ClubSport®
HOTEL • FITNESS • SPA
ALISO VIEJO LAGUNA BEACH

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# Member Policy Guide

Our Member Policy Guide has been created to make it easy for you to find answers to questions you may have about your ClubSport Aliso Viejo (CS) membership. This handy guide outlines general club policies that have been established to ensure your comfort, safety, and enjoyment of our facility.

Please take a few moments to familiarize yourself with the contents of the Member Policy Guide. Knowing and observing club rules and policies will help ensure that every visit to the club is enjoyable.

**Topics:**


Club Hours
Physical Activity Readiness
Parking
Attire & Footwear
Club Service Desk
Guests
Children & Teens/TeenFit
Kids World Childcare Center
Fitness Center
Group Fitness
Aquatics Center
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Racquetball & Squash Courts
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R Spa
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Steam Rooms, Saunas & Whirlpools
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Private Event Space
General Club Policies
Club Charge Accounts
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House Phones
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Emergency Procedures
Privacy Policy


## CLUB HOURS

Monday - Friday: 5:00 am - 10:00 pm
Saturday - Sunday: 6:00 am - 10:00 pm

We appreciate your cooperation in planning your workout and shower time so that you are prepared to leave the club promptly at closing time. We have blackout dates - club hours and club use may vary to accommodate holidays and special occasions. We will post any schedule changes at least one week in advance (at the Club desk and through social media) so that you can modify your workout schedule. Also, check out our Instagram and Facebook pages for the latest club news and updates:
instagram.com/clubsport_ren
facebook.com/clubsportren

**Other Hours of Operation:**

**Hotel:**
Monday - Sunday: Open 24 hours

**Membership Account Office:**
Monday - Friday: 9:00 am - 5:30 pm
Saturday: 9:00 am - 12:00 pm

**Membership Sales Office:**
Monday - Friday: 8:30 am - 7:00 pm
Saturday - Sunday: 9:00 am - 6:00 pm

**Hotel Sales Office:**
Monday - Friday: 9:00 am - 5:00 pm
Saturday - Sunday: Closed

**Kids World:**
Monday - Friday: 8:00 am - 8:00 pm
Saturday - Sunday: 8:00 am - 3:30 pm

**Citrus Fresh Grill:**
Breakfast
Monday - Friday: 6:00 am - 11:00 am
Saturday - Sunday: 7:00 am - 11:00 am (breakfast buffet only)

Lunch
Monday - Sunday: 11:00 am - 4:00 pm

Dinner
Monday - Sunday: 4:00 pm - 11:00 pm
Late Night Menu Available from 10:00 pm to close

**Citrus Lounge:**
Monday - Sunday: 11:00 am - 11:00 pm (late night menu at 10 pm)

**Citrus Fresh Market:**
Monday - Friday: 6:00 am - 7:00 pm
Saturday - Sunday: 6:00 am - 2:00 pm

**Citrus Pool Bar (open seasonally, weather permitting):**
Open April - September
Saturday - Sunday: 12:00 pm - 5:00 pm

**R Spa Services & Retail:**
Monday, Wednesday, Friday: 6:00 am – 8:00 pm
Tuesday, Thursday: 8:00 am – 9:00 pm
Saturday: 8:00 am – 8:00 pm
Sunday: 8:00 am – 5:00 pm

Please note that departmental hours of operation are subject to change.
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## PHYSICAL ACTIVITY READINESS - Please complete the following pre-activity screening before you use the club:

If any of the following factors apply to you now or in the future, consult your physician before increasing your physical activity level or proceeding with a fitness evaluation/test or training program: heart disease, numbness in the shoulders or arms, fainting/dizzy spells, high or low blood pressure, high cholesterol, bone and/or joint pain, unaccustomed to regular exercise, on medication, recent illness, diabetes, epilepsy/seizures, recent surgery, under/overweight, chest pains, pregnant, smoker, male over 45 years of age or female over 55 years of age. While the Club endeavors to create a safe and healthy environment for all members, it does not retain physicians on staff. Therefore, it is up to each member to monitor their own activities and understand their

limits. All members and guests are responsible for securing their own health insurance. The Club does not provide medical coverage for injuries sustained on the premises or while participating in Club-sponsored activities and events, whether on the premises or not.
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## PARKING

ClubSport provides a convenient four-level parking structure for use by all members when visiting the club. The club entrance is on the south end of the parking structure; there are stairwells and elevators in the corners and middle of the structure.

