



FAQ FOR CLUBSPORT MEMBERS

1. Will my membership stay the same?

Yes, we have no immediate plans to change any memberships—including the single-site memberships and multi-site memberships such as 680 Flex—with the exception of the following two categories: Gold Plus and Silver.

If you have a Silver Membership, in addition to Fremont, we've arranged for you to have access to our Silicon Valley Campus, including Bay Club Cupertino and Bay Club Santa Clara to replace your access to San Jose. If you have a Gold Plus Membership, we've arranged for you to have our Executive Club South Bay Membership, including your current East Bay access, plus our Peninsula, Silicon Valley, and San Jose Campuses. This will replace your access to San Jose and Aliso Viejo. For more information about Executive Club South Bay, please visit bayclubs.com/membership. For more details and questions about your membership access, please contact concierge@bayclubs.com.

2. How about my specialty membership—will it stay the same?

Yes. The Bay Club has no plans to make changes to any current specialty memberships such as Senior, Corporate, or Paid-in-Full (PIF).

3. Will my dues rate increase?

Yes, there will be a dues increase scheduled for April 1, 2019. The increase will vary slightly from membership to membership but should be approximately five percent. As with all annual Bay Club dues increases, this amount will be reinvested back into the clubs.

4. Will there be any changes to how I receive and pay my bill?

For the next few months, your billing will remain unchanged until the accounts are transferred to the Bay Club's member portal. At this point, you will be given access to the Bay Club Connect portal to pay your bill. More information about this transition will be provided at that time.

5. How will childcare change?

We have no immediate plans to make any changes to the clubs' childcare services. Our goal is to learn more about this service from associates and members, and recommend any adjustments in 2020.

6. Will the clubs' staff remain the same?

We're pleased to share that all club associates have been offered employment with the Bay Club effective January 1, 2019.

7. Will my club be rebranded as a Bay Club?

Yes, we will switch the branding from ClubSport to Bay Club during the first half of 2019.

8. Will the check-in process change?

There will be no change. All East Bay Campus and Oregon locations will continue to use digital memberships cards.



9. I've noticed the term Campus used by the Bay Club. To what is this referring?

The term campus refers to a group of clubs within a close geographical region. These clubs typically have complementary amenities, programs, and services, allowing for a greater range of member experiences than can be offered through a single location.

10. What if I have a membership at both the Bay Club and Leisure Sports?

Please send an email to concierge@bayclubs.com and we'll help you determine your best membership option.

11. I'm interested in permanent access to some of the Bay Club's other locations. How do I upgrade?

You can upgrade your membership at any time by contacting your home club's membership office. For more information about what club locations are included in the different Bay Club membership categories, please visit bayclubs.com/memberships.

If you are interested in experiencing any of our Bay Club locations first, we will continue to offer complimentary reciprocal access to all club locations for the month of January.

Before visiting a Bay Club location as part of our complimentary reciprocity arrangement, we encourage you to review the following information regarding our clubs.

a. What amenities are available at each club?

Please visit bayclubs.com, click "LOCATIONS" and then select the region in which you are interested from the drop-down menu. Here you'll find a comprehensive overview of clubs and other information about your chosen location.

b. How do I gain access to the various clubs as part of my membership?

To check in at any of the Bay Club locations, you will need to simply present your photo ID and digital membership card upon arrival, after which you will complete a guest registration waiver. A Membership Director will be able to provide you with a tour of the club, as well as answer any other questions you may have.

c. May I bring guests with me to visit the new locations?

If you would like to bring a guest with you, please contact concierge@bayclubs.com and specify which location you would like to visit.

d. Does my access include sports, childcare, and other amenities requiring reservations?

Complimentary access is intended to simply allow members to experience the fitness and social amenities at each new location. If you would like to take advantage of a sport, book a childcare reservation, or access another amenity requiring reservations, prior arrangements must be made. Please contact concierge@bayclubs.com to request a reservation.

e. Will I have member charging privileges while visiting a Bay Club location?

You are welcome to use the Club's amenities and services. Until we switch over the membership system, please be prepared to pay with any major credit card, including Visa, Mastercard and American Express. Once the system is in place, you will have member charging privileges at that time.



f. Will I be able to participate in group fitness classes that require a fee or advance booking?

The majority of group fitness classes are complimentary and do not require advance booking. For a class schedule, please visit bayclubs.com and click “CLASSES” to search by club. Should you wish to take a class that requires a fee or advance booking, please contact concierge@bayclubs.com.

g. Is Parking available at the Bay Club locations?

Complimentary parking lot and/or surface street parking is available at the following Northern California locations: Marin, Ross Valley, StoneTree, Redwood Shores, Santa Clara, Cupertino, Courtside, and Boulder Ridge.

Our four San Francisco locations feature garage parking, with the following restrictions:

- **Bay Club San Francisco:** Complimentary parking in our on-site garage is available for up to 3 hours a day. You can access the garage from Lombard Street (between Sansome and Battery); please be prepared to present your digital membership card and photo ID upon entry.

We also offer 3 hours of complimentary parking at Levi’s Parking Garage on Sansome Street, between Greenwich and Lombard, with validation. Bring your parking ticket with you to the Club and validate it at the Hospitality Desk upon check in.

- **Bay Club Financial District:** Complimentary garage parking is available Monday–Friday after 5:00 pm (up to 3 hours) and validation is given at the Club’s hospitality desk. Garage parking is also available prior to 5:00 pm Monday–Friday for a fee. (Note: This location is closed on weekends and holidays.)
- **Bay Club at the Gateway:** Street parking off of Drumm and Jackson Streets is available along with parking in a small member lot located on Washington Street. Please let the hospitality desk know if you’ve parked in the lot upon check-in.
- **Bay Club SF Tennis:** Paid parking is available in both our on-site garage and on the surrounding streets.

h. Are there additional transportation services I should know about?

We provide a Chariot shuttle exclusively for Bay Club members and guests that runs Monday through Friday for several stops in San Francisco, including connecting Bay Club San Francisco to the Embarcadero and Montgomery BART stations. For more information about this complimentary service, please visit bayclubs.com/amenity/shuttle.

i. Do any of the Northern California Bay Club locations have restricted hours?

Bay Club Ross Valley is our only location that has restricted hours access. Members will be able to access that location Monday-Friday before 9:00 am or after 6:00 pm.

For any additional questions or concerns, please contact us at concierge@bayclubs.com or by calling 415.901.9207. We look forward to welcoming you to our clubs!