
Welcome

MEMBER GUIDELINES



The Club management promotes an established “Standards of Conduct” and asks for your cooperation in the following guidelines to ensure enjoyment and safety of all members. We expect members and their guests to exhibit courtesy toward each other and our staff. Actions that disturb or offend other members are not permitted. Profanity, abusive language, or threatening behavior is prohibited. The Club management reserves the right to terminate the membership or privileges there under of any member for failure to comply with Club rules or for behaviors contrary to the best interest of the Club. Parents, please read the section regarding children in order to assure their safety in the club.

Reception Desk

1. All visitors must present themselves to the reception desk upon entering the club. Members must provide a scan card or picture ID on each visit to the club.
2. There is a \$5.00 processing fee for lost or damaged scan cards.
3. Only authorized employees are permitted behind the reception desk.
4. The Club management requests that personal items not be held for members at the reception desk. We do not wish to take responsibility for such property.
5. Children must check in at the appropriate desk for Clubzone, Childcare and classes.

Parking

1. On-site parking is available at all facilities for members and guests.
2. Special parking is available for adults that are bringing small children to the club. Please adhere to the guidelines posted on the sign.
3. Members should park properly in marked spaces. Cars parked improperly or in restricted areas may be towed or ticketed by the local police at the owners expense.

Locker Rooms

1. It is the member’s responsibility to secure personal possessions in their daily locker. The Club cannot be responsible for articles lost in the club. In order to inquire about a lost article, we ask that members come into the club personally to identify and claim the item.
2. Lockers are daily and therefore keys must be returned to the front desk upon exiting the club and locks must be removed after each visit.
3. Locks left on lockers will be cut off at the end of each day. Locker keys that are lost or not returned will be billed to the member at \$10 for replacement.
4. Rental lockers are available at some facilities for a monthly fee. Please check with our front desk for availability.
5. All locker rooms are equipped with amenities including towels, soap, shampoo, hair dryers and wet bags. Please do not remove these items as they are for everyone’s use.
6. Please discard soiled towels in the appropriate spots so that they may be cleaned.
7. Family changing rooms are available at The Club at Oak Branch for a parent with a child of the opposite sex who **can** not **use** the appropriate boys or girls locker room unsupervised. Please do not keep your personal belongings in the family changing rooms, a family locker is provided for storage while you are enjoying the facility.
8. Lockers and showers may not be reserved and are available on a first come, first served basis.
9. For hygiene purposes, all members must shower before entering the pool, whirlpool, sauna or steam room.
10. For your protection, please be familiar with all posted information regarding the sauna, steam room and whirlpool. Persons with contraindications should consult a physician before using the spa facilities.
11. Please do not leave papers or magazines in the steam room or sauna.
12. Please practice modesty when using the locker room or the spa facilities and cover up with a towel or appropriate clothing.
13. Children under the age of 15 years may not be in the adult locker rooms.
14. **THE USE OF CELL PHONES IS PROHIBITED IN THE LOCKER ROOMS.**

Group Exercise

1. A schedule of Group Exercise classes available on a weekly basis is printed and distributed in the club. Members may pick up a copy at the club or view the schedule on the website at www.pyramids.org.
2. When waiting for the next group exercise class to begin, please do not enter the Group Exercise Studio until the class in progress is completed. In consideration of other members, please be aware of noise outside the studio while you are waiting for class to begin.
3. Due to safety requirements, no one under high school age is permitted in the Adult Group Exercise classes.
4. Reservations for appropriate classes can be made in advance by calling the reception desk. Reservations are limited to one reservation per call. You must arrive 5 minutes prior to class time otherwise reservations will be released to alternates.
5. Please be respectful to your fellow members and call ahead if you are not able to keep a reservation. No shows will be on a "two-strike" policy. A member that "no shows" two times will be unable to make reservations for one month.

General Club Etiquette

1. In keeping with The Club philosophy of health and fitness, no smoking is allowed inside the club.
2. Food and drink are permitted only in the lobby and bistro areas. Please dispose of trash in receptacles made available.
3. Proper attire must be worn at all times. No black or hard-soled shoes are permitted on the racquetball courts, group exercise floors or in the workout rooms. Shirts must be worn at all times except in the pool. Street clothes, including jeans are not appropriate for working out. Closed toed athletic shoes are required at all times on the fitness floors.

•The Club at Oak Branch Dress Code

With respect to all members' comfort, modest dress is appreciated on the Wellness Floor. Please no bare midriffs, exposed jog bras, thongs, bandanas or doo-rags. Tank tops should be fitted and no cut off t-shirts or shorts. Thanks for your cooperation and consideration of all members' enjoyment.

