



MEMBERSHIP HANDBOOK

INFORMATION AND POLICIES

160 W. DAYTON
Edmonds, WA 98020
(425) 778-3546

April 2019

Congratulations on your decision to join us at Harbor Square Athletic Club!
Our mission statement is "To Inspire Greatness by empowering our community to live healthier lives."

Our goal is to provide you with opportunities to pursue a healthy lifestyle through exercise, recreation, social activities, and health education.

Your input is appreciated, and we invite your comments and suggestions about any of our programs and policies. We sincerely welcome you to HSAC.

In Good Health,

Jack Tawney
Owner

Jackie Tawney
General Manager

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SECTION ONE

Membership Classifications

TENNIS

This membership is available to anyone 14 years of age and older. Upon joining, the individual has the right to use all facilities of the athletic club and the tennis center. This membership is non-transferable.

CLUB

This membership is available to anyone 14 years of age and older. Upon joining this membership, the individual has the right to use all facilities of the club except the tennis courts. This membership is non-transferable.

*FLEX

This membership is available to anyone 14 years of age and older. The individual has all the privileges of the CLUB facilities and classes during designated flex hours. These hours are as follows:

Monday – Friday: 10:00 a.m. to 3:00 p.m. and 8:00 p.m. to 11:00 p.m.

Saturday – Sunday: Noon to 10:00 p.m.

*There is a \$5.00 fee to use the club or attend classes during non-designated hours. Flex Members may attend Aqua classes at any time.

CORPORATE

Corporate memberships are available for companies with employees interested in becoming members. Please contact our Corporate Membership Director for more information about these options.

FEE ADJUSTMENTS

Fees and dues are subject to adjustment at any time as determined by the management. A one-month notice of any upcoming adjustments will be communicated via the newsletter.

CLASSIFICATIONS DEFINED

Adult memberships are for those 14 years of age and older. Children ages 12 and 13 are eligible for membership upon a youth orientation session with, and approval of, a personal trainer.

Couple memberships are for 2 married persons or a parent and one dependent child, age 14-23.

Family memberships include parent(s) and dependent children 23 & under.

When a child is no longer a dependent, he/she may continue their own membership with no new enrollment fee. They must register within a month of establishing a non-dependent status.

SECTION TWO Hours of Operation

FACILITY *(includes Tennis Center)

Monday – Friday 5:00 AM *(6:00 AM TENNIS) - 11:00 PM

Saturday & Sunday 7:00 AM - 10:00 PM

Hours of operation are subject to change based upon facility utilization patterns. Any changes will be posted at the Service Desk. HSAC's doors will open no sooner than 5 minutes prior to posted times. All activity will cease 15 minutes prior to closing time. All members and guests must exit the building no later than the posted closing time.

*TENNIS CENTER MAY CLOSE EARLY IF NO COURTS ARE SCHEDULED.

HOLIDAY HOURS

The facility may be closed on holidays at our discretion. HSAC may open late or close early. Please check with the Service Desk for modified hours of operation. We will post notices at the front desk prior to the holiday.

MAINTENANCE CLOSURES

HSAC may be closed from time to time to perform necessary maintenance, repair and remodeling. The Club may, at its option, close the premises to all members a maximum of 14 days per year without a deduction to his or her monthly dues.

SECTION THREE House Policies

MEMBERSHIP CARDS

Each member 14 years of age or older will receive a key tag. Key tags will be required to enter the facility. You must enter the facility with your own key tag. Key tags are nontransferable between persons. Lost key tags may be replaced at the Service Desk or Concierge.

CHECK IN

You may enter the club by presenting your key tag to the staff on duty at the Service Desk. Children under the age of 14 are not issued tags but must check in at the Service Desk with an adult (18 or older). No one will be allowed in the facility without appropriate identification or payment. Photo representation of your membership is a requirement for security purposes.

LOCKER ROOMS

The locker rooms are designed for members 12 & over. If necessary, children under the age of 12 are permitted in the adult locker room when directly supervised (within arm's length) by a parent of the same sex. Children over the age of 4 are not allowed in opposite sex locker room. Please utilize the handicapped restroom in this situation.

