



MEMBER HANDBOOK

Hawthorn Farm Athletic Club (HFAC) is committed to providing a welcoming, comfortable, and safe environment for our diverse community. To support a positive experience for everyone, we ask all members and guests to follow the policies outlined in this Member Handbook.

This Handbook works together with the HFAC Membership Agreement, posted in-club policies (such as Studio Policies and Pool Rules), and any additional Agreements related to specific services or programs. It replaces any prior versions of the Member Handbook, written or otherwise. The policies contained herein are effective as of the date noted in the footer of each page.

HFAC reserves the right to update or modify policies at any time. Notice of material changes will be provided using the email address associated with the Primary Member's account. The most current versions of HFAC Rules, Regulations, and Policies—including the Membership Agreement—are always available at <https://hfac.com/membership-overview/>.

In the event of any inconsistency between this Member Handbook, posted in-club policies, and the Membership Agreement, the Membership Agreement shall control, followed by any signed program or service-specific policies. If you have questions, concerns, or wish to report a policy issue, please ask for the Manager on Duty, or contact the General Manager by emailing gm@hfac.com.

We thank you for your membership, and your commitment to a healthy, happy HFAC community.

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Membership and Access Related Policies

Member Portal and Mobile App

HFAC provides members with convenient digital tools to manage their membership and access Club services through the HFAC Member Portal and mobile app. Both platforms allow members to view and update personal information, book class and kid central reservations, register for programs and camps, review statements, add payment methods, make payments online, and purchase select packages and services.

The HFAC Member Portal is accessible through the My Account link on HFAC.com or directly via the portal login page. The HFAC mobile app offers all of the same features, with the added convenience of a digital membership access card that can be scanned for Club check-in.

Adult Member Check-In

All adult members must check in at the Front Desk each time they enter the Club. A valid membership access card or digital membership access card (available through the HFAC Mobile App) is required for entry. If a membership key tag is lost, a replacement may be requested at the Front Desk, and a replacement fee will apply.

Youth Member Check-In

Youth members (Age 17 or under) must check in with a responsible adult except as outlined in the Self Manager and Teen Fit Certification programs. Self Manager and Teen Fit Certified members must present their required wristband at check-in and be wearing it in order to access the benefits of these programs.

Other Check-ins Including Guests and Registered Caregivers

All individuals entering HFAC's building, including members, guests, vendors, and registered caregivers, must check in at the Front Desk and complete all required sign-in procedures. HFAC is a private, member-based facility. Caregivers do not hold independent membership status and may access the facility only in connection with their caregiving responsibilities. Please refer to the HFAC Membership Agreement for additional details.

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

We love it when members share HFAC with friends, family, and colleagues. HFAC offers discounted one-day guest passes for member-sponsored guests and encourages scheduling guest visits in advance so we can provide a smooth and welcoming experience.

Only adult HFAC members may sponsor guests and are responsible for their guests for the duration of the visit. Each membership is limited to four (4) guests per day, and the same individual may not visit as a guest more than two (2) times per month. Guests seeking more frequent access should inquire about short term membership options. Current guest policies and waiver requirements are available on the web page.

HFAC also offers referral incentives as a thank you to members who introduce new members to our community. Please ask the Membership Department for current referral details.

Guests Under the Age of 18

Minors visiting HFAC as guests must have a parent or legal guardian complete the required waiver, available at hfac.com. The adult HFAC member sponsoring the minor guest must remain on site and supervise them for the duration of the visit. Minor guests are not eligible for Self Manager or Teen Fit Certified privileges. Minor guests may use Kid Central only if their parent or legal guardian is an HFAC Member or is visiting the Club as a paid guest. All Kid Central policies and age requirements will apply.

Service Animals at HFAC

HFAC welcomes members with disabilities and their service animals in accordance with the Americans with Disabilities Act (ADA). Service animals must remain under handler control and are not permitted in pool water. HFAC staff will only ask individuals with service animals ADA-permitted questions.

Club and Area Closures

HFAC may close the Club, or limit access to specific areas or services, due to severe weather, natural disasters, public health concerns, facility maintenance, special events, or at the direction of local or state authorities. Hours and available services may also be adjusted during holidays or other operational needs. When possible, HFAC will communicate closures or significant service changes through one or more channels, including the Club website, posted notices at the Front Desk, email, and social media. Circumstances may arise where advance notice is not possible. HFAC is not responsible for, and shall not be deemed in default for, delays, closures, reduced operations, or disruptions caused by events beyond its control.

