



## **BAY CLUB MEMBERSHIP INFORMATION AND GUIDELINES**

### **INTRODUCTION**

The Bay Club Company, along with its subsidiaries and affiliated entities (collectively, the “Bay Club”), have adopted guidelines, procedures, rules, and regulations (“Guidelines”) to provide for the safe, enjoyable, and healthy use of our clubs, premises, and events by you, our members, and guests.

The Guidelines apply to your conduct at all Bay Club locations which includes your access to our clubs, sports amenities (including but not limited to golf, tennis, squash, racquetball, pickleball, basketball), all outdoor areas, including parking lots, sidewalks, and outdoor pools, and indoor and outdoor children’s play areas (collectively, the “Premises”). The Guidelines also apply to the use of any of the Bay Club’s online, mobile, or interactive offerings or websites. They also apply to your conduct during Bay Club programs, training, events, or other Bay Club-sponsored activities off the premises (“Events”).

In addition to these Guidelines, the Bay Club may post or otherwise communicate additional Guidelines in our clubs, on our web or mobile sites, or at our Events, including Guidelines applicable to a single club. In some instances, government regulations may establish different requirements applicable to certain clubs that may not be outlined here. To the extent of a conflict with other Guidelines, the more restrictive Guideline applies.

If you violate any of these Guidelines, you may be subject to membership consequences including the restriction, suspension, or termination of your membership or club access. Members are responsible for their actions as well as the actions of their guests and children under their supervision. Should damage arise—whether property or personal injury—you are liable for all resultant costs. Please note that not all rules may apply at all Clubs if a specific department is not onsite.

The Bay Club may change these Guidelines at any time at its discretion. The most current version of the Guidelines is at [www.bayclubs.com/membershipguidelines](http://www.bayclubs.com/membershipguidelines). As a member or guest of the Bay Club, you are responsible for reviewing and complying with these Guidelines. For questions, please contact Customer Service through Bay Club Connect.

Bay Club memberships are issued at the discretion of the Bay Club. Certain memberships may entitle members to privileges at reciprocal clubs. Participating members agree to abide by the reciprocal clubs’ Rules and Regulations, as they exist or may change from time to time. The



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Member expressly agrees that use of reciprocal club facilities is undertaken by the member or member's guest at his/her sole risk.

### **MEMBERSHIP CATEGORIES AND BENEFITS**

The Bay Club offers the following types of membership categories that are subject to change from time to time at the sole discretion of Bay Clubs.

#### **SHARED MEMBERSHIP**

For each Shared Membership, one person is defined as the primary member, 18 years or older, who may add up to 5 additional members, without the limitation of needing to live in the same household and subject to all applicable fees. The primary member assumes financial responsibility for the entire membership, including dues, any ancillary charges or credits incurred by members in the shared membership. If any add-on member is a minor, they must have a waiver signed by their parent/guardian even if that parent/guardian is not the primary member. Primary members can choose to pay-in-full for any add-on member to their Shared Membership.

Persons 13-17 years old may join as a primary member if a parent/guardian grant written permission and assumes financial responsibility. Primary members under 18 may not have add-on members as part of their membership.

Primary members may change the people who share their membership by making the change in their Bay Club Connect account. Requests to remove a participant from the account will go into effect on the 1st of the following month, if the request is received in Bay Club Connect by the 25th of the current month. Any request to add a participant to the account, up to the limit of 6 members per account, will incur the respective prorated monthly dues associated with the primary Member's membership category. A processing fee will be added each time a member is added to a Shared Membership (excluding the initial calendar month during which the shared membership was purchased). Shared Memberships that are paid-in-full are non-refundable and you cannot remove a participant on the Shared Membership. The primary member can request through Bay Club Connect for another person to take over the membership of the participant on their Shared Membership. Approval of the request is at the sole discretion of the Bay Club.

Requests to change the primary member must be submitted through Bay Club Connect. The new primary member must sign the required documentation to assume financial responsibility for the Membership. If the request to change the primary member is received by the end of the current month, the change will go into effect after one month's calendar notice. For instance, if your request is submitted and confirmed in January, the month of February is counted as your month's notice and your change goes into effect in March. A processing fee will be added when a request to change the primary member on a Shared Membership is processed.



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### MEMBERSHIP CATEGORIES

The categories and benefits of shared membership are outlined in Appendix A below. Only current membership types are available for purchase. If a member in a legacy membership wishes to change to a different type of membership, they may only change to a current membership type. Members who are on a traditional membership must reside within the same household. Please see a Membership Director or contact us at Bay Club Connect for more information including fee schedules.

### CHANGE IN MEMBERSHIP CATEGORY

Memberships may only be changed to a current membership category at current membership pricing. For memberships with refundable initiation fees, moving to a membership category with a different initiation fee will restart the 24-month vesting period.

If you are upgrading to a higher membership category or to a transferable membership, you will be charged the current difference in the initiation fee between the membership categories. To downgrade your membership to a new category, one calendar month's notice is required. For instance, if your request is submitted and confirmed in January, the month of February is counted as your month's notice and your change would go into effect in March. Please note, if you choose to downgrade your membership and would like to upgrade to a higher membership category at a later date, you will be charged the difference of the prevailing initiation fees between your membership category and the new category.

All upgrade or downgrade requests must be submitted through [bayclubconnect.com](http://bayclubconnect.com). Requests are not confirmed until a digital agreement is completed and returned for your record via email.

## GENERAL MEMBERSHIP INFORMATION

### MEMBERSHIP TERMINATIONS

All termination requests must be in writing. Prior to your final day of access, you are required to bring your account balance to zero and return any club property (i.e., locker keys). Please see your Membership Agreement for any additional termination requirements.

To resign your membership, one calendar month's notice is required. For instance, if your request is submitted and confirmed in January, the month of February is counted as your months' notice and your membership would be terminated effective in March.

The Club reserves the right to suspend or terminate any membership without compensation if the member fails to comply with these Guidelines, for any conduct the Bay Club determines to



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be improper, failure to pay, or for conduct in any way not in the best interest of the Bay Club or its members.

