



THE BAY CLUB

MEMBER BENEFITS

FREQUENTLY ASKED QUESTIONS

Okay, let's start with a little background.

We've heard you. Sharing the Bay Club with friends, family, and colleagues is the benefit you love the most. So, we're going back to our company's heritage of giving its members regular guest passes, and transitioning away from our Lifestyle Points program.

That brings me up to speed. So, what should I expect next?

As of December 15, 2020, any Lifestyle Points on active member accounts have been converted into guest passes at a 4:1 ratio. Just to give an example, if you had 20 Points, you've received five guest passes. If you had 22 Points, you've received six passes. And you'll find these guest passes now in your Bay Club Connect account. (Psst... Be sure to set up a Bay Club Connect account and download our app if you haven't already done so.)

Your passes will expire on December 31, 2021. Plus, until March 31, 2021, we've removed any restrictions on guest access, so feel free to share the Club with your guests as often as you want.

Great. And how can I use my guest passes?

Just bring your guest to the Club! Whether you want to take a class with a friend, challenge a colleague to a tennis match, or show dad how fast you can swim, simply check in at the front desk and let them know you have guest passes on file. We'll take care of the rest.

I'm a Club West Platinum, Diamond, or Sapphire member. What should I expect next?

Good news — your Lifestyle Points have been converted into rounds of golf, because we know how much you like being with your friends and family on the golf course. Look for communication regarding this conversion through ForeTees.

Okay, let's talk about 2021. What will member benefits look like?

Yep, we're ready for next year, too. First, let's talk about your annual tenure gift, depending on how long you've been a member of our Bay Club community. At the beginning of 2021, active members will get two guest passes for their first five years of membership, and one more pass for every additional five years of membership.

Then, active members will receive monthly or quarterly guest passes depending on membership tier, as follows:

- Club West Members: 2 Guest Passes Monthly
- Executive Club Members: 2 Guest Passes Quarterly

If you're a Sapphire, Diamond, or Platinum member, you'll also receive monthly rounds of golf, as follows:

- Sapphire Members: 3 Rounds
- Diamond Members: 2 Rounds
- Platinum Members: 1 Round

Oh, I have lots of friends and family members. What if I want more passes or rounds?

Benefits are dependent on membership tier, so if you want more guest passes or golf rounds, contact your Club's membership department about upgrading your membership. Or simply purchase guest passes à la carte at the front desk.

You answered my questions, but what if I think of another one?

We're always here to help. Simply email bayclubconnect@bayclubs.com or select Contact Us in your Bay Club Connect app and a member of our Customer Service Team will get back to you.

THE BAY CLUB

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SANTA CLARA | SAN JOSE | LOS ANGELES | SAN DIEGO