, Regulations and Policies, including those in the Membership Agreement, please go to <https://hfac.com/membership-overview/>

Should you have any questions, or would like to report policy violations or concerns, please do not hesitate to contact any department manager, or the General Manager at GM@HFAC.COM.

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### General Member Policies:

#### Attire, Including Footwear

Appropriate attire is required. Apparel, including swimwear, should be suitable to our family atmosphere; thong swimwear is not allowed. Street clothes should not be worn in the pools as the fabrics and detergents can challenge the filtration systems. When working out, clean and comfortable athletic wear is best. Belts, buttons or other adornments that can wear equipment vinyl or other surfaces are not allowed.

Shirts and shoes must be worn in all areas of the club except the locker room, pool deck and specific studios. Footwear is especially important for safety near cardio and weight equipment. When leaving an area where bare feet are allowed, please put on your shoes. Do not walk through the bistro, lobby or other areas where they are required without them.

Open-toed shoes are prohibited in the weight room, cardio areas, rock wall and Cycle Studio. Court shoes are requested on the courts, in the gymnasium and in the main studio as other types of shoes can mark the floors. Follow instructor direction and posted policies for martial arts, yoga and other specific classes.

#### Bicycles and Wheeled Equipment

Bicycles can be locked to the outdoor bike racks. For safety and comfort reasons, bicycles are not allowed inside the club and should not be locked to other fixtures, such as railings, poles or fencing. All wheeled equipment, such as skateboards, must be carried inside the club.

## Cell Phones and Electronic Devices

Use of phones and personal devices is constantly evolving. Safety, guest privacy and comfort of HFAC guests as a whole must be prioritized over individual convenience.

**HFAC strictly forbids camera usage in the locker rooms.** This includes 'selfies' or other pictures, video recording, video calls or any other sound or image capture. Cell phones or devices used for listening to audio entertainment should be hands free, with the device put away in a pocket, bag or other holder. Please use headphones rather than device speakers for sound.

For the peaceful enjoyment of all, **no phone calls in the locker rooms.** Gaming or other incidental device usage is also not allowed. The lobby, bistro or upstairs seated atrium areas are recommended for these activities.

Similarly, phone calls are prohibited in the weight room and cardio areas. Using any fitness equipment, such as a treadmill or other cardio machine, or a weight machine, while distracted or encumbered by a device can be dangerous. Please be careful. Individuals responsible for the safety of others, such as a parent watching children while swimming, are strongly cautioned against the distraction of an electronic device. Safety must always be the top priority.

## Class Etiquette

If you are new to a class, that's fantastic! Please come to your first class a few minutes early and introduce yourself to the instructor. For all repeat visits, arrive on time and ready to go. Instructors may refuse admittance after class has started.

Please also come focused. We love fun and interaction, but side conversations can de-motivate others. Devices should be on silent; emergency calls should only be taken outside the studio. Unless a class is designated as a family class, with children participating, there should be no children in exercise areas during classes. This includes the therapy pool and designated lap pool lanes during aquatics class times and the designated basketball court space during HIIT, basketball games or other coordinated activities. Thank you for supporting this important safety issue that also helps keep classes fitness focused.

Please leave personal belongings in a locker and do not clutter floor space for safety reasons. We ask that you clean and put away any equipment after use. Additional class instructions may be posted in the studio or communicated by the instructor.

## Club and Area Closures

HFAC may close during severe weather, natural disaster or upon the request of the local governing bodies. We will make our best effort to promptly post any such closures on the web page. We also have limited club hours or limited services on some holidays, for special events or during times of maintenance and repair. These closures will be posted at the front desk, and when possible, communicated via email or newsletter postings.

## Comments and Feedback

HFAC welcomes and encourages feedback from our members and guests. A suggestion box and forms are located at the front desk. Please be sure to indicate if you would like us to contact you regarding any concern or compliment. We also welcome emails, phone calls and personal conversations with any of our staff. We want to hear what you have to say! If in doubt of who to contact, you may always email [info@hfac.com](mailto:info@hfac.com).