### TRANSFERABLE INITIATION FEE MEMBERSHIPS

The Initiation Fee for certain memberships may be refunded in part if the Member resigns and certain requirements are met:

1. The Member must provide a written notice of resignation through Bay Club Connect.
2. Any requirements for termination in the Membership Agreement must be met and any required paperwork completed.
3. The Member must be in good standing with no outstanding balance.
4. The Membership must have paid full dues in the same membership category for a minimum of 24 months.

If all the requirements are met, the Member will be refunded 70% of the initiation fee charged for new Memberships in that category at the time of the refund.

Example 1: A member joins under a membership with a Transferable Fee option for \$15,000. After paying monthly dues for a minimum of 24 months, the member decides to terminate his or her membership and the prevailing initial Transferable Fee for the same membership is currently selling for \$25,000. The member will be entitled to \$17,500 ( $\$25,000 * 70\% = \$17,500$ ) upon completing the appropriate paperwork and meeting all requirements.

Example 2: A member joins with a Transferable Fee option for \$15,000. After paying monthly dues for a minimum of 24 months, the member decides to terminate his or her membership and the prevailing Transferable Fee for their membership is currently selling for \$10,000. The member will be entitled to \$7,000 ( $\$10,000 * 70\% = \$7,000$ ) upon completing the appropriate paperwork and the successful transfer of the membership.

The Bay Club will not refund Transferable Initiation Fees in the case of involuntary membership terminations such as those for rule violations.

Legacy Transfer. A Legacy Transfer is permitted for Club West Sapphire Family memberships to an adult child or adult grandchild of the primary member who is also part of the membership. This one-time transfer is complimentary, and no additional transfers will be permitted. When a Legacy Transfer happens, the full financial responsibility for the Club West Sapphire membership transfers to the new primary account holder. Any current family members in the same membership may stay in the family membership. A Legacy Transfer is only available when the membership account is in good standing. The right to any Transferable Initiation Fee will be transferred to the new primary account holder.



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Membership Transfer Upon Death. In the unfortunate event of the death of the primary member having membership privileges under a Family membership, the membership, including all its rights and benefits, will vest in the spouse or an active adult child who is part of the membership and willing to assume financial responsibility for the membership. If there is a dispute as to who is entitled to assume the primary membership, the Club will freeze the account for up to three months until the dispute is resolved. The Club reserves the right to not transfer the membership to active family members if the Club, in its discretion, is unable to determine the person who is lawfully entitled to receive the membership. Legacy Transfer will be counted under these circumstances.

### LEGAL SEPARATION OR DIVORCE OF MARRIED MEMBERS

In the event of the divorce or separation of spouses having membership privileges under the same account, the membership (or primary membership in the case of a shared membership), including all of its rights and responsibilities, will vest solely in the spouse awarded the membership by valid court order. Until written notice of the award is provided to the Club, both spouses will be jointly and severally liable for all dues and charges. The Club reserves the right to not transfer the membership or suspend the membership if the Club, in its discretion, is unable to determine the person who is lawfully entitled to receive the membership. Any spouse ultimately awarded the membership must sign any necessary contract or agreement to assume full financial responsibility for the membership. The Bay Club is not responsible for any fees or costs associated with the divorce or separation of spouses related to their membership with Bay Club.

### MEDICAL LEAVES OF ABSENCE (LOA)

If a member is unable to make use of Bay Club facilities for a medical reason, they may take a medical leave of absence for the duration of their medical issue. Requests for medical leaves of absence must be accompanied by documentation on official letterhead signed by a medical provider stating that due to medical reasons, the member will not be able to make use of any of the Bay Club facilities or amenities (not just reduced or changed usage) as well as the start and end date of the medical need. Each medical leave of absence request is limited to a 6-month period or the length of medical need, whichever is shorter. At the conclusion of an approved medical leave, a member must submit a new request and provide additional documentation from a medical provider to extend a medical leave of absence. Please do not send any additional medical records only the note provided by the medical provider. Requests should be made through Bay Club Connect and will be granted on a case-by-case basis in compliance with state and Federal law. Decisions to accept medical leave requests will be at the Bay Club's sole discretion.

While on an approved medical LOA, members in an Executive Club, Campus, or single site membership are charged a \$50 dollar fee per month. Members in a Club West or Golf



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membership will be charged reduced dues at a 50% rate per month. As of January 1, 2024, leaves of absence for other reasons besides medical need will not be granted.

Medical LOA is only available for Shared Memberships if the primary member is the only member on a membership. Otherwise, add-on members to a Shared Membership may be removed from a membership for a period of time following the procedures described in the shared membership section.

### BAY CLUB CONNECT

Bay Club Connect is an online platform that allows you to pay your bill online, update your account information, view charge activity between billing statements, and view and download previous statements. For more information, please visit [bayclubconnect.com](http://bayclubconnect.com). All changes to your work address, home address, phone number(s) and email address must be made on [bayclubconnect.com](http://bayclubconnect.com). In addition, all required membership documents (Membership Agreements, waivers, etc.) must be signed through Bay Club Connect upon request by the Bay Club to gain access or continue to access any Bay Club property.

### MEMBER SERVICES

There are several options for members who have questions about their membership. Any time you are at the Club, please feel free to stop by the Front Desk and we will be happy to help you. In addition, many services can be completed in the Bay Club Connect platform.

### MONTHLY BILLING NOTIFICATION

Monthly statements can be found on [bayclubconnect.com](http://bayclubconnect.com). Members will receive a monthly email notification with their statement – which can also be found in their Bay Club Connect account. Payments received after the due date will not appear on your statement.

### DUES

The Bay Club shall, from time to time, and at its sole discretion, adjust the amount and the terms of payment of the dues required for new or continued membership. The obligation to pay dues is not dependent on the availability of all the Club's facilities or the member's frequency of use. Tournaments, repairs, maintenance of some facilities, renovations, and/or other occurrences may make it necessary for the Club to restrict the use of one or more facilities, or to close a Club location temporarily. Dues will not be reduced or suspended during the time when facilities are unavailable.

### CHARGING PRIVILEGES



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All club members with a method of automatic payment linked to their account have charging privileges at the Bay Club locations included in their membership. These charges will be reflected on monthly billing statements. The primary member on a Shared Membership is responsible for all past due balances on the shared membership accrued based on the use of charging privileges.