Day-use lockers are available at no charge. Please bring your own lock (Not applicable in Women's locker room in the main club). Any locks left on overnight will be removed and the contents placed in lost and found. HSAC is not responsible for lost or stolen items from locked or unlocked lockers. We strongly recommend you leave all valuables at home.

Rental lockers for storage of personal items are available for a monthly or annual fee on a first-come, first-served basis. Please visit the business office or the concierge desk for availability.

The sauna and steam rooms are available in both the men's and women's locker rooms during all business hours. Children under 12 years of age must be accompanied by an adult. PLEASE READ AND FOLLOW POSTED PRECAUTIONS (ESPECIALLY IF YOU ARE PREGNANT, HAVE HIGH BLOOD PRESSURE, OR HEART CONDITIONS.)

****Glassware of any kind is prohibited in these areas. This includes personal care products****

TOWELS

Rental towels are available for single use, billed individually, or unlimited usage as an annual fee. Towels are located for pick-up and drop-off at the Service Desk. Please return them to the dirty laundry bins. Small "workout" towels are provided throughout the facility free of charge.

Please do not remove towels from HSAC.

ATTIRE

All members are expected to wear proper workout attire for their activities. Shirts/skins sports are only permitted while playing basketball games in the gymnasium (subject to change).

Any shoes worn outside the facility may not be worn in any fitness areas.

Only non-marking shoes (court shoes) are allowed on the tennis courts, racquetball courts, basketball gym, and aerobics studios. *Running shoes are not allowed in any of these areas, as they damage the floors*

LOST & FOUND AND VALUABLES

HSAC will not be responsible for lost, stolen, or damaged articles inside, or outside the premises.

You are advised to leave your valuables at home. Do not leave them unsecured within the facility or in your vehicle. Lost & Found items will be kept for one month and then donated to charity. All lost items must be claimed in person at the Service Desk.

SMOKING

HSAC is a designated smoke-free and tobacco-free environment. This includes chewing tobacco.

GUEST POLICY

HSAC guests are defined as individuals 14 years of age and older that are accompanied by an adult Member. All guests must register at the Service Desk, and a guest fee will be charged. Guest fees are subject to change.

Any member 18 years of age or older may bring in a guest of any age. However, guests under 18 MUST be under direct and immediate supervision of the adult member. It is the responsibility of each member to familiarize his/her guest with all the rules and regulations of the facility.

HSAC guests under 12 years of age must be accompanied with an HSAC member who is at least 18 years of age. A guest fee will be charged.

Member accompanied guests may visit HSAC up to 2 times per calendar month (guest fee applies).

SPECIAL EVENTS

Special events will have priority over space and time of regularly scheduled activities.

Check the monthly newsletters, Concierge Desk, bulletin boards, and the Service Desk for information about special events.

PHOTOGRAPHY

Use of any camera, video or still photography is prohibited at all times without the express written consent of HSAC management.

SOLICITATION/DISTRIBUTION

No literature other than that posted by HSAC may be distributed nor any solicitation made on the premises without consent of HSAC management. The bulletin board is available for member use of a 4 x 6 ad or literature only with HSAC approval.

PARTIES

Pool parties are available at certain designated days and times. Information on availability, guidelines, and rates are available at the Concierge Desk and Service Desk

CELL PHONES

Mobile devices and cameras are not allowed in locker rooms under any circumstances. Please monitor cell phone use in the weight room and the cardio areas. Be considerate of others surrounding you. The use of cell phones for talk or text and any camera features must be limited to the lobby and in the hallways. Please restrict the usage of your cell phone to music or work-out related tracking apps while using equipment in the gym. Be mindful of others around you and the availability of equipment.

SECTION FOUR

Facility and Programs

AQUATICS

Showering - State law requires showering prior to entry into the pool and/or spa.