## Conduct on Club Premises

The behavior of individuals within our facility reflects back on the club as a whole. All members and guests must conduct themselves in a manner considerate of others in keeping with HFAC Core Values and consistent with reasonable, intended use of the club facilities. Members who behave in a manner that is detrimental to the facility, equipment, their own self, the welfare of others or in general damages the business or reputation of the club may have their membership terminated upon sole discretion of the club management. No individual shall engage in any unlawful activities on club premises.

## Equal Opportunity and Diversity Statement

HFAC is committed to creating a welcoming environment for all individuals without regard to race, religious creed, color, national origin, ancestry, disability, medical condition, marital status, sex/gender, sexual orientation or age. We believe a healthy community is a diverse community.

## Equipment

We ask that our members do not bring in any of their own athletic equipment when this equipment carries risk of physical harm to an individual or the facility (for example baseball or golf equipment) or if the equipment is equivalent to that which HFAC offers. Such equipment brought into the facility may be held at the front desk for the duration of your time in the club. If you would like to have permission to use a piece of your own equipment, please check in at the front desk and ask them to note this on your membership. This will help prevent your property from getting confused with Club property.

## Gift Cards

Gift cards are for sale in any denomination for all goods and services provided. They may be purchased at the front or concierge desk and may be paid for directly or by charging the amount to the member's account. Gift cards should be treated as cash and cannot be replaced if lost or stolen. All gift card sales are non-refundable. Promotional gift cards have an expiration date; please ask for details on the specific offer. Please note that gift cards cannot be used toward member dues or purchasing other gift cards. If you would like to give or receive the gift of member dues, please contact the business office directly.

## Guests, Including One-Day Passes, Short Term Memberships and Referrals

We love when members share their club with friends, business associates and family, which is why we are pleased to offer a member discount on one-day guest passes. We recommend making an appointment for your guests visit so that we may assist in introducing them to the facility and amenities. Remember that HFAC always offers current members a thank you gift for the referral of a new member to our community.

Only adult Members may bring a guest, and they remain responsible for that guest for the duration of their visit. Members are limited to 4 guests (of any age) per membership per day, and the same individual may not visit HFAC as a guest more than twice in one month. For more frequent visits, please ask our Membership Department about short term memberships. All guests must complete all required paperwork at the front desk.

## Guests Under the Age of 18

Minors visiting the facility as a guest **must have a parent or legal guardian sign the Club waiver**. This can be found online at [www.hfac.com](http://www.hfac.com). The adult HFAC Member sponsoring the guest must supervise the minor for the duration of their stay. Minor guests are not able to enjoy Self Manager or Teen Fit Certified privileges.

### Lockers and Valuables

HFAC provides members complimentary lockers for day use. **Any property left overnight in our day use lockers will be treated as a lost item subject to Lost and Found policies.** Should you be interested in keeping items at the club, our convenient private locker rental can be arranged through the front desk. HFAC is not responsible for theft or damage of property and we remind you that the safest place for your valuables is not in a locker or in your car but at home. Keeping firearms, weapons or other dangerous items in lockers is strictly forbidden.

### Lost and Found

All lost and found articles must be claimed in person. Lost articles are held for a maximum of thirty (30) days, after which HFAC will donate all unclaimed items. Contact the front desk for assistance in claiming lost items.

### Member Check-In

All members must present their membership key tag to the front desk each time they access the club. A permanent membership number must be issued before charging privileges are allowed. If a membership key tag is lost, a new one may be requested at the front desk. A small replacement fee will be charged.

### Member Discount

HFAC Members receive a discount on spa services as well as many camps or limited other programs that HFAC opens to the general public. This discount may not be combined with other offers. Please ask for details.

### Personal and Billing Information on Account

Anyone using HFAC facilities or amenities is required to have a complete profile, which includes first and last name, date of birth, a picture, a signed liability waiver and a legal address of record. Access will be denied to anyone refusing to provide this identifying information or sign the waiver.