### PAYMENT METHODS

For safety, security, and simplicity purposes, the Bay Club does not accept cash as payment for in-club services and amenities. Members have two options to pay their monthly statement balance:

- Via debit card or checking account with zero transactional fees or
- Use a credit card with a 2.5% surcharge (Visa, Mastercard, American Express)

Both payment options can be used for automatic monthly payments. The Bay Club reserves the right to and will charge an account for any past due balances to the payment method on file. To sign up for our automatic payment service or to make a one-time payment, please visit [bayclubconnect.com](http://bayclubconnect.com). Please note there is a service fee for late payments and for declined credit cards or returned checks.

Members who are more than 30 days past due on their membership balance will be unable to enter the club without first paying their balance.

### MEMBER CHECK-IN

Upon arriving at the Club, all members must check in at the Front Desk for each visit using the Bay Club Connect mobile app.

### GUESTS

When bringing a guest to the Club, members must check in at the Front Desk, pay the prevailing guest fee or use a guest pass, and have the guest complete a registration and waiver form. Adult guests must present a valid form of ID. Minor guests must have a waiver signed by their parent or guardian. Each guest is limited to up to 2 visits to Bay Club properties per month regardless of which member they are accompanying. Members are responsible for all conduct, actions, and behavior of their guests while on Bay Club property. Guests may utilize the facilities or play a sport only when accompanied by a member. The Club reserves the right to limit the number of guests a member may bring to the Club and to adjust guest fees at any time without prior notice. Existing members are not permitted to use the Club as a guest while on a medical leave of absence or suspended status.

### LOCKER ROOMS



## MEMBERSHIP INFORMATION AND GUIDELINES

Locker room facilities are provided at most Bay Club locations for the convenience of Members and their Guests. Unless posted otherwise, children ages 4 and under may accompany a caregiver into locker rooms regardless of their age. Private lockers are available for a monthly fee on a limited basis at select clubs. Members and guests agree not to store valuable items in any lockers. The Club is not responsible for any items stored on property. Most club locations have safety deposit boxes on property that can be utilized by members to store valuables.

### LAUNDRY

For members who hold a private locker, laundry service is available for a monthly fee on a limited basis at select clubs. To utilize the laundry service, please see your local club for operating guidelines.

### LOST AND FOUND

The Club is not responsible for lost or stolen items. Should you accidentally leave your belongings at the Club, please inquire about them in person at the Front Desk. Unclaimed articles are donated to charity after 30 days.

### CELL PHONE USE

Cell phone conversations are permitted only in the main lobby, food and beverage serving areas, and outdoor areas of Club facilities. Use of speaker phone or FaceTime in public gathering spaces or engaging in any kind of loud or disruptive cell phone use is prohibited. Cell phones may not be used while using fitness equipment if it endangers members or prevents other members from using equipment (e.g., texting while sitting on equipment). Ringers must be off on the golf course, driving range, tennis, and squash courts. Cell phone use is not permitted in the locker rooms, the Spas, or the group exercise, cycling, and mind-body studios.

### MUSIC/NOISE RESTRICTIONS

When listening to personal music at the Clubs, members and guests must use personal headphones and keep the volume at a level that is not disturbing to others. Similarly, loud, or disruptive cellphone use is also prohibited.

## STANDARDS OF CONDUCT

The Club expects all Members (and Guests) to act in an acceptable, responsible, and professional manner while at a Bay Club property. Defining this behavior to address every situation is difficult, and this policy does not intend to do so. Unacceptable behavior, or any deliberate action that is extreme in nature and is obviously detrimental to the Bay Club's efforts to fulfill its mission or





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purpose will not be permitted in the Club. Unacceptable behavior can lead to suspension or termination of Club membership. To avoid any possible confusion, listed below are some of the more obvious unacceptable behaviors:

- Negligence or any careless action that endangers the life or safety of another person.
- Unauthorized possession, use, distribution, sale, transfer, or being under the influence of controlled substances.
- Unauthorized possession of dangerous or illegal firearms, weapons, or explosives.
- Engaging in criminal conduct or acts of violence or making threats of violence toward anyone on the Bay Club premises; fighting or provoking a fight on Bay Club premises; or negligent damage of property.
- Threatening, intimidating, or coercing associates, members, guests, or any other persons associated with the Bay Club.
- Abusive or indecent (including, but not limited to, sexual) conduct toward members, associates, and guests.
- Any act of harassment, sexual, racial, or otherwise; telling sexist or racist jokes; making racial or ethnic slurs or otherwise engaging in discriminatory conduct, actions, or behavior.
- Any illegal activity, crime, or grossly negligent act committed on the Bay Club property. “Grossly negligent” is defined as that which falls outside the actions of a prudent person in the same or similar situation. Criminal activities will normally be referred to authorities for legal action.

### ANTI-HARASSMENT/DISCRIMINATION POLICY

The Bay Club is committed to providing a Club membership environment free of harassment and/or discrimination. The Bay Club’s policy prohibits discrimination and harassment of any kind, including (without limitation) harassment based on race (and all traits historically associated with race, including, but not limited to, hair texture and protective hairstyles), color, religion, creed (including religious dress and grooming practices), sex (including pregnancy, childbirth or related medical conditions, and breastfeeding and other related medical conditions), sexual orientation and identity, gender, gender identity, gender expression or transitioning, actual or perceived accent or ability to speak English, age (40 and over), disability, marital/familial status, source of income, military or veteran status, citizenship status, political activities or affiliations, medical condition, genetic information, persons with AIDS or AIDS-related condition, persons who are victims of violent crime, domestic violence, harassment or discrimination, or any other consideration made unlawful by federal, state, or local laws. The following is a partial list of prohibited activity:



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- Verbal conduct such as threats, epithets, derogatory comments, or slurs.
- Visual conduct such as derogatory posters, photographs, cartoons, drawings, or gestures.
- Physical conduct such as assault, unwanted touching, or blocking normal movement.
- Retaliation for reporting harassment or threatening to report harassment.
- Unwanted sexual advances.
- Visual conduct, such as leering, making sexual gestures, or displaying sexually suggestive objects, pictures, cartoons, or posters via the mail, email or in person.
- Verbal abuse of a sexual nature, graphic verbal commentary about an individual's body, sexually degrading words to describe an individual, or suggestive or obscene letters, notes, or invitations.