Member Discounts

HFAC members enjoy special pricing on programs open to the public. Discounts cannot be combined with other offers. Ask at the Front Desk or Business Office for details.

Reciprocal Programs and Industry Affiliations

HFAC is affiliated with national and regional fitness industry organizations, including the Health and Fitness Association (HFA) and the FitLife Club Network, which may offer travel-related and other member benefits. Availability, eligibility, participating locations, access privileges, and any associated fees vary and are subject to change. For the most up-to-date information, please contact the Business Office.

Café, Wellness Center, and Other Separate Business Disclaimer

HFAC may provide space for independent businesses or service providers, such as massage therapists, food and beverage services, wellness practitioners, or special events, that operate separately from the Club. These businesses are independently owned and operated and are not owned, managed, or controlled by HFAC. We welcome your reviews of our affiliate. However, HFAC is not responsible for the policies, pricing, services, products, or conduct of any independent business or service provider operating on Club premises. Any agreements, transactions, services, or disputes related to these businesses are solely between the member or guest and the respective business owner or service provider. To the fullest extent permitted by law, HFAC disclaims any liability arising from or related to the operations, services, or activities of independent businesses operating on or within Club facilities.

Member and Guest Conduct Related Policies

General Conduct on Club Premises

All members, guests, and visitors are expected to conduct themselves in a respectful, safe, and considerate manner that aligns with HFAC's Core Values and the intended use of Club facilities. HFAC reserves the right, in its sole discretion, to address behavior that is disruptive, unsafe, unlawful, or otherwise detrimental to the Club, its members, guests, staff, facilities, or reputation. Such behavior may include, but is not limited to, harassment, threats, aggressive conduct, misuse of equipment, failure to follow posted policies or staff direction, or actions that compromise safety or privacy. HFAC may respond with warnings, temporary suspension, or termination of membership, consistent with the Membership Agreement and Club policies. Unlawful activity is not permitted on Club premises.

Attire, Including Footwear

Appropriate attire is required. Clothing, including swimwear, should be suitable for an active, family-friendly environment. Thong swimwear is not permitted. Swimwear must be designed for swimming; undergarments,

denim, or street clothing are not allowed in the pools, as certain fabrics and detergents can interfere with water filtration systems.

For workouts, clean athletic wear designed for fitness activity is strongly recommended. Clothing with belts, metal hardware, buttons, or other elements that may damage equipment or surfaces is not permitted. Clothing and footwear must be clean, free of strong odors, and appropriate for a shared community setting. Apparel with offensive language or imagery is not allowed. Hats, hoods, and loose accessories should not be worn when using fitness equipment if they interfere with visibility or safety.

For safety and hygiene, shoes must be worn throughout the Club, with the following exceptions: locker rooms, showers, steam rooms, saunas, pool decks, and studios where bare feet are customary (such as yoga or barre). Street shoes are not permitted in steam rooms or saunas. When leaving barefoot areas, members are asked to put shoes back on before entering other areas of the Club, including the café, lobby, and hallways. Open-toed shoes are not permitted in the weight room, cardio areas, Cycle Studio, or on the rockwall. Court-appropriate athletic shoes are required in the gymnasium, courts, and main studio to protect flooring and ensure participant safety.

HFAC respects cultural and religious attire. Reasonable modifications to standard attire guidelines may be accommodated unless they present a safety, hygiene, or equipment-related concern. Members are expected to follow instructor guidance and all posted studio- or area-specific policies. HFAC staff may address attire or footwear concerns as needed to maintain a safe, comfortable, and welcoming environment for all.

Comments and Feedback

HFAC welcomes feedback from members and guests and values open, respectful communication. Suggestions and comment forms are available at the Front Desk, and members are encouraged to share concerns or compliments with any staff member or department manager. If you would like a response, please include your contact information. You may also reach the HFAC management team at info@hfac.com. We appreciate hearing from our community and use member feedback to help guide ongoing improvements.