Members are required to have a credit card or EFT method of payment on their account, even if the member chooses to pay the club by other means. The only exception to this method of payment requirement is a defined group of members who were enrolled at a time HFAC allowed payment by check and who pay a monthly "bookkeeping fee".

An email address is strongly recommended as this will allow HFAC to achieve our goal of 100% paperless billing and allow members access to our online membership portal. HFAC does not share membership information with any outside parties, except as required to process payment (e.g. your credit card company or bank).

### Notices

Any notice pursuant to Club Policies, including the Rules and Regulations of the Membership Agreement, shall be updated on the club web page. A notice of change will be sent with the monthly statement or sent to the member at the email or mailing address on file.

### Personal Training and other Service Prohibitions

HFAC provides numerous health and wellness services, including personal training, spa services, youth classes and related programming. Under no circumstance is any member (or guest) to train another member (or guest) for compensation. If it is determined that paid personal training has been conducted on the premises, the trainer and trainee will each lose their membership, employees may be subject to termination. HFAC further prohibits our employees from providing their paid services in trade or conducting any other business on club property for personal benefit. Any trade agreement must be approved in writing by HFAC ownership.

#### Photography, Image Generation and Recording

No professional-use photography, video recording, filming, audio or recording of any form is permitted on HFAC premises without written permission of Hawthorn Farm Athletic Club ownership. For business, privacy and safety reasons, we also reserve the right to restrict any personal-use photography and other forms of recording. (See section on Cell Phones and Electronic Devices above).

#### Prohibited Activities and Items – Smoking, Drugs and Weapons

For the health, safety and comfort of all, Hawthorn Farm Athletic Club is a smoke-free facility. Smoking of any kind, vaping, any marijuana use and any tobacco use is not allowed within 10 feet of our premises. This includes the outdoor areas and the parking lot. We further prohibit all illegal drug use or use of the facility while intoxicated. Guns and other weapons are prohibited within the Club.

#### Reciprocal Clubs

HFAC is a member of the International Health, Racquet and Sports Association (IHRSA), which affiliates quality clubs and allows HFAC members to access their clubs throughout the US, Canada, South America, Europe and Asia. Facilities and guest fees vary and IHRSA passports are available for purchase at the front desk.

Another reciprocal program available to our members is FitLife. Perfect for our members who travel in the Northwest, FitLife offers you an opportunity to work out in other participating clubs. Contact the membership office for full information.

#### Retail Item Return Policy

Unless otherwise specified, unused retail items may be returned within thirty (30) days when accompanied by the original receipt. We cannot accept used or damaged items, or refund cash for these items. The refund amount will be credited to the member's account or as a gift card if the purchaser is a non-member.

#### Rock Wall

Rock wall climbing is an inherently risky activity. HFAC requires all climbers to complete a separate Rock Wall Liability Waiver before using this club amenity. Please ask at the front desk.

#### Safety and Usage Policies

Specific areas, such as pools, hot tub, rock wall, weight room and running track areas, have posted policies we require all members and guests to follow. Further, HFAC has specific policies for minors to use the club, outlined below. The Spa, Kid Central and Event rental (party) amenities have separate usage policies; please refer to those department managers for any further information. All policies are for the safety and enjoyment of our members and we appreciate your cooperation.

## Suspension or Cancellation of Membership Privileges for Non-Payment

Membership privileges may be suspended if a member has violated any of the HFAC rules or regulations, including if charges are thirty (30) days or more overdue. Membership accounts ninety (90) days past due may be cancelled and sent to collection. Reinstatement of cancelled memberships will occur only upon payment in full of all overdue amounts including any Administrative Fees.

## Waiver of Liability

In using the HFAC facility, services, amenities and/or equipment (or as the Parent/Legal Guardian of an individual using the facility, services, amenities and/or equipment) each adult accepts personal responsibility for their own safety and well-being and that of the minors under their care, releasing HFAC from any and all liability.