- The parking structure is shared by club members, hotel guests, restaurant and spa patrons, and the adjacent office buildings.
- **Reserved parking is for active Executive members and parking pass-eligible Resort members.** A valid parking pass must be displayed in the front window. Passes are issued at the Club Desk. Two parking passes per family membership.
- Please observe a 5mph speed limit in the parking structure – there will be families with children and strollers walking to their cars and the elevators.
- Please do not leave any valuables in your car; **ClubSport is not responsible for the loss of or damage to any personal property brought on premises.**

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## ATTIRE & FOOTWEAR

At ClubSport, we strive to create an environment that is upscale and visually pleasing, yet comfortable and safe for all. We ask all members and guests to use their best judgment in their choices of attire for the public areas of the club and hotel, and we ask that you consider safety and performance issues in your choices of athletic gear and footwear for sports participation. Here are our basic attire and footwear standards:

- Shirts and shoes are required at all times in all areas except the locker rooms and outdoor aquatics center.
- Always wear closed-toe athletic shoes in the fitness center, The Edge Performance Training Center, and when participating in any sport or group exercise class. If participating in an exercise class such as yoga, which is performed barefoot, wear shoes to and from the studio.
- On the racquetball, squash, pickleball, and basketball courts, wear shoes designed for court play, with non-marking soles.
- Exercise attire should not be overly revealing, and fabrics or accessories should not cause damage to the upholstery on fitness equipment.
- Swimwear is appropriate only in the aquatics center and locker rooms.

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## CLUB SERVICE DESK

The Club Service Desk is the “hub” of ClubSport. We ask that everyone entering the club check in with the Service Desk receptionist. Service Desk personnel are there for your convenience – whatever assistance or information you need, they can help or point you in the right direction.

- We ask that members (adults and children) present their membership card to the Service Desk receptionist upon entering the club. For the safety of our members, we cannot admit anyone into the club without proper identification.
- Download the ClubSport app, available for iPhone and Android, which allows you to scan your membership card for convenient check-in and on-site purchases.
- Membership cards are not transferable and may not be loaned.
- If a membership card is lost, we will gladly replace it at a nominal fee.
- For your convenience, guest registration and guest fees are handled at the Club Service Desk.

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## GUESTS

ClubSport welcomes guests and encourages members to share the experiences of the club with friends, family, and co-workers. To ensure club members' optimum use of the club and to protect the value of your membership, the following Guest Policies apply:

- **Members ages 18 and older may bring guests to ClubSport.**
- Members are allowed two guests per visit per membership.
- The guest fee is $25 per guest, per day.
- Resort, Gold, and Executive club members receive a discounted guest fee of $20 per guest.
- A member's guest who resides locally (within a 25-mile radius of ClubSport) may visit once per quarter, up to four times per calendar year.
- For security and liability, all guests must register at the kiosk located at the Club Service Desk. Guests must present a valid photo ID and pay the applicable guest fees.
- Guest fees apply to anyone aged 2+. Guest use is based on a per-person fee.
- Either the guest or member may pay the applicable guest fee.
- Guest blackout dates apply on specified holidays.
- Please accompany your guest in the club at all times, and please take responsibility for your guest's conduct and attire.
- In fairness to all, we ask guests to follow the same club rules, policies, and etiquette guidelines applicable to members.
- Expelled or suspended members may not come as the guest of another member. Club privileges are revoked.
- Extended guest passes, or temporary memberships, may be purchased for out-of-town visitors (those living outside a 25-mile radius of the club). Contact the Club Service Desk or Membership Department for more information.

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## CHILDREN & TEENS/TEENFIT

Our facility appeals to families as well as adults without children. Parents should advise their children and teens on appropriate behavior and supervise them (where required) while visiting the club. This is particularly important in the fitness center, The Edge Performance Training Center, restaurant, swimming pools, splash park, and locker rooms. The following policies are designed for the overall safety of children and teens while in the club.