Personal Items Including Valuables

For your security, the safest place to leave valuables is at home. HFAC is not responsible for lost, stolen, or damaged personal property anywhere on Club premises, including parking areas.

Personal Athletic Equipment

For the safety of all members and to protect Club facilities, personal athletic equipment that presents a risk of injury, property damage, or disruption may not be brought into the Club. This includes, but is not limited to, equipment such as baseballs, bats, golf clubs, or similar items.

HFAC provides equipment appropriate for use in designated areas. The use of personal equipment is limited and may require approval from Club management. Approval is discretionary and may be denied based on safety, facility impact, or operational considerations. Members must follow all posted policies and staff direction. HFAC staff may restrict or remove personal equipment at any time to maintain safety and appropriate use of Club spaces.

HFAC cannot store personal equipment brought to the Club. HFAC will not assume responsibility for members' personal property. Members with questions about personal equipment should check with a manager before bringing items into the Club.

Bicycles, Wheeled Equipment, and Helmets

Bicycles, scooters, and similar wheeled transportation may be secured at the outdoor bike racks provided. For safety and comfort, bicycles are not permitted inside the Club and should not be locked to railings, poles, fencing, or other fixtures.

Skateboards and other small-wheeled items must be carried while inside the Club and may not be ridden indoors. Electric bicycles, scooters, or similar devices may not be charged inside the Club. The Front Desk cannot provide locks, store personal items, or assume responsibility for bicycles, scooters, or other wheeled equipment. As a courtesy, the Front Desk may hold motorcycle or other helmets that do not fit in lockers while a member is using the Club. HFAC is not responsible for lost, stolen, or damaged items.

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.

HFAC Equipment Condition and Check-Out

HFAC maintains an inventory of recreational and fitness equipment available for member use, including front desk check-out. All check-out equipment must be signed for in accordance with front desk procedures. Individuals may be financially responsible for equipment that is checked out and not returned. Equipment stored in closets or secured areas may only be used if clearly marked as available to members. Please help us keep equipment in good condition and readily available by using all items as intended and returning them promptly after use. Misuse or abuse of equipment is not permitted. Any damaged, missing, or unsafe equipment should be reported to the Front Desk or Club Management immediately.

Use of Electronic Devices Including Cell Phones

The use of cell phones and personal electronic devices continues to evolve. At HFAC, safety, privacy, and the shared member experience take priority over individual convenience. Members and guests are expected to use electronic devices in a manner that is respectful of others and appropriate to each area of the Club.

For privacy, safety, and other reasons, the use of cell phones or electronic devices is strictly prohibited in locker rooms, including showers, steam rooms, and saunas. This includes, without exception, selfies, photography, video or audio recording, video calls, livestreaming, wearable cameras, smart glasses, or any device capable of capturing images or sound. No phone calls are permitted in locker rooms, weight room, or cardio areas.

In all other areas of the Club, personal devices may be used discreetly. Audio entertainment must be listened to with headphones; device speakers are not permitted. Devices should not be held or actively used while exercising on cardio or strength equipment, as distraction increases the risk of injury. Gaming, extended phone use, and non-fitness-related device activity should be limited to appropriate areas such as the lobby or café. Members are asked to always be mindful of voice levels. HFAC reserves the right to restrict or address device use at any time to protect member privacy, safety, and comfort.

Individuals responsible for the safety of others—such as parents supervising children in or near the pool—are expected to limit device use and remain attentive. Safety must always take precedence.

Locker Room Usage and Etiquette

Locker rooms are intended to be comfortable spaces for all. Respectful language and considerate behavior are expected at all times. Individuals may use locker rooms and changing areas that correspond with their gender identity, consistent with applicable law. Use of locker rooms by youth must comply with HFAC's Kids in the Club, Self Manager, and Teen Fit Certification policies, including supervision and access requirements. Age-related access to locker rooms is managed as follows:

- Children aged 5 and under may accompany a parent/guardian of any gender into an adult locker room.
- Children ages 6 and older must use the locker room that corresponds with their gender identity or use a family locker room.
- Families with children are encouraged to use family locker rooms whenever available.

Members or guests who desire additional privacy for any reason may use private changing areas, shower stalls, or family locker rooms when available.