### FIREARMS AND WEAPONS

Firearms and weapons are prohibited on all Bay Club premises at all times regardless of any license or permit that an individual may have which would otherwise authorize the individual to carry firearms or weapons. The only exception applies to active, on-duty, law enforcement officers.

### USE OF CLUB BY MINORS

All members and guests under the age of 13 must be directly supervised by an adult at all times while on Bay Club premises unless enrolled in a Bay Club childcare program. Direct supervision means the adult caregiver is watching the child at all times. Members and guests ages 13-17 may visit the club without direct supervision but may only use the fitness floor, recovery equipment, or take group exercise classes if they can do so safely as determined by Bay Club staff.

Certain equipment, classes, and services may have additional age restrictions. **Members and guests must observe any additional posted age restrictions.**

### NON-BAY CLUB INSTRUCTION

Formal personal or group instruction regarding fitness and sports training is not permitted by any individuals other than authorized Bay Club staff. Both instructors and those receiving instruction are subject to membership consequences for violations of this policy.



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### PETS/SERVICE DOGS

No animals are permitted in clubs or on club grounds (including golf courses) unless they are designated service animals and allowed by state or federal law.

### PHOTOGRAPHY

Members are welcome to take photos or videos of themselves or immediate family members while enjoying the Club except for areas where privacy is expected such as the locker rooms and restrooms. Members and Guests are prohibited from taking photos of others on Bay Club premises or making social media posts involving others without their express advance permission including photos or videos where others may be included unintentionally. The Club is not responsible for photos or social media posts by non-Bay Club employees.

### **DEPARTMENT GUIDELINES**

FITNESS | SPORTS | FAMILY | HOSPITALITY

### GENERAL BOOKING INFORMATION

Members may make reservations for racquet sport courts, group exercise classes, childcare, and other activities through Bay Club Connect. Booking windows are listed in membership descriptions. An individual member may book one reservation per day per sport. Couple or Family memberships may book up to two reservations per day per sport. Shared Memberships may book one reservation per day, per club, per membership. Ex. If a member books for a specific day, then no other member can reserve a racquet sport reservation for that day for that Club. Additional reservations may be secured the day of play based on availability. Members must be present at the time of play, or a cancellation fee will be incurred.

Please note that our Late Cancellation and No-Show Guidelines apply to all reservations. Please see specific sport or service below for cancellation details.

### **FITNESS**

The Club reserves the right to deny the use of the Fitness Center to anyone not willing or able to properly and safely use fitness equipment. Shirts and closed-toe shoes are required at all times. As a courtesy to others, please return mats and weights to their designated areas, place trash and towels in the appropriate receptacles, limit your cardio workout to 30 minutes when others are waiting for a machine, and allow others to work in when using strength training equipment.

### FITNESS ATTIRE

Proper attire is required for anyone using the Club. Appropriate footwear and shirts are required in all public indoor and outdoor recreational areas, including closed-toe shoes in fitness areas



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and non-marking shoes on all hardwood exercise floors and courts. Clothing that could become caught in equipment or is otherwise deemed dangerous by Bay Club staff is prohibited. Please see tennis, squash, golf course, and clubhouse-specific guidelines for additional requirements in these areas.

### GROUP EXERCISE AND CYCLING STUDIO ETIQUETTE

New students should arrive to class ten minutes early to discuss any injuries or special concerns with the instructor prior to the start of class. We ask that you follow the instructor's routine, as classes are a group activity. Specific guidelines are posted at the entrance of each studio. Please follow these guidelines carefully for the safety and enjoyment of all members. Members must keep conversations to a minimum, wipe down the equipment after class, and return it to its designated storage space. We ask that members and guests arrive on time to all classes. Arriving late may result in being denied entry to the class. If you must arrive late, take a position at the back of the class out of courtesy to other members.

### MIND-BODY STUDIO ETIQUETTE

Mind-body areas are designed to be tranquil environments. Loud talking and high-impact fitness activities in and around these areas are prohibited. The yoga rooms are available for private practice when classes are not in session. However, if an instructor needs the room for a private lesson, you will be required to change rooms. Please observe any posted restrictions related to specific Pilates equipment. We ask that members and guests arrive on time to all classes. Arriving late may result in being denied entry to the class.

### **SPORTS**

AQUATICS | RACQUET SPORTS

(Please see Golf Supplement for additional Guidelines)

### AQUATICS

#### POOL AREA

Showers must be taken before entering any of our pools. Outdoor showers are available at all outdoor pool locations. Changing areas are provided in all pool locations. Appropriate clothing must be worn on the pool deck at all times and deck changing is prohibited. Lifeguards are on duty on a seasonal basis. When all lanes are occupied, please be respectful of others by sharing lanes and limiting your swim to 30 minutes.

For the safety and enjoyment of all members, please follow all other rules and regulations posted.

### SWIM TEST PROTOCOL



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All children under the age of 13 are required to take a test where they must swim unassisted for 1 lap in a 25-yard pool without wearing goggles and exit the pool unassisted. Child must then jump back into the water fully submerged and resurface treading water for 60 seconds in place with no swimming. Once they pass, they'll receive a wristband that they must wear in and around the pool (they still must always be directly supervised by an adult). If a child does not have a wristband, the parent/ guardian must be in the pool with the child, within arm's reach at all times. This protocol is active whenever lifeguards are on duty.

Some Clubs may use Sentag or other systems to increase water safety. The use of such systems does not replace a member's responsibility to supervise children in their care or other water safety measures. For more information, please inquire at your Club.

### TRIPLE-UP DIAPER RULE

As a matter of law, a pool must be shut down for up to 24 hours (depending on pool size) if a swimmer has had an accident in the water. Therefore, while using any club pool or water feature, all swimmers requiring diapers must wear three layers: A swim diaper, reusable plastic pants (tight fitting around the legs), and a swimsuit.

### CHILDREN'S POOL BREAKS (ADULTS-ONLY SWIM)

During busy times, lifeguards may, at their discretion, call a 10-minute Children's Pool Break to give kids a chance to rest and take some time away from the water and sun. This is also a time to re-apply sunscreen, hydrate, and use the restroom. During a Children's Pool Break, no one under the age of 16 is permitted in any of our pools.