Hawthorn Farm Athletic Club (HFAC) membership may involve participating in potentially dangerous activities, including but not limited to stretching, running, jumping, lifting weights, swimming, rock wall climbing, strenuous aerobic exercise, and activities which may result in Participant's heart rate increasing substantially. These activities are inherently physically demanding, and the facilities and equipment supporting them have certain safety risks.

In consideration of the Club permitting use the Club's facilities, the member, on their own behalf and that of any children, other heirs, family members, executors, administrators and assigns, knowingly and willingly assumes all risk of physical, emotional, and economic harm which may occur as a result of using HFAC and/or participation in any activity. The User releases shareholders, employees, instructors, and agents of HFAC from any and all losses, cost, expenses, damages, fees, attorney's fees, and liability which may result from this use and/or participation.

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## **Aquatic Center Safety Policies:**

Water activities carry inherent risk, making safety a priority in pool areas. Please follow all these policies written here as well as any additional posted policies and staff instructions.

- Lifeguards are **not on duty at most times**. All persons using the pools do so at their own risk.
- When lifeguards are on duty, please always follow their instructions.
- Oregon state law requires an adult to be present for children 14 and younger to use the pool
- Parents must watch children and assist with enforcing pool rules. **Please be in the pool within contact of your non-swimmer child, even if the child is using a flotation device.** When watching children in or near the pools, please refrain from getting distracted by electronic devices, reading, conversing or other absorbing activities.
- Do not enter the pools if you have an open wound or have had diarrhea within the last 24 hours.
- No running, pushing, dunking or general horse play in the pools or on pool decks. Please always exercise caution, as deck areas can be slippery.
- HFAC pools are shallow. No diving at any time.
- Please do not stand or sit on the lane lines at any time.
- Do not use the pools alone.

## Membership Account Management Policies

### Change of Address and Contact Information

Please notify HFAC of any change of address within thirty (30) days. Any change to account information may be done in writing or in person and must come from the Primary member. Please ask at the front desk.

### Changes of Membership Category or Cancellation

Any changes to the Membership must be completed in writing by the Primary Member and may require signature(s). This includes adding or removing secondary, dependent or sponsored members, registering a caregiver, requesting a leave of absence, and membership cancellation. In most cases, forms with complete policies are available at the front desk. All requests are processed by the Membership Department or Business Office Manager.

As stated in the Membership Agreement and/or process forms, an administrative fee may apply when account changes are made. HFAC cannot accept responsibility for account changes of any kind without a written request from the Primary member.

**A minimum of a full calendar month of notice is required for membership cancellation.** Additional fees may apply for individuals in a 12-month agreement.

Account downgrades must be submitted **no later than the 20<sup>th</sup> of the month prior** to the desired effective month. Monthly dues **are not prorated**. Any changes will be made effective on the 1<sup>st</sup> of the Effective Month. For example, cancel by October 20<sup>th</sup> or earlier to avoid paying November dues for a spouse, dependent or sponsored member.

### Charging Privileges

For the convenience of our members who have valid payment information on file, ancillary services may be charged to the membership account. We recommend that the Primary Member account holder review their expectations regarding charging privileges with their guests and all individuals named on the same account, as that primary account holder is responsible for all account charges made by those individuals. HFAC is not responsible for any spending disputes between individuals on a membership account. All such in-house charges will be included in the monthly statement amount. Charging privileges may be removed if a member is carrying a past due balance or has payment information on file that is declined or invalid. Any billing disputes must be reported to the Business Office within 60 days of receiving your statement.

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## Youth Policies

Health, safety and enjoyment for all ages are top priorities at HFAC. We have carefully developed the following policies regarding minors checking in to and using the facility.

In general, children age 8 and younger can enjoy the facility with their parents or be checked into an HFAC program or Kid Central. Youth members age 9 to 12 can enlist in the Self Manager Program, which offers independence and responsibility within the club while a responsible adult remains on Club property. Youth members age 13 to 17 can become Teen Fit Certified and use the facility independently. Please read on for further information.