Day Use Lockers

HFAC provides complimentary lockers for day use during each visit. These lockers are located in the Men's Locker Room, Women's Locker Room, and Family Changing Room Hallway. Items left overnight in day-use lockers will be treated as lost property and handled in accordance with HFAC's Lost and Found policy. Members who wish to store personal items at the Club may inquire about private locker rentals, a convenient alternative subject to availability.

Prohibited Activities and Items Including Smoking, Drugs, and Weapons

For the health, safety, and comfort of all members and guests, HFAC is a smoke-free and drug-free facility. Smoking, vaping, marijuana use, and all tobacco use are prohibited on Club premises and within 25 feet of the facility, including outdoor areas and parking lots, in accordance with Oregon law. The use, possession, or distribution of illegal drugs, or use of the Club while impaired or intoxicated, is not permitted. Firearms, weapons, ammunition, and other dangerous items are strictly prohibited anywhere on Club premises, including in lockers or on your person, except as required by law.

Prohibited Activities: No Training or Coaching

HFAC offers a variety of professional health, wellness, recreation, and youth programs, including personal training, coaching, camps, and specialty services. To protect member safety, service quality, and the integrity of Club operations, only HFAC-approved staff and contracted professionals may provide training, coaching, or instruction on Club premises.

Members and guests are not permitted to train, coach, or instruct other members or guests in exchange for payment, trade, or any other benefit. HFAC employees are also prohibited from conducting personal business, trading services, or providing paid instruction on Club property outside of their approved role. Any exception must be approved in writing by HFAC ownership.

Violations of this policy may result in corrective action, including suspension or termination of membership or employment, consistent with Club policies and the Membership Agreement.

Photography, Image Capture, and Recording

Professional-use photography, video recording, filming, audio recording, or content creation of any kind is not permitted on HFAC premises without prior written approval from HFAC ownership.

For privacy, safety, and operational reasons, HFAC also reserves the right to restrict or prohibit personal-use photography or recording at any time or in any area of the Club. Please refer to the Use of Electronic Device Including Cell Phones section for additional guidance.

HFAC Photography and Video Notice

HFAC may occasionally photograph or record video within the facility for marketing, promotional, training, or operational purposes. By entering the Club, members and guests grant HFAC permission to use their likeness in photographs, video, or other media for lawful purposes, without compensation. Members who do not wish to be photographed or recorded may notify the Front Desk or Club Management, and reasonable efforts will be made to honor such requests.

Activity-Related Policies and Etiquette

Exercise Classes

Class reservations are strongly recommended and may be made through HFAC's member portal or mobile app. Cycle and other classes with limited space or equipment may fill up.

If you are new to the class, welcome! Please arrive a few minutes early to introduce yourself to the instructor and review any class-specific guidance. For all participants, arriving on time and ready to begin helps ensure a safe and positive experience. Instructors may decline late entry once a class has started.

Participants are expected to remain focused and considerate during class. While friendly interaction is welcome, side conversations can be distracting to others. Electronic devices should be silenced, and emergency calls should be taken outside the studio. Follow all posted policies and employee instructions.

Please store personal belongings in a locker and keep studio floors and walkways clear. For safety and courtesy, equipment should be cleaned and returned to its proper location after use. Additional instructions may be posted in studios or communicated directly by the instructor.

Recreation

Courts: HFAC's gymnasium is a shared space designed for basketball, pickleball, and a variety of Club activities. The squash courts are prioritized for squash play and may also be used for other approved recreational activities that do not damage court surfaces. Members and guests are expected to follow all posted rules, respect scheduled programming, and share all spaces courteously. Recreational and sport activities involve inherent risk, please be careful. Please also return all equipment to its designated storage areas after use. For assistance or questions about scheduling, space usage or equipment, check in with the Front Desk.

Rockwall: HFAC offers posted climbing hours as a Club amenity. Use of the rockwall is permitted only during approved climbing hours, with an approved belayer present, and after the required HFAC rockwall liability waiver has been completed by the climber or, if applicable, their parent or legal guardian. All participants must follow posted policies and staff instructions, respect capacity limits, and share the wall courteously to ensure a safe and positive experience for everyone.