Children - Children age 16 and younger may only use the pool when a certified Attendant is present (per Washington State Law). Please check with our service desk for the days/times when HSAC provides staff in the pool area. All children 16 and younger must be with a parent even when the Attendant is present. Parents must be IN THE POOL with children 7 and under. Water wings are not allowed.

Toys and equipment - Outdoor toys and small toys are not allowed in the pools. Clean, floating toys are generally acceptable. Toys and equipment designed for water activities are allowed during family swim and pool parties. Basic Pool Rules Apply; no running on deck, no rough play, equipment must be used properly. NO DIVING

Scheduling - Please check the current Pool Schedule at the Service Desk for information on classes, reserving lap swim time, open swim, family swim, etc. Scheduled classes have priority use of the pool. Members can reserve lap swim time in lanes 1-3 up to one week in advance. Lane #4 is designated as a drop-in lane. Reservations are accepted up to three hours in advance. You may sign up over the phone or in person with the service desk. Maximum time allowed in lanes 1 and 2 is 60 minutes. Lanes 3 and 4 is 30 minutes. Please call our service desk to cancel a scheduled reservation. A no-show fee of \$5.00 will be charged if you do not attend reserved times. There is a 10-minute grace period, after which you forfeit your lane and procure a fee.

Lap swim - Courteous, compatible usage is encouraged. Please observe lap swim and water walking etiquette.

Pool closure - The pool and pool area may be closed for special events or maintenance, which will be posted at the Service Desk with as much notice as possible.

****We reserve the right to close any pool or spa due to mechanical problems.****

Jacuzzi - The spas are available for use by members 12 years of age and older. Families with children under 12 may use the spa if there is parental supervision. Children under 7 must be accompanied by an adult in the water with the child. No food or drink is allowed.

GYMNASIUM

Consult the gym schedule located on the wall of the basketball court for activity options and times.

Use of the gym is for members and guests 12 years of age and older. Members under 12 must be under direct supervision of an adult member (18 years or older) or in a supervised class for which the child is registered.

Basketballs are provided free of charge and are located next to the court.

Court shoes (basketball or tennis) are the only acceptable shoes allowed on our basketball court. Running shoes, boots, etc. damage the floor and are not allowed.

NO profanity.

Members using the gym are to be respectful of other users, the equipment, and the facility. Recklessly kicking balls or throwing them will not be tolerated.

NO DUNKING or hanging on rims or nets.

The northwest and southwest basketball rims may be lowered by a staff member for smaller children at the request of an accompanying adult.

CARDIOVASCULAR EQUIPMENT

Use of cardiovascular equipment is limited to members 14 years and older (12 and 13 yr. old's must have their own membership card and must first meet with an HSAC trainer first to complete a child orientation session). Anyone 11 or younger is not permitted in the fitness area.

Children 11 and younger are not allowed to "watch" their parents work out, for safety reasons.

An orientation session is highly recommended prior to using the equipment. Please schedule this at the Concierge Desk or Service Desk.

WEIGHT TRAINING AREA

Use of weight training equipment is limited to members 14 years of age and older. Children ages 12 and 13 are eligible for membership upon a youth orientation session with, and approval of, a personal trainer. Anyone 11 or younger is not permitted in the weight room or weight training areas

Members are given 2 complimentary orientation sessions with a trainer. We recommend that guests undergo an orientation prior to utilizing the resistance equipment. Please schedule your orientation at the Concierge Desk.

"Closed-toed" shoes and shirts are mandatory. No sandals, slippers, etc.

RACQUETBALL/SQUASH COURTS

Members may reserve a court at the Service Desk up to one week in advance either in person or by calling the Service Desk.

Each member is allowed two hours of play at a time, unless the court is empty and no reservation is pending.

Non-marking court shoes and appropriate clothing are required. Running shoes, boots, etc. are not permitted on the courts.

If you cancel a reservation, please call at least 2 hours ahead. Failure to do so may result in a late cancellation charge of \$5.

The court will be held for 15 minutes beyond the reserved time.

Safety precautions and proper rules must be followed. Eye protection is recommended. Please provide your own eye protection or check with the service desk for a loaner pair. Lenses must be shatterproof.