### Behavior Standards

Youth members are held to high behavior standards (as are adult members). These include:

- No fighting, cursing, spitting, yelling or bullying behaviors.
- Act respectfully towards all HFAC members, guests and employees.
- No running in any areas of the club unless in an appropriate fitness activity (e.g. running the track or playing basketball).
- Do not take anything that is not yours or deface property in any way.
- If you use something, put it back. Once leaving an area, clean up after yourself.
- Please see general member policies, including those on Cell Phone and Electronics usage.

### Front Desk Check-In Requirements

All members must check in at the front desk during every visit, including youth. The front desk will confirm Self-Manager or Teen Fit status. **All Members 12 and under must check-in to HFAC with a parent or guardian.**

Youth Members that are Teen Fit Certified (age 13+) may check-in themselves. Members under age 18 may not check in guests.

### Requirement for Responsible Adult to Remain on Property

Unless a Junior Member age 12 and under is attending a camp with a check-in and out process that specifies the adult may leave, **a responsible adult must remain on club premises for the entire duration of their visit.** Youth Members that are Teen Fit Certified (age 13+) may check-in themselves, and do not need an adult to remain on club property.

### Kids in Pool Areas

Adults, please be particularly aware of swimming safety. You are always responsible for the safety of the children in the club with you. When watching kids swim, do not become distracted by cell phones or conversation. Even kids who are strong swimmers can become tired.

Though not required to do so, HFAC offers specific life guard hours as a club membership amenity. Please see the current schedule online or in the club. Oregon Law requires that children are supervised while swimming. Meeting this requirement for the children under your care is your responsibility.

**When a lifeguard is on duty, only Self-Managers ages 9 and up who have additionally passed the HFAC swim test may be in the water without direct supervision of their parent, guardian or other responsible adult.**

Lifeguards are responsible for the life and safety of swimmers. They are not babysitters, there for socializing or for entertainment.

If you have any concerns about safety in the aquatics area, including the focus of the lifeguards, please use the white courtesy phone to call the front desk and report those concerns to the Manager on Duty.

You know your child best and are responsible for them at all times. If a parent or guardian has any reason to believe a child is not safe swimming independently even with a lifeguard on duty, **DO NOT LEAVE YOUR CHILD UNATTENDED**. Safety must always be everyone's first priority.

All pool users must follow all signage and employee instruction, including that regarding areas reserved for swim lessons, swim team, lap swimming and aquatics classes.

#### Kids in the Outdoor Hot Tub

The hot tub is for rest, therapeutic care and relaxation, and is intended primarily for adults. Children may not be in the hot tub without a responsible adult also in the hot tub at the same time, and this adult must ensure kids are acting in a manner consistent with this purpose. No splashing, horseplay or submerging one's head under water.

#### Kid on the Running Track

The track is an area for focused running and walking. For safety and other purposes, no children 8 and under should be on the track unless fastened into a stroller. Self-Managers ages 9 and up can run on the track.

#### Kids in the Weight Room, Cardio Area and Studios

**In general, the Club's second floor is for adults only.** Children age 12 and under should not be upstairs and children 13-17 must be Teen Fit Certified to use the area. This is for safety purposes in addition to creating a fitness-focused environment. The only exceptions to this policy are: 1) Self Managers may use the running track. 2) A select few family or youth classes are held in upstairs studios. These classes will include a description of appropriate age ranges. 3) Private event rentals in the conference rooms to not restrict the age of attendees during the rental period and 4) Membership representatives may accompany an adult with children in the upstairs area during a Club tour.

As with any area of HFAC, Instructors, Trainers or other club personnel may ask a Junior Member to leave or stop a specific activity if they feel the child is distracting to others, violating policy or not able to participate in the activity safely. If you have any concerns about this issue, please speak to a Manager on Duty so we may promptly speak to the child or address any concerns.