Aquatic Center

Inherent Water Risk and General Aquatic Center Conduct: Water activities involve inherent risk. For the safety of all members and guests, individuals using HFAC pool facilities must follow all posted pool rules, staff instructions, and applicable health and safety regulations at all times. HFAC pools are not lifeguarded. All pool use is at the participant's own risk. Members are encouraged to swim with others present. Do not use pools alone and exercise caution at all times.

Pool Youth Supervision Requirements: Parents and guardians are responsible for the direct, in-water or poolside supervision of children and for ensuring all pool rules are followed. Supervision must be continuous and attentive and may not be provided from viewing windows, observation areas, or while the supervising adult is swimming in another pool or otherwise engaged in other activities. Children who are not strong swimmers must remain within arm's reach of a supervising adult at all times.

Shared Pool Use Including Programming: HFAC pool facilities are shared spaces intended for the enjoyment of all members. Members are expected to share lap lanes and pool areas respectfully and to follow posted signage and staff direction. All pool users must comply with signage and employee instructions regarding areas reserved for swim lessons, swim team, lap swimming, aquatics classes, or other scheduled programming.

Pool Safety, Policy Enforcement, and Assistance: In addition to following all posted policies, state laws, and staff instructions, please be aware of the following. Pools may be closed at any time for safety reasons, including weather, biohazard cleanup, chemical balance, or other reasons. Unsafe behavior, including diving, is not permitted in pool areas. HFAC reserves the right to restrict the use of toys, flotation devices, or equipment at any time to maintain safety, comfort, and appropriate use of the facilities.

HFAC staff may restrict access to the pools or ask individuals to exit the pool area if safety, conduct, or etiquette rules are not being followed. If you have a safety concern or need assistance, please use the courtesy phone located on the pool deck to contact staff.

Youth Safety and Usage Policies

HFAC is proud to be a family business serving families. We are passionate about serving all levels of fitness at all stages of life. 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.

General Age Policies

In general, children age 8 and younger can enjoy the first floor of 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 aged 13 to 17 can become Teen Fit Certified and use the facility independently.

Requirement for Responsible Adult to Remain on Property

Unless a Junior Member aged 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.

Kid Central General Use Policy

Kid Central is HFAC's supervised children's space designed to provide a safe, engaging, and positive experience for children while parents and guardians enjoy the Club. Kid Central is available to eligible children during posted hours and is staffed by trained HFAC team members who provide age-appropriate activities and supervision. Kid Central is not licensed childcare. Use of Kid Central requires that a parent or legal guardian remain on HFAC premises at all times. All children must be checked in and out by a parent or authorized adult in accordance with posted procedures.

Children using Kid Central must meet age, health, and behavior guidelines and follow all posted rules and staff instructions. HFAC reserves the right to refuse or discontinue care if a child's behavior, illness, or needs cannot be reasonably accommodated while maintaining a safe and positive environment for all children and staff. Kid Central policies, hours, fees, age limits, and availability are subject to change and may vary by program or season. Please refer to posted Kid Central guidelines or speak with the Front Desk or Kid Central staff for current details.

General Camp Policy

HFAC Camps offer structured, age-appropriate programs designed to provide children with a safe, active, and engaging experience in a positive Club environment. Camps may include a combination of physical activity, games, creative play, and supervised use of select HFAC facilities, depending on the program.

Participation requires advance registration and completion of all required forms, including health information, waivers, and emergency contacts. Camp eligibility, schedules, activities, and supervision levels vary by age group and program and are outlined at the time of registration.

Parents or legal guardians are responsible for timely camp drop-off and pick-up in accordance with posted procedures. Unless otherwise specified for a particular program, parents and guardians are not required to remain on Club premises during camp hours but must be reachable at all times while a child is enrolled in a camp session.

Children must be healthy, able to participate safely in group activities, and follow camp rules and staff instructions. HFAC reserves the right, at its discretion, to refuse participation or remove a child from camp if behavior, illness, or unmet care needs compromise the safety or experience of the child, other participants, or staff.

Camp policies, hours, fees, cancellation terms, and daily schedules may vary by program or season and are subject to change. Please refer to current camp registration materials for the most up-to-date information.

Kids in the Outdoor Hot Tub, Steam, and Sauna

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. Youth are not allowed in the steam room or sauna. Please see posted policies for specific age restrictions.