### LIFEGUARDS

Although parents are always responsible for supervising their children, lifeguards are staffed during our peak summer season for the safety and service of our members. Lifeguards may enforce rules that are posted/listed or not, as situations warrant. All members and guests must follow all rules and lifeguard instructions, whether posted or not, to ensure a positive experience for all. Toys and swim equipment will be restricted at the discretion of the lifeguard based on safety concerns; hard balls (e.g., tennis balls) and Frisbees are not allowed in and around the pools. Please contact your club for specific lifeguard hours.

### SWIM TEAM

Swim Teams are offered at several locations year-round and are open for children ages 5-18. Please note, all children who participate in one of our Bay Club swim teams must be active members.



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### RACQUET SPORTS

All members and their guest(s) are asked to follow our Court Etiquette guidelines listed below to assure a pleasant experience for all:

- Please wait for the completion of the point before entering and allow players to finish a game; if entering players are late for their court, the game in progress should stop. In tennis, while the next group of players is waiting during final game, no-ad scoring should be used. Squash players should always knock prior to entering.
- Verbal abuse including profanity and racquet abuse are not tolerated.
- In consideration of those on the adjacent court(s), keep noise to a reasonable level.
- If your ball rolls onto the adjacent court, do not run onto that court to retrieve your ball. Ask politely for the ball to be returned (e.g., “Court 4, the ball behind you. Thanks!”). If a ball rolls onto your court, wait for the completion of the point on the adjacent court before sending the ball back.
- Please refrain from bringing any liquids onto the squash courts.
- Always leave the tennis court presentable for the next member by removing all towels and trash.

### RACQUET SPORT ATTIRE

Appropriate sports attire must be worn at all times. Swimsuits and bare feet are not allowed on the courts. Non-marking regulation court shoes are required on all courts. Protective eyewear for squash is required for all players 18 years of age or younger and is highly recommended for all others.

### COURT RESERVATIONS

Each member is responsible for booking their own court reservations through Bay Club Connect per their membership guidelines and may make only one reservation at a time. Reservations must include a minimum of two names for both singles and doubles bookings (tennis only). Back-to-back reservations are not permitted and playing partners cannot reserve courts consecutively. Further, a court reservation cannot be transferred to another member. Additional court fees may apply; please contact your Club for additional information.

Members together on a Shared Membership with access to court reservations may make one court reservation per day per club for the entire membership. For instance, if the primary member reserves a court for a specific day, then no other member can make a reservation at the



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same club for the same day. Couple or Family memberships may make up to two reservations per day. Once the reservation time has passed, the member can make additional same-day bookings, based on court availability.

Note: Those with Club West Sapphire or Club West Diamond memberships may book up to two prime-time reservations in advance per week, per membership. Additional prime-time courts may be booked up to four days in advance.

### COURT CHECK-IN

All members must check in at the Front Desk or Court Reservations Desk for their court assignment prior to play or be subject to the Late Cancellation fee of \$25. If you have not checked in within 15 minutes of your reservation time, your court may be given to a waiting member, and you will be charged a Late Cancellation fee.

Late Cancellations: Should you need to cancel your court reservation please notify us 24 hours prior to your scheduled booking. The primary member's (booker's) account will be charged a \$25 late cancellation fee for cancellations made within 24 hours of the booking time, or if the court is left unoccupied during the scheduled time of play; the full court fee will be assessed for indoor court cancellations. Multiple cancellations may result in a suspension of booking privileges.

No-Shows: Any member who books a court and does not show up for play within 15 minutes of the reserved start time will be subject to a minimum charge of \$25. After 15 minutes, the reserved court will then be released for open reservation. Excessive no-shows may result in a 30-day suspension of court booking privileges.

### FAMILY

#### CHILDCARE GENERAL INFORMATION

All children under the age of 13 must be supervised by a parent or guardian or must be in a registered a Bay Club childcare program at all times while on Bay Club premises. A parent or guardian must remain on the property at all times while their children are at the Club. Guidelines may vary for special programs and camps.

#### CHILDREN'S CENTER RATES AND RESERVATIONS

Complementary childcare benefits for Member children are listed in the Membership Descriptions. Hourly rates apply after the complimentary hours are exceeded. Drop-in childcare is available based on availability, and a drop-in fee will be assessed. Members may make reservations, based on membership type through Bay Club Connect. Please check with your local club for any additional policies or fees.



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Notice regarding upcoming changes to childcare policies, effective January 1, 2025. We will be implementing the following changes to our childcare policies:

- Children must be part of a Bay Club Membership to attend childcare; guests of members will not be able to utilize childcare.
- Maximum daily visits will change to 2 hours from the current 3 hours.
- The minimum age in childcare will change to 6 months old from the current 6 weeks old.

Please note, that some of the above policies may already be in place at certain locations and that local policies may vary. Please observe all policies and procedures in place at your Bay Club location.

### CHILDCARE CANCELLATION GUIDELINE

24 hours' notice is required to cancel a childcare reservation so that we may allow another member to take advantage of your space. The primary member's (booker's) account will be assessed a late-cancellation fee equivalent to the reservation time at family rate per hour for cancellations made within 24 hours of the booking time. If the Club is able to fill the reservation within the cancellation period, the member will be notified and will not be charged for the late cancellation.

### SOLICITATION POLICY

Although we are thrilled that you may want one of our Associates to come to your house to babysit, Children's Center Associates may not be solicited for babysitting services while on their shift. Note that Associates may be required to disclose babysitting or other professional or personal relationships with Members to their manager. Phone calls to Associates during their shift are not permitted.

### WHAT TO BRING

- Diapers (one for every hour of reserved childcare time)
- Wipes
- Extra set of clothes
- Plastic bottles/containers only
- Snacks

Please label all items. Only labeled items will be used or fed to your child. Due to the severe risks associated with peanut allergies, food containing peanuts or tree nuts are not permitted in the Children's Center. Please double check all labels before sending food with your child. Please check with your club for any additional policies.