#### Kids on the Rock Wall

HFAC offers posted climbing hours as a club amenity. Please do not use the rock wall unless an approved belayer is present. Self-Managers ages 9 and up may climb with a belayer without direct adult supervision as long as the Rock Wall specific liability waiver has been completed and signed by their parent or legal guardian.

### Kids in the Basketball and Squash Courts

Children are allowed in these areas under adult supervision. Self-Managers ages 9 and up may use these areas without a parent during open gym times. All court users must follow all signage and employee instruction regarding areas reserved for basketball and squash games, classes and other club activities.

### Kids Using Equipment

Equipment must be checked out from and returned to the front desk. Please do not take equipment out of closets. Please help us keep equipment in good condition and well stocked. Do not climb, hang on or abuse gym equipment. Don't kick basketballs or therapy balls.

### Kids in Locker Rooms

Whenever available, children under age 12 (and any accompanying adults) are encouraged to use the Family Locker Rooms. **Please no children age 5 or older in the opposite gender locker room.** Do not use the Steam Rooms or Saunas unless you are 13 or older.

All ages are reminded that locker rooms are an area for rejuvenation and personal care, and we remind everyone that there are massage rooms directly off the locker rooms. There should be no horseplay or disruptive behavior. We also remind our young members that photography, phone calls, or any handheld use of personal electronic devices is not allowed in the locker rooms. Please see General Membership Policies for further information.

### Kids in Hallways

All members, and especially Self-Managers, are held to safe and respectful behavior standards throughout the club, including in hallways and the common areas. Please keep voices at a normal speaking level, no yelling or running. We remind you not to dribble basketballs outside of the court areas. Remember that spa services take place in rooms off the main hallway and locker rooms, being particularly mindful of noise levels.

### Kids in Bistro and Lobby Areas

In general, kids should not be left unaccompanied in the Bistro and Lobby areas. However, Self-Managers ages 9 and up may sit quietly in these areas to watch television, do homework, etc. All members and guests are expected to clean their area after use. Self-Managers may charge to their Membership account. The primary account holder is responsible for all charges. The club cannot get involved in disputes between family members.

### How to Become a Self-Manager or Teen Fit Certified

Junior members ages 9 to 12 attend a **Self-Manager** class with their parent or guardian so everyone knows and understands the policies involved. Both child and adult fill out and sign paperwork, and at the end of the class, the Junior Member must pass a written test. Youth members wear a specified colored wristband when in the club.

Members ages 13 to 17 may additionally take a **Teen Fit Certification** class with one of HFAC's certified personal trainers. This also includes an exam. This status allows Self-Managers an additional level of responsibility and more fitness opportunities. Teen fit members wear yellow wristbands when in the club.

Please ask at the Front Desk for the current class schedule. Once any required tests are passed, the Self-Manager status and, if applicable, the Teen Fit Certified status, is recorded in the membership computer system. It will be visible by the Front Desk the next time the Junior Member checks in.

### Consequences for Policy Violations

Any member who violates Club policies may have their membership suspended or revoked, especially if an issue involves safety. If a Self-Manager or Teen Fit Certified Member does not follow the program guidelines and policies, the following steps are taken in order. HFAC reserves the right to skip steps for more serious infractions. Inability to be a Self-Manager or Teen Fit Certified does not relieve a family of membership contract obligations.

1. Verbal warning to child and parent/guardian.
  2. Written warning is issued. Status is on hold until the Self-Manager class is repeated.
  3. One-week suspension. Self-Manager class must be repeated to reactivate.
  4. Same as above, but suspension is one month.
  5. Termination from program and may not be re-eligible for Self-Manager Program.
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## Service Package and Program Policies

HFAC is proud to offer a wide array of services, such as personal training, spa services, and swim lessons, as well as programs like Tae Kwon Do and Swim Team. The following policies address these ancillary offerings.