Kids 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 or baby carrier. Self Managers and Teen Fit Certified members can exercise on the track when wearing the appropriate wristband.

Kids in the Weight Room, Cardio Area, and Studios

In general, HFAC second floor is for adults only. Children ages 12 and under, even if Self Managers, should not be upstairs and children 13-17 must be Teen Fit Certified and wear their yellow wristband 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) Private event rentals in the conference rooms do not restrict the age of attendees during the rental period and 3) 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 Teen Fit Certified 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 the Manager on Duty so we may promptly speak to the child or address any concerns.

Kids' Use of Basketball Courts, Squash Courts, and Rockwall

Children are allowed in court areas with their adult. Self Managers and Teen Fit Certified members may use these areas without a parent when wearing their wristband. All court users must follow all signage and employee instruction regarding areas reserved for basketball, pickleball and squash games, classes, and other Club activities.

The rockwall is a popular amenity with youth of all ages. Self Managers and Teen Fit Certified members may climb with an HFAC belayer without separate adult supervision only when wearing their wristband.

Kids' Use of Check-Out Equipment and Membership Charge Account

Self Managers and Teen Fit Certified Members may check out the equipment available at the Front Desk. Parents will be responsible for the cost of items checked out and not returned. Self Managers and Teen Fit Certified members may also charge to their Membership account. The primary account holder is responsible for all charges. The Club cannot get involved in disputes between family members.

Kids in Family Lounge, Café, Lobby and Hallway Areas

In general, kids may not be left unaccompanied in the café, lobby or hallway areas. However, Self Managers and Teen Fit Certified Members wearing their wristbands may. All members and guests are expected to clean their area after use. Youth are held to safe and respectful behavior standards throughout the Club. Please keep voices

at a normal speaking level, no yelling or running. Wellness center services take place in rooms off the main hallway and locker rooms. Please remind kids to be particularly mindful of noise level in the main hallway for this reason.

How to Get Your Child Self Manager or Teen Fit Certified

Junior members aged 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.

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 permits an additional level of responsibility and more fitness opportunities. Teen Fit Certified 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 or Teen Fit Certified status are recorded in the membership computer system. Youth members must wear their specified colored wristband when checking in at the Front Desk and whenever in the Club without direct adult supervision.

Consequences for Youth 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 class is repeated.
3. One-week suspension. 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 or Teen Fit Certification.

Membership Account Management Policies

HFAC reserves the right to manage membership access in a manner that supports the safety, integrity, and positive experience of the Club community, consistent with the Membership Agreement and applicable law. The following are different account actions that may be implemented:

- **Administrative Hold**: A temporary restriction of membership privileges pending review of safety, conduct, compliance, or account-related concern. An administrative hold does not imply wrongdoing.
- **Suspension**: A time-limited loss of access due to non-payment, policy violations, or other compliance issues. Access may be restored upon resolution of the issue, subject to Club approval.
- **Termination**: The permanent cancellation of membership privileges due to serious or repeated violations of Club policies, safety concerns, or failure to resolve account obligations.
- **Reinstatement**: Reinstatement of a suspended or terminated membership is not guaranteed and, when permitted, is discretionary. Reinstatement may require payment of all outstanding balances, administrative fees, and compliance with any conditions set by HFAC.

HFAC may take Membership Status related actions for the following or other reasons:

- **Payment-Related**: Membership privileges may be suspended if charges are thirty (30) days or more past due. Membership accounts ninety (90) days past due may be cancelled and referred to collections. Reinstatement of cancelled memberships, if approved, requires payment in full of all overdue amounts, including any applicable administrative or processing fees. Timelines described in this section do not limit HFAC's contractual rights under the Membership Agreement.

- Conduct and Safety Considerations: HFAC may consider conduct that occurs inside or outside the Club if such conduct presents reasonable safety, security, or reputational concern to members, guests, staff, or minors onsite.

In determining appropriate action in any situation, HFAC may consider factors such as the nature of the conduct, prior history, compliance with Club policies, and potential risk to the community. HFAC is not required to apply progressive discipline and may take action it deems appropriate based on the circumstances.

Personal and Billing Information on Account

Anyone using HFAC facilities or amenities is required to have a complete profile on file. A complete profile includes a first and last name, date of birth, email address, phone number, photograph, signed liability waiver, and a legal residence address of record. Access to the Club may be denied to anyone who declines to provide required information or sign the waiver.