Lessons will be offered for adults and children. Inquire at the Service Desk for details.

Handball may be played in all equipped courts.

Squash is available in courts 3, 4, and 5. Please read wall-moving directions or check with the Service Desk for assistance.

TENNIS

Current lessons/programming/events can be found at the service desk located in the tennis center or at the concierge desk. The direct phone number to the tennis center is (425) 771-2889 ext. 3. Reservations for court time may also be made by calling this number or by using the on-line reservation system.

Tennis courts may be reserved only by tennis members. Club and flex-time members can pay a court fee (per person) and utilize a court after consulting with the tennis center front desk staff for availability. Club and flex-time members cannot make advance tennis court reservations.

GROUP EXERCISE

With over 120 classes scheduled per week and three teaching studios as well as a pool, Harbor Square Athletic Club boasts one of the most varied programs in the Puget Sound area. Nearly 40 experienced, certified instructors provide group workouts of the highest quality. The Group Fitness Director, Concierge, or any class instructor can assist you in determining which classes would be best suited for your fitness level. There is a class to fit every taste and ability, including aquatics classes. Class descriptions can be found on the reverse side of the printed schedule; current schedules are available in the foyer. Classes are free to all members (Flex members must attend classes during Flex-time hours only).

Group Fitness Classes - Harbor Square Athletic Club is group fitness classes are more than a great workout, they're impactful experiences that keep you motivated and coming back for more. Our classes are developed by industry leading professionals and taught by amazing instructors who inspire. Our studios are specially designed with ambiance and fitted with top of the line equipment setting the stage for our members to get results through innovation and hard work. Good vibes abound in our 125 weekly Group Fitness classes. Our well trained, certified professional instructors create a welcoming community as well as challenge you to push limits and motivate you to work towards your fitness goals. Whether its calorie-torching cardio, strength, dance, indoor cycling, barre, restorative yoga, or water aerobics we have classes for every goal - all included with your gym membership.

Group Fitness Studios -

Harbor Square is equipped with 3 group fitness studios: Group X Studio, Mind Body Studio and Cycle Studio.

All our studios are designed with state of the art music and sound along with top of the line exercise equipment and props.

Each studio is equipped with the appropriate number of weights, mats, and various props for the classes. All equipment should be left in the studio and not taken out of the studio. The studio equipment is not meant for use outside of the studio.

Group Fitness Policies -

1. Please consult a physician prior to engaging in group fitness classes.
2. Please arrive 5 minutes prior to class starting for any questions or needed assistance from your instructor and to reserve your spot for class.
3. If you need to leave early, please situate yourself near the entrance/exit and leave all of your equipment for the instructor to put away as not to disturb the other participants.
4. Please arrive on time as not to disrupt the other participants.
5. Please do not open or close the blinds, change the heat/temperature or turn on or off the lights. The instructor is responsible for setting the ambiance for the room.
6. Some of our classes require a sign-up process shortly before the class takes place. Please see the front desk or concierge for more information on specific classes and how to participate.

Other important notes -

No person under the age of 14 is allowed in the group exercise classes.

Three (3) students must be present to conduct a class.

Eight (8) students must attend on a regular basis to keep a class on the schedule.

A class may be canceled without notice due to instructor emergency or inclement weather.

No black-soled shoes are allowed on the hardwood teaching surfaces.

No cycling cleats are allowed outside of the studio.

SECTION FIVE

Specialty Services and Training Programs

Massage – Massage services at HSAC are provided by a third-party service as a convenience to our members. The following rules and regulations, although communicated to clients by HSAC staff, are enforced solely by the massage service staff and their management.

1. Appointments are made through our tennis center staff, with the concierge, or with a massage therapist.
2. Same day appointments require a 1 hour notification window.
3. Appointments are subject to change due to illness or unforeseen circumstances.
4. Clients who are more than 15 minutes late must reschedule their appointment
5. Should cancellation be necessary please call the tennis center at least 6 hours prior to the appointment time.