## MEMBERSHIP INFORMATION AND GUIDELINES

### HEALTH GUIDELINES

Health issues are a concern for everyone. The Children's Center relies on each family's thoughtful assessment of their child's health to keep our community strong. To assist you, we have provided the following helpful guidelines:

- Please keep your child at home if they are showing any signs of cold or illness. If a child has any type of discharge from their eyes or nose for any reason, he/she is required to stay home until these have subsided.
- If a child has been sick, he/she should remain home until he/she can fully participate in childcare activities. A 48-hour period is required for your child to stay at home after a fever, vomiting, or diarrhea has subsided without the aid of medication.
- Please notify the Children's Center of any contagious conditions your child may have had while visiting the Children's Center (e.g., lice, chicken pox, COVID-19).

The Children's Center will not administer any medications or apply topical ointments to diaper rashes, although parents are welcome to come during the reservation time and do so. Parents will be notified if their child becomes ill or if they show any of the above symptoms. The staff will use their best judgment when requesting that your child be removed from Children's Center for health or behavioral reasons. If the staff notifies you, please pick up your child immediately.

### HOSPITALITY

#### CONNECT WORKPLACE SUITES

Select clubs have fully equipped Connect Workplace Suites available for members. Reservations can be made through Bay Club Connect for a fee. Booking windows and complimentary time limits are listed in Membership descriptions.

#### KEY RETURN

Keys will be issued for reserved rooms and must be returned at check-out. Failure to do so will result in a charge.

#### CANCELLATION GUIDELINE

Should you need to cancel your Connect reservation, please notify us 24 hours prior to your scheduled booking. The primary member's (booker's) account will be charged for cancellations made within 24 hours of the booking time. If the Club is able to fill the reservation within the cancellation period, the member will be notified and will not be charged for the late cancellation.



**APPENDIX A  
MEMBERSHIP CATEGORIES AND BENEFITS**

Membership Type	Club Access	Racquet Sport Access (Tennis, Pickleball, Squash)	Golf Access	Childcare Benefits	Other Benefits
<b>Shared Memberships</b>					
<b>Club West Gold</b>	<ul style="list-style-type: none"> <li>All clubs excluding Manhattan Country Club</li> </ul>	<ul style="list-style-type: none"> <li>Complimentary Racquet Sports</li> <li>4-day advance booking for Racquet Sports</li> </ul>	<ul style="list-style-type: none"> <li>10% off golf at StoneTree Golf Club, Crow Canyon Country Club, Boulder Ridge Golf Club, and Fairbanks Ranch Country Club.</li> <li>Green fees and cart fees apply.</li> <li>4-day advance booking (48-hour booking for protected tee times)</li> </ul>	<ul style="list-style-type: none"> <li>Complimentary childcare (Subject to local club rules)</li> <li>7-day advanced booking.</li> <li>Available at Marin, Rolling Hills, Walnut Creek, Fremont, Pleasanton, Redwood Shores, Courtside, El Segundo, and Carmel Valley</li> <li>\$25 per day fee for non-member children.</li> </ul>	<ul style="list-style-type: none"> <li>2 Guest Passes per month<sup>1</sup></li> <li>3-day advance booking for group exercise classes</li> <li>Complimentary Connect Workplace Suites access up to 30 hours/month (2 hrs./day) per membership with 4-day advance booking</li> </ul>
<b>Executive Club North Bay</b>	Bay Club Marin, Bay Club Rolling Hills, Bay Club San Francisco, Bay Club Gateway, Bay Club Financial District, Bay Club South San Francisco, Bay Club Walnut Creek, Bay Club Pleasanton, and Bay Club Fremont Off Peak access to ay Club Ross Valley (M-F)	<ul style="list-style-type: none"> <li>Squash access only at Bay Club San Francisco and Bay Club Marin</li> <li>3-day advanced booking for racquet sports.</li> <li>Walk-on tennis access only at Ross Valley, Fremont, and Pleasanton</li> <li>Tennis court fees apply at Gateway, South SF, Fremont, and</li> </ul>	<ul style="list-style-type: none"> <li>Social access to StoneTree Golf Club</li> <li>3-day advance booking</li> </ul>	<ul style="list-style-type: none"> <li>Complimentary childcare (Subject to local club rules)</li> <li>7-day advanced booking.</li> <li>\$25 per day fee for non-member children.</li> <li>Available at Marin, Rolling Hills, Walnut Creek, Fremont, and Pleasanton locations.</li> <li>7-day advance booking</li> </ul>	<ul style="list-style-type: none"> <li>2 Guest Passes per quarter</li> <li>3-day advance booking for group exercise classes</li> <li>Complimentary Connect Workplace Suites access up to 30 hours/month (2 hrs./day) per membership with 4-day advance booking</li> </ul>

Membership Type	Club Access	Racquet Sport Access (Tennis, Pickleball, Squash)	Golf Access	Childcare Benefits	Other Benefits
	before 9am and after 6pm)	Pleasanton. There are no fees to play at Rolling Hills			
<b>Executive Club East Bay</b>	Fitness access to Bay Club Walnut Creek, Bay Club Pleasanton, Bay Club Fremont, and Bay Club Crow Canyon.	<ul style="list-style-type: none"> <li>• 3-day advanced booking for Racquetball, Tennis, and Pickleball at Bay Club Pleasanton.</li> <li>• 3-day advanced tennis booking at Bay Club Fremont and Bay Club Crow Canyon</li> <li>• Walk-on access to Squash and Pickleball at Bay Club Fremont.</li> <li>• No court fees for squash, racquetball, tennis or pickleball at the locations above.</li> </ul>		<ul style="list-style-type: none"> <li>• Complimentary childcare (Subject to local club rules)</li> <li>• \$25 per day fee for non-member children.</li> <li>• 7-day advance booking</li> <li>• Available at Walnut Creek, Pleasanton, and Fremont.</li> </ul>	<ul style="list-style-type: none"> <li>• 2 Guest Passes per quarter</li> <li>• 3-day advance booking for group exercise classes</li> <li>• Complimentary Connect Workplace Suites access up to 30 hours/month (2 hrs./day) per membership at Fremont with 4-day advance booking</li> </ul>
<b>Executive Club South Bay</b>	San Francisco, Financial District, South San Francisco, Walnut Creek, Fremont, Pleasanton, Redwood Shores, Broadway Tennis (pickleball and fitness	<ul style="list-style-type: none"> <li>• 3-day advanced booking for racquet sports.</li> <li>• Tennis and squash are complimentary at Santa Clara, Pleasanton, and Fremont.</li> </ul>	<ul style="list-style-type: none"> <li>• 3-day advance booking</li> </ul>	<ul style="list-style-type: none"> <li>• Complimentary childcare (Subject to local club rules)</li> <li>• 7-day advanced booking.</li> <li>• \$25 per day fee for non-member children.</li> </ul>	<ul style="list-style-type: none"> <li>• 2 Guest Passes per quarter</li> <li>• 3-day advance booking for group exercise classes</li> <li>• Complimentary Connect Workplace</li> </ul>