Members are required to maintain a valid payment method on their account, either by electronic funds transfer (ACH), debit card or credit card, even if they choose to pay the Club by other approved means. HFAC's payment processing company applies a Flex Fee, which is a 3% fee on all credit card payments. This fee does not apply to ACH (bank transfer) payments. ACH payments are fee-free and help keep monthly dues consistent. If a credit card is used, the Flex Fee will be applied automatically.

Members may update their payment method at any time through the Member Portal, Mobile App, or by contacting the Business Office. HFAC respects member privacy and does not share personal or membership information with outside parties, except as necessary to process payments (such as with a credit card company or bank) or as required by law.

Notices

Notices related to Club policies, including updates to the Rules and Regulations of the Membership Agreement, will be posted on the HFAC website. When appropriate, notice of material changes will also be included with a monthly statement or sent to the email or mailing address on file for the Primary Member.

Change of Address, Contact, or Primary Member Information

Please notify HFAC of any change of address within thirty (30) days. Any change to account information may be made in writing or in person or can be done on the Member Portal or App. Account updates must come from the Primary Member. If you need to change the Primary Member on your account, please speak with the Business Office.

Changes of Membership Category or Cancellation

Any changes to the Membership must be completed in writing by the Primary Member and require signature(s). This includes adding or removing secondary, dependent, or sponsored members, registering a caregiver, requesting a leave of absence, and membership cancellation. Forms are available in the member portal or by request. All requests are processed by the Business Office.

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 to individuals in a 3-month, 12-month, or other length commitment agreement. Account downgrades must be submitted no later than the 20th of the month prior to the desired effective month. Monthly dues are not prorated. Any changes will be made effective on the 1st of the effective month. For

example, cancel by October 20th or earlier to avoid paying November dues for a spouse, dependent or sponsored member.

Charging Privileges and Account Responsibility.

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.

HFAC Service, Program, and Package Policies

These policies are designed to ensure a consistent, fair, and high-quality experience for all members, participants, and staff. We encourage members to contact the Front Desk or Program Team with questions prior to enrollment. HFAC offers a wide range of services, programs, and events. The following policies apply to all ancillary offerings unless otherwise specified.

Membership Requirements for Services and Programs

Wellness Center Services, Youth Camps, Event Space Rentals and specific HFAC Events are open to both members and non-members. HFAC members may receive discounted pricing, priority registration, or additional benefits. Certain services or rentals may include limited Club access for the day. Details vary by offer; please inquire about specifics. Limited childcare may be available in Kid Central for an additional fee.

Member-Only Services

Unless otherwise stated fitness training and lessons require an active HFAC membership, youth participation requires a parent or legal guardian to hold an HFAC membership. When non-member participation is permitted, a non-member Club usage fee applies. This fee is based on the participant's membership status, not parental membership. Non-member participation does not include general facility access outside of the scheduled lesson time, except immediately before or after the session. Siblings and parents may not use HFAC facilities without membership or a paid guest pass.

Retail Returns

Unless otherwise specified, unused retail items may be returned within thirty (30) days of purchase when accompanied by the original receipt. Returned items must be in new, unused condition with original packaging intact. Used, damaged, or altered items are not eligible for return. Refunds for approved returns will be issued as credit to the member's HFAC account or, for non-members, as a gift card. Cash refunds are not provided.

Service and Program Registration, Refunds, and Cancellations

HFAC always strives to match members with the program or service provider that works best for you. If you'd like assistance in finding the right fit, please ask for the relevant member of the leadership team. Some programs require instructor approval or skill-level placement, and some require a registration fee.

The following policies apply unless other written policies are provided for a specific service or program:

- Registration fees are non-refundable after three (3) business days from confirmed enrollment.
- All service sessions and packages are non-refundable unless written cancellation is received within three (3) business days of purchase.

- A 24-hour notice is required to cancel or reschedule all service sessions and packages. Sessions cancelled with less than 24 hours' notice are forfeited.
- HFAC may prorate the price of monthly auto-renewing programs based on the number of sessions offered in a month. For monthly programs, cancellation must be received in writing on or before 20th of the month prior. For weekly programs a minimum 2-week notice of cancellation is required. No refunds or discounts are provided for non-attendance or early withdrawal during a session period.