Pediworx - Pediworx is a separate entity from Harbor Square Athletic club with a service location on the premises of HSAC. The following rules and regulations, although communicated to clients by HSAC staff, are enforced solely by Pediworx practitioners.

1. Appointments are made with the front desk or concierge.
2. Appointments are subject to change due to illness or unforeseen circumstances.
3. Clients who are more than 15 minutes late must reschedule their appointment
4. There is a \$25 late cancel/no show fee. Cancellations made less than 24 hours of the appointment time are considered a late cancel.
5. Same day appointments must be approved by the practitioner before scheduling.

TRAINING SERVICES

Harbor Square Athletic club is committed to providing you with a great training experience. You have the option of hiring a certified personal trainer to help you create a customized program. You can hire a personal trainer for a 30-minute session or a 60-minute session.

Additionally, your new membership includes two (2), 55-minute orientations. To give you some general information and guidance.

Please see below for more details on both services.

Personal Training – In a personal training session, you will receive customized workout plans from a certified training professional. These plans are tailored to your specific needs, availability, current fitness level, and fitness goals. It is highly recommended that prior to starting any training program, you consult with your physician to get clearance that you can engage in a training program. To schedule with a personal trainer, please see the concierge desk in the lobby,

call the fitness director at: (425) 778-3546 x122, or email the department at: levi@harborsquare.com.

Personal Training Costs:

Please check with the concierge desk or fitness director for current pricing as rates are subject to change. Sessions are available as 60 minute, 30 minute, group and partner formats. Package pricing is also available.

Personal Training Policies:

1. Please check with a physician prior to engaging in a personal training program.
2. Session must be paid for in advance of the session being serviced.
3. Please arrive 5-minutes early prior to your session. Late arrival to a session will not result in the extension of your training session to accommodate your late arrival.
4. To cancel your training session, you must give a minimum of 12-hour notice to not be charged for your session. Any notice within the 12-hour window may result in the forfeiting of that session and result in a fee equal to the session cost.
5. Please wear appropriate attire to your training session.

New Member Orientation - As an additional value to your HSAC membership, you are entitled to Two (2), 55-minute fitness orientations. The purpose of the orientation is to answer any questions you may have about the club, direct you to the areas of the club you'd like to learn more about, give you a general orientation on machines based on your goals and initial assessment, and provide you with some resources & options to make your first 90-days at HSAC enjoyable and comfortable. ****The fitness orientation is not a personal training session. The main difference is that a personal training session is a comprehensive and customized training plan written for your specific needs and goals. The orientation, while still comprehensive, is a general introduction to the club and an opportunity to learn more about your fitness history, goals, and current level of fitness.**

New Member Orientation Procedures and Policies:

1. Please consult with a physician prior to engaging in a physical fitness activity, to make sure you are cleared for such activities.
2. Schedule your orientation with the concierge or your membership consultant.
3. Please plan on arriving at least 5 minutes prior to your orientation time.
4. Late arrival to a session will not result in the extension of your training session to accommodate your late arrival.
5. To cancel your orientation session, you must give a minimum of 12-hour notice to not forfeit your session. Any notice within the 12-hour window may result in the forfeiting of that session.
6. Please wear proper workout attire to your orientation session.

MUV TRAINING PROGRAM

MUV Training is a multifaceted workout using a broad range of tools and techniques to engage every muscle in the body. Progressions and regressions to basic movements make MUV Training perfect for all fitness levels. Progress

is monitored by the MYZONE Heart Rate monitor system and training with peers, fostering teamwork and motivation.

Pricing: Two options of MÜV Memberships for unlimited sessions and are auto drafted monthly. Commitment of 3 months or more receives \$10 discount (\$89) per month. One time \$50 set up fee per new training package.

SWIMMING LESSONS

Harbor Square Athletic Club offers aquatic education from basic swim strokes and safety to competitive swimming. We include techniques needed for personal safety while teaching the correct methods for competitive and athletic swimming. Our instructors use positive, gentle, but firm reinforcement to enable our swimmers to enjoy aquatic activities.