4. Workout towels are provided. Please use them to wipe down equipment after each use and deposit soiled towels in the appropriate towel drops.

GUEST POLICIES

1. We encourage you to bring friends and family members to the club as your guests. Guest fees entitle the guest to the fitness and athletic areas of the club. Members are responsible for the actions of their guests when they are in the club.
2. All guests must complete a guest card and sign a liability waiver prior to entering the club. A member must accompany escorted guests before access to the club is permitted.
3. A guest must be at least 16 years old in order to be permitted to use the facility without adult supervision.
4. Children under 16 must be accompanied by an adult at all times unless in the Clubzone or Childcare.
5. Guests are subject to the same policies, rules, and regulations as the members and are expected to conduct themselves in a proper manner while using the facility and while on the premises.
6. Guest Fees are as follows:
 - Daily: Escorted \$10 **Unescorted \$20****
 - 1 Week*\$35
 - 2 Week*\$45

*Extended guest passes are available for members' out of town guests only and must be used consecutively.

FITNESS FLOOR

1. An orientation session is required for the safety of our members before any equipment is used or when beginning an unfamiliar program. Appointments can be made at the fitness desk or by calling the club.
2. We ask that priority be given to members performing a circuit workout on the strength equipment. Please do not perform multiple sets or breaking-in line.
3. Please wipe off machines and benches after use with the towels provided.
4. Only water bottles are allowed on the wellness floor. All other food and drink, including cups of ice, are not permitted outside the bistro and lobby area.
5. **No one under high school age is permitted to enter the weight room.** This is for the safety of our members' children and will be strictly enforced.
6. In consideration of all members, please read, be familiar with, and abide by the posted rules and regulations of the weight room.
7. For safety reasons, please request a spotter when necessary.
8. Return all weights to appropriate racks when exercise is completed.
9. A warm up and stretching area is provided for use to prepare and warm up for activities in which you plan to participate.
10. Proper attire, including shirts and closed-toed athletic shoes are required in all exercise areas. Street clothes, including jeans, are not appropriate. **(Please see The Club at Oak Branch Dress Code under General Etiquette)**

SWIMMING POOLS

1. The Club at Green Valley's pool is unsupervised. Swim at your own risk. A lifeguard is on duty at **certain posted** times in the pool at The Club at Oak Branch.
2. Pool etiquette dictates that lap swimmers share a lane with another swimmer when it becomes necessary.
3. The pool is open during all club hours and has designated lap swim lanes and recreation areas, however, the pool may be closed during certain activities. Please check the weekly schedule for times.
4. Please shower before entering the pool.
5. No diving, running, splashing or horseplay will be permitted in the pool area.
6. Children must pass a swim test by the aquatics staff to be eligible to be left unsupervised in the pool.
7. Please adhere to all policies and procedures as posted in the pool area.

CLUBZONE AND KIDS CLUB

1. Kids Club Membership (KCM) entitles your child to a maximum of three hours per day of KIDSZONE Gym Activities, Open Swim, or any combination of the two.
2. Please enter Kidzone through the Red gym. The blue gym is for classes only.
3. Parents must manually sign children in at each activity area and make contact with the coach or lifeguard before leaving the gym/pool area. **Parent/Guardian location and an emergency contact number must be recorded on the sign-in sheet.**
4. Please remember to pick up your child in a timely fashion. Children who stay longer than one 3-hour session per day will accrue additional fees.
5. Children are asked to not bring any toys or games from home.
6. Always bring tennis shoes, KIDSZONE activities may be organized on the back field. Shoes are required when walking throughout the facility. Children are suggested to have bare feet on the trampolines and air track to avoid slipping.
7. All children must be accompanied at all times by an adult to their designated activity area. This includes traveling from one activity area to another. Middle School children and older may walk unaccompanied by an adult.
8. Guests may attend The Club KIDSZONE **for a guest fee of \$10 for a total of 3 hours.** Children **MUST** have a medical waiver completed by the guest's parent before being allowed to attend. For example, one may bring their neighbor's daughter but the neighbor must be the one to fill out and sign the waiver granting permission for their daughter to attend. This is for your protection as well as ours.
9. Three and four year olds may enjoy KIDSZONE activities without parental supervision, however we do require that all children be completely potty trained or wear pull-ups if necessary. If your child is wearing pull-ups, please stay in the facility in case of an accident.
10. Children under 3 years of age must be accompanied by an adult in all activity areas. The parent/guardian needs to be **actively** involved with their child in these areas to insure safety.

Please see our Kidszone Policy and Procedure brochure for further requirements, guidelines, hours and associated fees.