Service and Program Illness and Cancellations

Please do not attend services or programs while ill or bring an ill child to activities. Instructors or service providers may refuse service to participants who appear ill. Program pricing is not discounted due to illness. Occasional flexibility due to extraordinary circumstances may be extended at HFAC's discretion and does not alter or waive the standing policy. HFAC reserves the right to consistently enforce the 24-hour cancellation policy and refund policies to ensure fairness to instructors, staff, and members.

Session Length

In general, one-hour sessions or lessons include approximately 50 minutes of instruction. Half-hour sessions or lessons include approximately 25 minutes of instruction.

Private vs. Shared Sessions

Service packages may be shared among individuals on the same HFAC membership account. Each participant's attendance counts as one session per visit. Private sessions are for one individual and may not be split or shared. Semi-private or group options must be booked for multiple participants.

Expiration Dates

Training packages, swim lesson packages, and other services may have expiration dates. Unless otherwise written, single training or swim lesson sessions expire after 1 month, 4-session packages expire after 2 months, 8-session packages expire after 3 months, 12-session packages expire after 4 months, 24-session packages expire after 6 months. Members on an approved Leave of Absence (LOA) will have expiration dates extended for the duration of the LOA.

Gift Cards

HFAC gift cards are available for purchase in any denomination and may be used toward most goods and services offered by the Club. 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 may have specific terms or expiration dates; please refer to the details of the individual promotion. Gift cards may not be used toward membership dues or the purchase of additional gift cards. If you are interested in gifting membership dues, please contact the Business Office for assistance.

Overall Policy Statement, Additional Policies, and Thank You

As a local, independent Club, Hawthorn Farm Athletic Club is committed to enforcing policies clearly, fairly, and consistently. Unlike large corporate fitness chains, HFAC operates as a community-based organization, and our policies—including full-month cancellation notice requirements—are essential to sustaining our facilities, supporting a long-term and dedicated staff team, and maintaining the quality of experience our members value.

We sincerely thank you for supporting local business and for helping to provide a respectful, safe, and welcoming Club environment for everyone.

Written Notice Definition

For the purposes of these policies, written notice includes either email communication to the appropriate supervisor/manager or submission of written notice to the Front Desk or a manager.

HFAC Documentation

HFAC may maintain internal records related to membership status, policy enforcement, safety incidents, and payment history. These records are maintained for operational, safety, and legal purposes and are handled in compliance with applicable federal, state, and local laws.

Assumption of Risk and Waiver of Liability

Participation in HFAC facilities, services, amenities, programs, and use of equipment involves inherent risks. These risks may include, but are not limited to, those associated with stretching, running, jumping, weightlifting, swimming, rockwall climbing, pickleball, basketball, squash, other sports activities, strenuous aerobic exercise, elevated heart rate, and the general use of Club facilities and equipment.

By using HFAC facilities or equipment, participating in any Club activity, or acting as the parent or legal guardian of a minor participant, each member or guest knowingly and voluntarily assumes full responsibility for their own safety and well-being, as well as that of any minors under their care.

To the fullest extent permitted by Oregon law, participants release and agree to hold harmless Hawthorn Farm Athletic Club, including its owners, employees, instructors, contractors, and agents, from any claims, injuries, losses, damages, or expenses arising from participation, except where prohibited by law.

This assumption of risk and release applies to all uses of the Club and supplements, but does not replace, any waiver or release required for membership, specific programs, services, or activities.

Equal Opportunity and Diversity Statement

HFAC is committed to fostering a welcoming, inclusive, and respectful environment for all members, guests, and staff. The Club does not discriminate on the basis of race, religious creed, color, national origin, ancestry, disability, medical condition, marital status, sex, gender identity or expression, sexual orientation, age, or any other status protected by law. We believe a healthy community is a diverse community and are dedicated to providing equitable access to our facilities and services in accordance with applicable law.

HFAC Right to Change

HFAC reserves the right to modify policies, programs, pricing, schedules, and instructors at any time. Refunds will not be issued due to instructor changes. When applicable, notice of pricing changes will be provided prior to the start of a session or program.