Private lessons - Private lessons are available for children three years of age through adult. Swimming lessons are 20 minutes in duration and are offered in 12-week sessions. Please see our website or inquire with the concierge for the next swim session and registration information.

Pricing:

Private lessons are billed at member and non-member rates. Please see the concierge for current pricing information.

Parent Tot - This is a fun class for parents and their children, designed to increase a child's comfort level in the water by using games and songs. Children learn kicks, arm reaches, bubbles, face in water, jumps, use of flotation devices and more. This class is designed for children 6 months to 3 years of age (swim diapers are required). Classes are offered Saturdays from 10:30am to 11:00am and are on a drop-in basis. To sign up fill out a registration form online or contact the HSAC swim director.

Barracuda Swim Team - Our workouts aim to increase the swimmer's capacity to swim longer distances and improve stroke technique. The swimmers range from age 6 to 14 and the ability levels differ greatly. Swimmers are required to swim two lengths of crawl stroke (freestyle) and one length of breaststroke, backstroke, and butterfly. The atmosphere is relaxed and non-competitive. Our goal is to develop the swimmers' skills while elevating their enjoyment of the sport! Currently the Barracudas swim during the school year on Wednesdays from 4:30pm-5:30pm. Absences are built into the pricing, and no refunds for missed classes will be given.

SECTION SIX

Membership Account Policies

EFT (Electronic Funds Transfer)

Members must pay their monthly dues and other charges by EFT. This can be done through automatic withdrawal from your checking account or from a credit card. You may update your payment information at the Concierge desk or in the Administration office during business hours.

DELINQUENCY

Delinquent accounts (accounts over 30 days past due) may be deactivated and are subject to a "no admit" status or cancellation at the discretion of HSAC management. We reserve the right to send your account to Collections for nonpayment after 3 months.

ONE YEAR PRE-PAYMENTS

Annual membership payments are accepted at any time of the year. You must notify the office if you would like to be billed annually. Annual payments are eligible for a 10% discount for prepayment of 12 months of dues.

MEDICAL AND LEAVE OF ABSENCE POLICY

Your membership may be placed on hold for a minimum of 3 months and a maximum of 12 months.

The hold fee for an entire account is \$25 per month. This fee is payable in advance or may be paid monthly (fees are subject to change)

Hold fee due to Medical Reasons is reduced to a rate of \$15 (fees are subject to change)

Accounts with 2 or more members may place an individual(s) on regular or medical hold. Any remaining active members are responsible for all applicable dues.

CANCELLATIONS

Resignation:

A member may resign from the club by giving a written thirty (30) day notice. Monthly fees will not be pro-rated should membership be terminated in the middle of the month.

The enrollment fee is non-refundable. Past due accounts must be paid in full. Club account balances must be paid in full. All membership cards must be turned in.

Termination:

A member who is in arrears in the payment of his/her account for a period more than 90 days may have their membership terminated. All debts and bills to the club are immediately due in full.

A membership may be canceled or suspended by management for any period due to violation of any rules and regulations of the club, or any conduct which, in the opinion of the management of the club, is detrimental to the welfare, good order and character of the club.

Any member or guest of a member found maliciously or willingly destroying or abusing the facilities of the club or exhibiting any inappropriate behavior will be subject to immediate expulsion without refund of registration fees. In addition, the member shall be liable to the club for all damages resulting from such actions.

Termination of a member by the club does not relieve the member of dues or other charges before the date of termination. See HSAC's Conduct Policy, section eight, for details.

SECTION SEVEN Children at HSAC

CHILD CARE

The children's activity center (called the "Kids' Zone") is available to members while participating in club activities (fees applicable). Check the current schedule for hours of operation, available at the center.

Memberships are for those 14 years of age and older. Children ages 12 and 13 are eligible for membership upon a youth orientation session with, and approval of, a personal trainer. Children 11 and under left unattended in any part of the facility will be placed in the day care by HSAC staff. As a result, parents will be charged the appropriate fee. Children 11 and younger are not allowed to "watch" their parents work out.

