



THE BAY CLUB

## THE BAY CLUB IS OPEN

### Dear Bay Club Members,

Our clubs are open from Portland to San Diego, and it's time to get back to your happy place. Expansive spaces for fitness, group exercise, swimming, golf, tennis, pickleball, squash, family programming, and leisure—it's all happening now at your Bay Club.

Yes, our team has worked diligently to ensure that our new operational protocols are in place so you feel safe while using the Club. But most importantly, we want you to feel inspired to get back to the community, service, and experiences you know and love. After all, we're your home away from home, and we've missed you.

As you head to the Club, take a moment to check out our updated Frequently Asked Questions below. And remember, we're open for you, for your health, for your happiness. Now, let's go have some fun.

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## FREQUENTLY ASKED QUESTIONS

### With Regards to Your Club

#### HOW CAN I FIND THE LATEST UPDATES AND INFORMATION ABOUT MY CLUB?

Simply head over to the Club and a member of our team will be happy to take you on a walk-through and give you an update on all the Club happenings. We know you need an excuse to get out of the house!

Or, if you're in front of a computer right now—and we know you are!—just visit [bayclubs.com](https://bayclubs.com). There you will get an overall snapshot of what we've been up to, including transforming our outdoor and indoor spaces to fit your needs.

Under "Clubs" in the top navigation, find your campus and club to get specific information about current operating hours, class schedules, amenities, and more.

And under "Members" in the top navigation, you will find all our updated Member communication, health and safety protocols, and more. It's all there for you to browse at your convenience—then meet us at the Club.

#### THAT'S GREAT. NOW, HOW DO I ACCESS THE CLUB AND SPECIFIC AMENITIES?

We know you've been stuck at home, so the hard part will be getting out the door (or will that be the easiest?). But once you've done that, all you need to do is drive to the Club, check in at the Hospitality Desk, and we'll take care of you.

You'll find plenty of space to enjoy the Club—and even hang out all day (we just ask that you kindly leave when the Club closes, but we'll meet you at the door the next morning!). Yes, you'll be able to make your court and golf reservations like you're used to on [Bay Club Connect](#). But for all other club services, simply come to the Club and we'll get you started with your club experience.

## **CLASSES ARE REALLY MY JAM. HOW DO I FIND THE NEW GROUP CLASS SCHEDULE AND OTHER CLUB PROGRAMMING INFORMATION?**

You know all those awesome classes you've been taking from your living room or backyard? Well, now they're back and in person at the Club! We've reimagined group classes, bringing them outside onto tennis courts, turf areas, and pool decks, and inside onto our basketball courts with high ceilings and plenty of space to move around. Speaking of space, you'll also have your own personal space with clearly marked areas to allow for social distancing.

Yes, we'll still offer the same great classes online for active Members, but wouldn't it be great to see your fit community by the pool for a well-spaced cycling class? Head over to [bayclubconnect.com](https://bayclubconnect.com) to view all our onsite class offerings, as well as both live and on-demand classes. Then, get moving with us—it's just the break you need from your home office.

Oh, and have you joined one of our club Facebook Groups yet? You'll find lots of updates coming from your favorite club Associates and programming information. [Click here](#) to get started.

## **With Regards to Your Membership**

### **I HAVE A QUESTION ABOUT MY MEMBERSHIP. HOW DO I REACH THE BAY CLUB'S CUSTOMER SERVICE TEAM?**

We have a large, dedicated team of Associates always ready to help. The best way to reach us is through your Member Portal at [bayclubconnect.com](https://bayclubconnect.com), or by downloading the Bay Club Connect app on your mobile device (you'll notice it got a makeover!). Once in Bay Club Connect, simply, select "Contact Us" to get in touch.

If you're someone who wants to chat over the phone, we get you—a break from screen time is necessary. Please leave a message for our team at **888.646.4660**, let us know the best time and way to reach you, and we'll get back to you within 48 hours.

### **WHAT IF I HAVE EITHER A MEDICAL OR FINANCIAL HARDSHIP DUE TO COVID-19?**

We understand these are tough times. If you have a medical or financial hardship that prevents you from using the Club, you can request that your dues remain at \$0 until December 31, 2020. To make this request, simply visit [bayclubconnect.com](https://bayclubconnect.com) to get in touch with our Customer Service Team.