CHILDCARE

1. Childcare is available for children starting at 6 weeks of age.
2. Childcare services are for members only during the time that they are actually in the club. Only a member's child may be left in the childcare.
3. The Club reserves the right not to accept any child in the Childcare. Children crying or causing a disturbance may be removed from childcare. Sick children are not permitted in the Childcare at any time.
4. Please see our Childcare Brochure for further requirements, guidelines, hours and associated fees.

RACQUETBALL

1. There are six (6) racquetball courts for member utilization at The Club at Green Valley. All members with racquetball privileges can reserve court time or use open courts when available.
2. Eye guards are recommended for all participants.
3. Court reservations can be made one day in advance and must be reserved for at least two players.
4. One hour per day of reserved court time, outside schedule league play, is permitted.
5. Please notify the club as soon as possible if a reservation will not be kept so that the court can be opened for others to use.
6. Court reservations will be held for 10 minutes only, after which another member may use the reserved court.
7. In order to make reservations, a member should give the day and time desired, as well as the first and last name of each player. All reservations are for one hour.
8. Proper etiquette dictates that players promptly relinquish the court when the reserved time is up.
9. Please check the Racquetball Information Center for more information on racquetball programs at The Club at Green Valley.

MEETING ROOMS

1. Members may reserve the meeting rooms up to two months in advance by calling the reception desk.
2. The rooms may not be used for sales presentations or solicitations to members and in no way does a room reservation, equate to The Club's endorsement of an organization.
3. The Club management reserves the right to determine whether a meeting is appropriate and may withhold privileges and/or cancel a reservation without notice.

TANNING

1. Members with tanning bed privileges must sign a waiver before using the tanning bed.
2. Use of the tanning bed at The Club at Green Valley is included in the membership privileges for all members.
3. Tanning appointments can be made one day in advance and walk ins can be taken if space permits.

MEMBERSHIP BILLING/IN CLUB CHARGES

1. Members have the following options for membership dues payment:
 - Monthly Draft (EFT) from a checking or savings account
 - Monthly debit from an approved credit card
 - Annual prepayment in full
2. Monthly billing is processed on the 25th of the month for the following month. Statements are provided upon request to the business office.
3. Annual billing statements will be sent out 30 days prior to the due date. Members may convert their billing option from annual to monthly at that time by providing the necessary paperwork.
4. A \$15.00 service charge is applied to all returned checks or any EFT or credit card charge that is declined.
5. Members with an active EFT are eligible for purchasing goods and services and charging to their account. Members without an active EFT may leave a credit card on file to be charged.

Please call the business office at 478-2666 with any questions regarding your account.

MEMBERSHIP CANCELLATION

1. All requests for membership cancellation must be on a Membership Cancellation Form located at the reception desk, delivered in person to the club or through certified mail. Requests for cancellation must be received to the business office by the close of business on the 24th of the month to be effective for that month. All requests received after the 24th will be effective for the following month. Drafts for dues are automatically cancelled in accordance with the above dates.
2. A membership may be cancelled only after the agreement period is complete unless the following circumstances apply:
 - a. You are unable to receive benefits from services by reason of death or disability; or
 - b. You provide proof of relocation of more than 30 miles from any PWC's facility and any substantial facility that will accept PWC's obligations under the agreement; or PWC relocates its facility more than eight miles from its present location, or the services provided by PWC are materially impaired.
3. If a termination is not requested in writing at the end of the agreement period, the membership will continue automatically on a month-by-month basis until the cancellation/transfer policy and procedures are followed.

MEMBERSHIP TRANSFER

Most memberships are transferable. A member may transfer his/her membership after the following criteria are met.

1. A transfer fee of \$35 is paid to the club
2. The membership status is current
3. The exiting member owes no residual dues or fees to the club.

Both parties must witness a transfer of membership that is still under the original agreement period. The exiting member's cancellation is not effective until the new member completes the membership process in full.

MEMBERSHIP FREEZE

1. A membership may be frozen for a minimum of 2 months and a maximum of 6 months. Freeze requests must be made in writing by the 24th of the month preceding the desired months.
2. A freeze fee of \$10 per month will be charged in lieu of monthly dues through a bank draft or credit card debit.
3. A medical freeze is available to members at no charge with acceptable notification from a physician.
4. Freeze requests may not be retroactive and will be effective when the business office is in receipt of the written notification.

MEMBERSHIP REFUNDS

There are **NO REFUNDS** for prepaid membership or monthly dues. Failure to utilize a membership, program or class does not relieve the payment obligation. Reimbursements will be granted in accordance with state law as indicated in the membership agreement.