### Membership Requirements for Services

- The Spa at Hawthorn Farm, Kids' Camps and HFAC Event Space Rentals are Open to the Public: Non-members are welcome at the Spa though HFAC Members receive the added benefit of a 10% discount on services and products. HFAC Camps are open to the public, though youth members receive a discount and priority registration. Non-members are also welcome to rent our conference rooms for private events or meetings. Spa Services and Event Rentals generally include use of the Club for the day; please ask for full policy details. Limited childcare is available in Kid Central for a fee.
- Fitness and Youth Services are Member Only: Unless otherwise stated, HFAC training or lessons require club membership for adults and parent membership for youth. When non-member participation is allowed, there is an added club usage fee for non-member participants. This fee is based on participant membership status, not parental membership status.

When non-member participation in fitness training or lessons is allowed, this does NOT include facility usage outside of lesson time, except for immediately before or after the session. Neither siblings nor parents may use HFAC without membership or a paid guest pass.

### Program Registration or Sign-Ups

- Confirmation: Enrollment in some Programs may be subject to confirmation, especially if it requires Instructor approval or matching participants to a class level. This generally takes 1-3 business days.
- Registration Fee: Some programs have a registration fee. This fee is non-refundable after 3 days from time of confirmed enrollment. This may be one-time or seasonal (e.g. annual). Once completed, enrollment can be cancelled and enrolled within the registration period without paying an additional registration fee.
- Space Availability: HFAC can only communicate space availability at the time of enrollment. Priority is given to HFAC Members, to those enrolled in the prior session and then by enrollment date. If a Program Participant drops out (e.g. swim team) his or her slot may be given to a different participant and this may impact future enrollment. If the Program is full, the participant would then be placed on the wait list for future participation.

### Checking In for your Appointment

- Spa Service Check-in: Please check in for any spa service at the Concierge Desk. Unless otherwise arranged for, you will also check out at the Concierge Desk and pay at the end of your service. Please ask about the pre-booking discount for making your next appointment.
- Service Check-In: Private/Semi-Private Personal Training or Swim Lessons, etc. For any personal fitness service where you reserved your own specific time with the Club & Spa Concierge, or a Personal Trainer or Swim Instructor, please check-in for that service at the front desk. This system check-in ensures proper record keeping and billing.

- Group Class or Program Check-In: Small Group Training, Tae Kwon Do, Swim Team, etc. For Group Classes or Programs where the class times and dates are set by HFAC, a class roster will be used to check and ensure everyone who is attending has registered and paid.

#### Billing Policies: Prorating, Refunds, Program Cancellations and More

- Service Packages are Non-Refundable: All Service Sessions and Service Packages are non-refundable unless a cancellation request is received in writing within 3 business days of the original purchase date. This includes Private and Semi-Private Personal Training, Pilates Training, Swim Lessons, Spa Services and related.
- Program Cancellation: Program Registration may be cancelled in writing within 3 business days of the initial enrollment purchase for a full refund. Programs include Swim Team, Youth Camps, Tae Kwon Do, Group Training and other classes/activities where HFAC sets the time and date. Unless otherwise specified, a full refund will be given if notification is received 7 days prior to the start of the Program. A 50% refund will be given if notification is received 6 days or less of the start of the event. No refunds will be given once the class or activity has started.
- Program Pro-Rating: While a program may be prorated based on when the student starts, no discounts are given for illness, vacation, early cancellation within the session period (e.g. month), or for any other reason.
- Discounts: Some Programs offer a discount on additional siblings, friends or spouses. Please inquire for specifics on a given Program.
- Membership Cancellation: HFAC members who cancel club membership before a Service Package is completed will be charged the additional non-member fee when completing each remaining personal training session or lesson. As a reminder, Service Packages are non-refundable. If Membership is cancelled during a Program Session, the participant may complete the current session, but any renewal will be at the Non-Member price (if Non-members are allowed)