Parents are expected to be in the facility while their children are in the Kids' Zone. If you leave for an "outside" workout, the staff must be notified of your intentions. Maximum stay is 1.5 hours for infants and 2 hours for all other children.

Security Policy - When a parent drops off their child, they must immediately sign them in at the Kids Zone check in desk. When the parent returns, the signature must match the original one left for the child to be released to that parent.

If a parent drops off their child and wants their spouse or relative to pick them up, written permission will be needed on the sign-in sheet. A picture ID will be required to verify the spouse's or relative's identity.

Well Child Policy - For the protection of other children and staff as well as your own child, please do not ask us to care for your child if he/she is ill. Our personnel reserve the right to refuse admittance of any child into our center on any given day. For our purposes, we define "ill" as a child who, within a 24 hour period, has:
had a fever
diarrhea, vomiting, or nausea
discharge from eyes, or a profuse nasal discharge
a contagious disease (pink eye, or a rash of any sort)
constant cough

Behavior/Discipline - Caregivers need to set limits so that your child and other children can be respectful of things and people in their environment while at HSAC. Giving children choices is a helpful tool for caregivers in setting limits; we will do this by redirection. Consistent limits reduce the need to test rules and it also makes the caregiver's job easier. Children that are disrespectful and are disruptive while at the Kids' Zone will not be readmitted once notification is given to the parent or guardian. We reserve the right to refuse to admit repeatedly disruptive children.

Personal Items - Please label all belongings such as bottles, diapers, food, bags, and clothes. This helps us monitor articles effectively.

Diapers -HSAC does not supply diapers. Please provide extra diapers for your child's comfort.

Snacks - Children may bring their own snacks and beverages. However, if our staff is busy when you come in and your child needs to be set up for their snack, we ask that you set the snack up before you leave. These snacks must require little or no supervision. To ensure the safety of all children; nuts, hard candy, popcorn, hot dogs, and gum are not allowed in the Kids' Zone.

SECTION EIGHT Conduct Policy

We have classified what we deem inappropriate behavior into 3 categories:

CATEGORY 1

May include, but not limited to the following:

Profanity
Littering
Minor disrespect towards staff, members, and/or guests
Infraction of HSAC policy

CONSEQUENCES: A verbal warning and explanation of the rules will be given. The incident will be logged into a computer database. Repetitive behavior will not be tolerated.

CATEGORY 2

May include, but not limited to the following:

"Defiance" – unwilling to correct behavior when asked
Disrespect
Spitting
Misuse of Equipment
May include but not limited to:
Hanging on rims
Kicking basketballs/volleyballs
Failure to yield equipment/space at designated times.

CONSEQUENCES: Offender will be removed from activity. If offender is under 18, the parents will be immediately notified by phone. The incident and consequences will be reviewed with the parent. If the offender is 18 or older he/she will be removed from the activity and asked to leave the facility. A suspension may then be applied to the membership. Non-members will not be allowed to re-enter the facility in the future. The incident will be entered into our database. If the offender repeats the infraction, he/she will have his/her membership terminated.

CATEGORY 3

May include, but not limited to the following:

Assisting in unauthorized entry
Vandalism
Violence (assault/fights, threats, etc. - physical or verbal)
Careless driving in parking area
Any act which necessitates intervention by law enforcement.

CONSEQUENCES: Police will be called. Staff person will be present to assist and give a statement to responding officers. Membership may be terminated. Incident report will be logged into our database.

APPEAL PROCESS

If you would like, you can submit an appeal (in writing) to our office. The Manager will review each submission and respond in writing.

**The foregoing policies and procedures are not all inclusive. Other rules and regulations may be posted in and about the facilities and shall be binding on all members.

**Management reserves the right to change and/or amend these policies and procedures as is deemed necessary for the safe and functional operation of the facility.

Right to Regulate Use of Property

The club shall have the unqualified right to make such rules and regulations and restrictions in the use of all or part of the Club property as it may deem necessary or appropriate. The Club rules shall apply to all members and their guests, visitors, and members of their families. The Club may modify, amend or revise the Club rules in whole or in part at any time and from time to time.