<sup>1</sup> Guest passes will be available in your Bay Club Connect account. Guests passes issued between January 1 through October 31 will expire on December 31. Passes issued between November 1 through December 31, will roll over into the following year and expire in December of the following year. Visting Members have home clubs other than Walnut Creek, Pleasanton, and Crow Canyon

<b>Membership Type</b>	<b>Club Access</b>	<b>Racquet Sport Access (Tennis, Pickleball, Squash)</b>	<b>Golf Access</b>	<b>Childcare Benefits</b>	<b>Other Benefits</b>
	access only), Santa Clara, Courtside, Boulder Ridge Golf Club (social only).	<ul style="list-style-type: none"> <li>• Tennis court fees apply at South San Francisco.</li> <li>• There are no court fees for squash or pickleball.</li> </ul>		<ul style="list-style-type: none"> <li>• Available at Redwood Shores, Courtside, Walnut Creek, Fremont, and Pleasanton Locations</li> </ul>	Suites access up to 30 hours/month (2 hrs./day) at Redwood Shores and Courtside per membership with 4-day advance booking
<b>Executive Club Southern California</b>	Carmel Valley (fitness access), Fairbanks Ranch Country Club (fitness and social access), Redondo Beach, El Segundo, Santa Monica, Financial District	<ul style="list-style-type: none"> <li>• Squash has 1-day advanced booking at Bay Club Carmel Valley.</li> <li>• There are no court fees for pickleball at Carmel Valley; walk-on access for pickleball only.</li> </ul>		<ul style="list-style-type: none"> <li>• Complimentary childcare (Subject to local club rules)</li> <li>• 7-day advanced booking.</li> <li>• \$25 per day fee for non-member children.</li> <li>• Available at El Segundo and Carmel Valley.</li> </ul>	<ul style="list-style-type: none"> <li>• 2 guest passes are awarded quarterly to the primary member on the account.</li> <li>• Connect Suites: 2 hours of Connect workspace suites included per day at Carmel Valley and El Segundo, with 3-day advanced booking.</li> </ul>
<b>Executive Club Los Angeles</b>	El Segundo, Redondo Beach, Santa Monica	<ul style="list-style-type: none"> <li>• 3-day advanced booking for Pickleball at El Segundo</li> <li>• There are no fees for Pickleball at El Segundo.</li> <li>• Walk-on access for racquetball at Redondo Beach.</li> <li>• There are no court fees for racquetball at Redondo.</li> </ul>		<ul style="list-style-type: none"> <li>• Complimentary childcare (Subject to local club rules)</li> <li>• 7-day advanced booking.</li> <li>• \$25 per day fee for non-member children.</li> <li>• Available at El Segundo.</li> </ul>	<ul style="list-style-type: none"> <li>• 2 passes are awarded quarterly to the primary member on the account.</li> <li>• Complimentary Connect Workplace Suites access up to 30 hours/month (2 hrs./day) per membership with 4-day advance booking</li> </ul>
<b>East Bay Campus</b>	Fitness access to Bay Club Walnut Creek, Bay Club Pleasanton, Bay			<ul style="list-style-type: none"> <li>• Complimentary childcare (Subject to local club rules)</li> </ul>	2 Guest Passes per quarter

Membership Type	Club Access	Racquet Sport Access (Tennis, Pickleball, Squash)	Golf Access	Childcare Benefits	Other Benefits
	Club Crow Canyon, and Bay Club Fremont			<ul style="list-style-type: none"> <li>7-day advance booking</li> </ul>	3-day advance booking for group exercise classes
<b>Santa Clara Campus</b>	Santa Clara, Fremont, Financial District, off-peak to San Francisco (Monday-Thursday after 7pm, Fridays after 2pm, anytime weekends)	<ul style="list-style-type: none"> <li>Select pickleball courts are walk-on access only. There are no court fees for pickleball.</li> </ul>		<ul style="list-style-type: none"> <li>Complimentary childcare (Subject to local club rules)</li> <li>7-day advance booking</li> </ul>	2 Guest Passes per quarter 3-day advance booking for group exercise classes
<b>Single Site</b>	Available at Bay Club Walnut Creek, Bay Club Pleasanton, Bay Club Fremont, Portland, Santa Monica, and Financial District (Off Peak Hours Access to Bay Club San Francisco M-TH after 7pm, Friday after 2pm and Weekends anytime)	<ul style="list-style-type: none"> <li>3-day advance booking for racquetball and pickleball at Pleasanton and Fremont location if member of home club.</li> <li>(Additional Info may be required)</li> </ul>		<ul style="list-style-type: none"> <li>Complimentary childcare (Subject to local club rules)</li> <li>7-day advance booking</li> </ul>	2 Guest Passes per quarter 3-day advance booking for group exercise classes
<b>Club West Gold-Manhattan Country Club</b>	<ul style="list-style-type: none"> <li>All clubs</li> </ul>	<ul style="list-style-type: none"> <li>Complimentary racquet sports</li> <li>2-day advance booking</li> <li>48 hour rolling advanced booking for racquet sports.</li> </ul>	<ul style="list-style-type: none"> <li>10% off golf at StoneTree Golf Club, Boulder Ridge Golf Club, and Fairbanks Ranch Country Club</li> <li>4-day advance booking</li> <li>Green fees and cart fees apply.</li> </ul>	<ul style="list-style-type: none"> <li>Complimentary childcare (Subject to local club rules)</li> <li>7-day advance booking</li> <li>\$25 per day fee for non-member children. Available at Marin, Walnut Creek, Fremont, Pleasanton, Redwood Shores, Courtside, El Segundo, and Carmel Valley</li> </ul>	<ul style="list-style-type: none"> <li>2 Guest Passes per month</li> <li>Complimentary Connect Workplace Suites access up to 30 hours/month (2 hrs./day) per membership with 4-day advance booking.</li> <li>3-day advance booking</li> </ul>