**Children (Ages 12 and Under):**
Children ages 12 and under must be accompanied and directly supervised by a parent or adult guardian at all times while in the club, except when:

- Registered in Kids World (parent must remain on-premises); or
- Enrolled in a club-sponsored and supervised program, such as a camp, clinic, class, special event, or birthday party (parent must remain on-premises while the child attends birthday party).

**Children may not enter the Fitness Center, The Edge Performance Training Center, Group Fitness Studios, or the Men's/Women's Locker Rooms. Parents with children under the age of 12 must use the Family Locker Room.**

Children must be enrolled on a membership to enter the club or use any club facility (pool, gymnasium, racquetball courts, etc.), or a guest fee must be paid.

**Teens/TeenFit (Ages 12 to 17):**
Once TeenFit Certified, group fitness classes are open to young members ages 12-14 when accompanied by a parent or adult guardian. TeenFit Certifications also grant teen members ages 12 to 17 complete access to the ClubSport facility and aquatics center without being accompanied or

directly supervised as long as:

- The club has on file a Teen Results Program Registration Waiver signed by a parent;
- The teen member has completed the club's TeenFit Certification; and
- The teen member follows all club policies and conducts himself or herself appropriately.

Teens must be enrolled on a membership to use any club facility, or a guest fee must be paid. Teens may purchase an Individual membership at ClubSport, with a parent's signature of approval and agreement to pay all dues and fees.

**Dependent:**
Dependents' ages vary by membership type. Email membersupport@clubsports.com for details regarding your membership.

**Parent Responsibilities:**
We ask all parents to take responsibility for following the club's policies for children and teens, and for accompanying or directly supervising children where and when the club requires. Direct supervision means that you are participating side by side with your child in the selected activity or you are watching them from a close distance, and ensuring that your child is performing the activity in a safe, non-disruptive manner.

Parents are also financially responsible for any in-club house charges your children or teens may make (i.e., at the Citrus Fresh Grill & Market, Pool Bar, and R Spa) on your membership account. All membership change requests must be made in writing or by emailing membersupport@clubsports.com.
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## KIDS WORLD CHILDCARE CENTER

ClubSport is proud to offer a professionally supervised childcare center for use by the children (ages 6 weeks to 12 years) of our members and guests. Kids World offers children a variety of enrichment activities, including arts and crafts, organized games, storytimes, specialty classes, and more.

To provide a handy guide for parents and to ensure a safe and enjoyable experience in Kids World for all children, we have put together the following guidelines for utilizing our childcare services:

- Infants ages 6 weeks to 12 weeks who are on a membership receive one hour and 30 minutes of complimentary child care services per day. This is the maximum length of time infants may stay in Kids World.
- Children ages three months to twelve years who are on a membership receive three complimentary hours of child care services per day.
- After three hours, an overtime fee will apply to all memberships.
- Before a child's first visit, we ask parents to complete a Medical Release Form, which will be kept on file in Kids World for use in the event of an emergency.
- Only parents or legal guardians may check children in and out of Kids World.
- Due to allergies, Kids World is a "nut-free zone." Nuts and nut products are not allowed.
- For the health and well-being of all children, those who are sick cannot participate in Kids World. If a child becomes sick or shows signs of illness while in Kids World, the parent will be notified to pick up the child.
- Please ensure that diapered children are dry and clean before bringing them to Kids World. We know "poop" happens; parents are welcome to use our diaper changing station or to provide us with extra diapers for their child so we can take care of it. Diapers can be purchased at Kids World for a nominal fee.
- Lunches or snacks may be brought into Kids World, but may only be consumed during designated times and in the designated snack area. Beverages must be in plastic, non-spill

containers.
- Please place all diaper bags, backpacks, or other allowed items in a cubby. Children's belongings should be labeled. No personal items or toys (other than infant/toddler comfort items, such as a blanket, pacifier, etc.) will be allowed into Kids World due to possible loss, theft, breakage, conflict, and health issues.
- Parents must remain on ClubSport premises while their children are in Kids World.
- Children must follow the direction and instructions of the staff. Behavioral problems, such as biting or fighting, or other incidents that require discipline and compromise the safety of other children, may result in the suspension of childcare privileges for a defined period. Appropriate action will be determined on a case-by-case basis.
- If a child is upset or uncomfortable for 15 minutes or longer, the staff will request parental assistance.
- Further specifics on our childcare center policies are available in the Kids World Parent Handbook.