### **WHAT ABOUT MY MONTHLY LOCKER CHARGES?**

We're thrilled that members can now enjoy the convenience of the locker rooms, along with other Bay Club services. With this service resuming, recurring locker charges will be billed to your account beginning in October 2020.

Please note: Activation for certain services, such as spa and small group fitness programs, will occur at a later date. Members do not need to contact the Customer Service Team regarding these fees—the adjustments will be made automatically.

### **WHAT HAPPENS TO MY PREPAID TRAINING PACKAGES OR PROGRAMS?**

Don't worry, we got you. All training packages and programs have been extended to an expiration date of June 30, 2021, giving everyone plenty of time to enjoy the service purchased.

### **I'VE HEARD THAT BAY CLUB CONNECT GOT AN UPGRADE. WHAT IS NEW?**

Great news! Bay Club Connect, our member portal, has been upgraded—and is more user-friendly than ever-before. It is your way to check into the Club, make reservations for activities, view class schedules, and see your member statement, with any club charges, at any time. Each month, your new statement will be available on the 1st and drafted between the 10th and the 15th. If you would like to receive a paper statement or have any questions about your statement, please contact the Customer Service team at [bayclubconnect.com](https://bayclubconnect.com).

## With Regards to Health and Safety

### OKAY, LET'S TALK HEALTH AND SAFETY. WHERE CAN I FIND THE BAY CLUB'S PROTOCOLS?

Yes, it's just as important to us as it is to you. We want you to feel safe as you move through the Club, and believe us when we say, we've spent a lot of time ensuring all our clubs meet—if not exceed—the highest health and safety standards. To view our detailed Standard Operating Procedures, as well as preventative measures, please visit [bayclubs.com/operating-guidelines](https://bayclubs.com/operating-guidelines).

### WHAT CHANGES HAVE BEEN MADE TO THE CLUB WITH REGARDS TO HEALTH AND SAFETY?

You're going to notice plenty of space for you to enjoy the Club. Equipment has been moved outdoors (under the shade of tents!) so you can work out in the fresh air. Or if you prefer the indoor fitness area, all equipment is well-spaced and MERV 13 air filters have been installed at all locations. Sanitization stations have been added throughout the Club.

If you're someone who loves group exercise, we've relocated all our classes to our outdoor areas or to big open indoor spaces with high ceilings. And all areas for group classes have been marked out so you have plenty of personal space. Plus, there's more—head over to the Club and we'll be happy to walk you through all these changes.

### WHAT ABOUT MASKS? DO I NEED TO WEAR ONE?

Depending on local and state requirements, there will be times that you will be required to wear a mask during your visit to the Club. In most counties, masks are not required for outdoor activities, including golf, tennis, outdoor group exercise classes, or simply sitting by the fire pit. And should you forget one, don't worry, we'll have masks and gloves available upon request for use while at the Club.

### OKAY, OKAY, I'M HEADED TO THE CLUB. HOW CAN I STAY UP TO DATE ON EVERYTHING HAPPENING AT MY CLUB?

We're here for you and will continue to update [bayclubs.com](https://bayclubs.com), [bayclubconnect.com](https://bayclubconnect.com), and [onelombard.com](https://onelombard.com) as our club operations and programming evolve to further fit your needs. Additionally, look for weekly regional email communication so that you can stay connected to your Bay Club community.

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Bottom line: We're open, and we invite you to enjoy the Club and its expansive amenities to the fullest—whether that means dashing in for your favorite class (don't forget to take a pause after to sip a complimentary cup of coffee!) or hanging out taking the full day to relax and hang out at your home away from home. We look forward to seeing you at your club.

Best of Health,

*Matthew*

Matthew Stevens  
President & CEO  
The Bay Club Company

## THE BAY CLUB

OREGON | MARIN | SAN FRANCISCO | EAST BAY | PENINSULA  
SANTA CLARA | SAN JOSE | LOS ANGELES | SAN DIEGO