Membership Type	Club Access	Racquet Sport Access (Tennis, Pickleball, Squash)	Golf Access	Childcare Benefits	Other Benefits
					<ul style="list-style-type: none"> <li>• 3-day advance booking for group exercise classes</li> </ul>
<b>Golf Memberships</b>					
<b>Club West Platinum</b>	<ul style="list-style-type: none"> <li>• All clubs excluding Manhattan Country Club</li> </ul>	<ul style="list-style-type: none"> <li>• Complimentary racquet sports</li> <li>• 5-day advance booking</li> </ul>	<ul style="list-style-type: none"> <li>• 25% off golf before 2 pm; golf complimentary after 2pm</li> <li>• 5-day advance booking (48-hour booking for protected tee times)</li> <li>• Waived cart fees (after 2pm)</li> <li>• Driving range access starting at 2pm</li> <li>• 1 Golf Pass for the Primary Member a Month</li> </ul>	<ul style="list-style-type: none"> <li>• Complimentary childcare (Subject to local club rules)</li> <li>• 7-day advance booking</li> <li>• Childcare: Available for up to 2 complimentary hours per day for children on membership with 7-day advanced booking. \$25 per day fee for non-member children.</li> </ul>	<ul style="list-style-type: none"> <li>• 2 Guest Passes per month</li> <li>• Complimentary Connect Workplace Suites access up to 50 hours/month (2 hours per day) per membership with 5-day advance booking.</li> <li>• 3-day advance booking for group exercise classes</li> </ul>
<b>Club West Diamond</b>	<ul style="list-style-type: none"> <li>• All clubs excluding Manhattan Country Club</li> </ul>	<ul style="list-style-type: none"> <li>• Complimentary racquet sports</li> <li>• 9-day advance booking</li> </ul>	<ul style="list-style-type: none"> <li>• Complimentary golf</li> <li>• 9-day advance booking (48-hour advance booking for protected tee times)</li> <li>• Waived cart fees.</li> </ul>	<ul style="list-style-type: none"> <li>• Complimentary childcare (Subject to local club rules)</li> <li>• 7-day advance booking</li> <li>• 2 complimentary weeks of Summer Kids Camp<sup>2</sup></li> </ul>	<ul style="list-style-type: none"> <li>• 2 guest passes are awarded monthly to the primary member on the account.</li> <li>• Guests receive 10% off all greens fees when</li> </ul>

<sup>2</sup> With family memberships only. For all complimentary camp weeks, advance reservations are required; availability for complimentary reservations cannot be guaranteed. Complimentary camp offering includes “Little Explorers” and “Multi-Sport” camp options. Summer Kids Camp benefits are valid for any child who is active on a Club West Diamond or Sapphire (or legacy family) membership. Reservations must be made for full weeks and cannot be split up. Make-up sessions will not be offered for missed days. Club West Diamond or Sapphire Summer Kids Camps registrations can be made online by simply visiting bayclubcamps.com. Please refer to the Camp section under Department Guidelines for further details regarding reservations and cancellation policies.

Membership Type	Club Access	Racquet Sport Access (Tennis, Pickleball, Squash)	Golf Access	Childcare Benefits	Other Benefits
			<ul style="list-style-type: none"> <li>• Driving range is complimentary (except before 11am on Saturdays).</li> <li>• 10% Green Fee and discount for guests</li> <li>• 2 Golf Passes issued to the Primary Member per month.</li> <li>• All benefits within the Troon Prive and Troon Advantage Program <i>(updated 06/24/2024)</i></li> </ul>	<ul style="list-style-type: none"> <li>• Childcare is available for up to 2 complimentary hours per day for children on membership with 7-day advanced booking. \$25 per day fee for non-member children</li> </ul>	<p>accompanied by a member.</p> <ul style="list-style-type: none"> <li>• Complimentary Connect Workplace Suites access up to 2 hrs./day/membership with 7-day advance booking at participating locations.</li> <li>• 3-day advance booking for group exercise classes</li> </ul>
<b>Club West Sapphire</b>	<ul style="list-style-type: none"> <li>• All clubs excluding Manhattan Country Club</li> </ul>	<ul style="list-style-type: none"> <li>• Complimentary racquet sports</li> <li>• 14-day advance booking</li> </ul>	<ul style="list-style-type: none"> <li>• Complimentary golf</li> <li>• 14-day advance booking</li> <li>• Waived cart fees.</li> <li>• Driving range is complimentary.</li> <li>• 25% Green Fee discount for guests. 14-day access to Protected Tee Times</li> <li>• All benefits within the Troon Prive and Troon Advantage Program <i>(updated 06/24/2024)</i></li> <li>• 3 Golf Passes issued to the Primary Member per month.</li> </ul>	<ul style="list-style-type: none"> <li>• Unlimited complimentary childcare</li> <li>• 7-day advance booking</li> <li>• 8 complimentary weeks of Summer Kids Camp</li> <li>• Childcare is available for up to 2 complimentary hours per day for children on membership with 7-day advanced booking.</li> </ul>	<ul style="list-style-type: none"> <li>• 3-day advance booking for group exercise classes</li> <li>• 2 Guest Passes per month</li> <li>• Priority registration for all Club tournaments and events</li> <li>• Guests receive 25% off greens fees when accompanied by a member.</li> <li>• Complimentary Connect Workplace Suites access up to 4 hrs./day with 7-day advance booking at participating clubs.</li> </ul>

Membership Type	Club Access	Racquet Sport Access (Tennis, Pickleball, Squash)	Golf Access	Childcare Benefits	Other Benefits
					<ul style="list-style-type: none"> <li>• Complimentary corkage<sup>3</sup></li> </ul>

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<sup>3</sup> Up to four bottles of wine per meal, during dining hours at select club locations in designated dining areas only. Special arrangements may be made for additional bottles by contacting the restaurant manager prior to reservation. Complimentary corkage benefit does not apply during special events or private events. A Club West Sapphire member must be part of the dining party for this benefit to be valid.