#### 24-Hour Notice Policies on Attendance for Illness, Travel or Other

- Service Cancellation: There is a 24-hour cancellation policy on all spa services, personal training, swim lessons or related to avoid being charged in full. Clients forfeit any session cancelled less than 24 hours prior to the scheduled appointment. If, on a given occasion and due to extraordinary circumstances, HFAC or the service provider agrees to work with the client to reschedule a session cancelled with less than 24-hour notice, this should not be construed as a change of policy. HFAC reserves the right to enforce the required 24-hour cancellation policy on any and all future sessions.
- Illness: Please do not come to HFAC ill or bring an ill child to any activity. The instructor or service provider may refuse to provide a service to a client who is demonstrably ill. For a service, the 24-hour cancellation policy will apply. If in doubt, talk to your instructor or call the concierge. We strive to work with our clientele to be fair, while protecting the business and employee against losses and spreading illness.

While we do not discount Program prices for illness, we will try and work with our clients if there is another class of the same Program that the student could drop into within a 30-day period to makeup missed time (e.g. a Wednesday class for a client normally in Tuesday/Thursday classes). We cannot guarantee this will be available.

#### Additional Policies for Auto-Renewing Programs: Weekly and Monthly

HFAC offers auto-renewing programs such as Swim Team. These programs function almost like club membership in that once enrolled, the client remains enrolled until you cancel. Unless otherwise specified in enrollment paperwork for an Auto-Renewing Program, the following policies apply:

- **Cancellation:** Unless otherwise specified, enrollment in a given month is non-refundable unless cancellation is received in writing on or before 20th of the month prior. For example, to cancel in January, please submit notice on or before December 20th. If emailed to the Program coordinator, email will be printed and filed to document the cancellation. You may also submit written cancellation to the HFAC Concierge Desk. Upon cancellation you will not be entitled to a refund for any Program already paid for but will not be charged for future months. For weekly programs, such as personal training, a minimum 10-day notice of cancellation is required. Unless otherwise stated, programs have a minimum of 2 months participation required before cancellation is allowed.
- **Pricing:** Some Programs have different pricing based on the number of sessions in a month. A schedule of pricing will be provided in advance, and HFAC will adjust the monthly billing accordingly.

#### Additional General Policies on All Services and Service Packages

- **Pricing and Session Length:** Pricing varies based on service, service length, number of sessions in package purchased, and number of participants. In general, “one hour” sessions include 50 minutes of services with transition time. “Half hour” sessions are 25 minutes of service time with transition time.
- **Sharing or Splitting Private/Semi-Private Sessions is Not Allowed:** Private sessions are for one person only and may not be split or shared between individuals. For example, 2 siblings may not share a 30-minute private swim lesson, or a couple may not use an hour personal training for 30 minutes each. Book a semi-Private session for 2 people to participate together. Please ask about group training or lessons for 3 or more individuals.
- **Sharing Service Packages is Allowed:** Service Packages may be shared between individuals on the same HFAC Membership account. For example, both adults on a Couple Membership may share a 12 pack of personal training using 6 each. In another example, two siblings may share an 8 pack of swim lessons, one using three and the other using five. These will be redeemed as 1 session per individual per lesson.
- **Bill Date:** Unless otherwise specified, payment is taken or applied to a Club account at time of purchase. No transaction is complete, and no service will be provided, until payment is received.
- **Expiration Dates:** Unless otherwise specified, the following expiration dates apply. Single sessions expire after 1 month. Package sessions expire after 2 months for 4 sessions, 3 months for 8 sessions, 4 months for 12 sessions, and 6 months for 24 sessions. Members on an approved Leave of Absence (LOA) will have any expiration date extended for the period of the LOA.

### HFAC Right to Change

HFAC reserves the right to change policies and instructors at any time. Refunds will not be given for instructor change. HFAC reserves the right to change pricing with notice given prior to the session starting.

### Waiver of Liability

By enrolling one's self or one's child in an HFAC Service or Program, participants are agreeing to HFAC's Waiver of Liability stated in the Membership Agreement and in General Policies above.

Please always prioritize safety above all else and communicate any concerns with the Manager on Duty immediately.