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## FITNESS CENTER

Constantly growing to meet the changing needs of today's health and fitness-conscious member, ClubSport features one of the most contemporary and diverse Fitness Centers in the industry. Along with a wide variety of equipment for cardiovascular, strength, and flexibility training, we offer a great selection of wellness programs and services, led by educated, certified instructors and trainers.

For the safety and comfort of all members, we've put together the following fitness policies and etiquette guidelines:

- Please comply with any request made or guidance provided by a ClubSport associate.
- Only ClubSport-employed personal trainers may provide instruction on the fitness floors.
- All new members are encouraged to complete the New Member Program.
- Food is not permitted. Water in non-spill containers is allowed.
- Cell phones must be placed on mute when used in the Fitness Center or The Edge Performance Training Center. Cell phones may be used for text messaging, checking emails, or listening to music with headphones. They may not be used for placing or taking calls. No filming or photos of others is allowed.
- Please use a locker in the locker room to store your athletic bag or other personal items, and do not bring them with you to the Fitness Center or The Edge Performance Training Center. The club is not responsible for the loss or damage to personal possessions.
- Please adhere to a 30-minute time limit on cardio equipment when others are waiting.
- Most pieces of cardio equipment have built-in televisions – just bring your headphones to plug into the jack on the equipment if you'd like to watch TV while working out. Some pieces also have a Bluetooth jack so you can enjoy your own music or other entertainment while exercising.
- Return all cardio equipment to zero speed and elevation (where applicable) after use. Never exit a treadmill with the belt still moving, or step onto a treadmill with a moving belt. Stand on the sides of the treadmill before you step onto the belt to ensure that the belt is not moving.
- Perform weight lifting exercises properly, safely, and under control at all times.
- Please do not drop or slam weights.
- Workout towels are provided; please put used towels in one of the Fitness Center or locker room towel bins.
- Disinfectant wipes are provided; please wipe perspiration off the cardio or weight machines after use.
- As a courtesy to your fellow members, please return all dumbbells, weight plates, and handles to racks after use.
- When performing more than one set on weight equipment, allow others to "work in" between your sets. Do not monopolize equipment.
- No equipment (i.e., dumbbells, physio balls, stretching mats, etc.) in the Fitness Center and The

Edge Performance Training Center may be taken to other parts of the club.
- No scents or essential oils.
- Proper workout clothing and closed-toe athletic shoes must be worn at all times.
- No one under the age of 12 may enter the Fitness Center.
- Teens ages 12-17 must attend and pass the TeenFit Certification program to use the Fitness Center and The Edge without adult supervision.
- Ask for assistance before using any equipment with which you are unfamiliar.
- Membership privileges may be suspended or revoked for failure to follow all Fitness Center and The Edge Performance Training Center policies.

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## GROUP FITNESS

ClubSport boasts a highly experienced, talented, and professional team of Group Fitness Instructors - second to none in Southern California. Our group fitness schedule features a wide variety of classes daily, offering something for all fitness levels and interests. The following guidelines are in place to ensure the safest and best possible group fitness experience for everyone:

- Please be prompt for class. For safety reasons, do not enter a class more than ten minutes late. If you are late, please take a spot in the back of the studio to minimize interruption of the class, and take responsibility for your own warm-up.
- Please follow the instructor's direction and the class format, with allowances for modifications due to physical limitations or fitness levels. If modifications are needed, please place yourself at the back of the studio.
- No perfumes, essential oils, or heavy scents in the exercise studios.
- Please courteously wait for a class in progress to officially end before entering the studio for the next class.
- As a courtesy to the instructor and fellow participants, please do not carry on long or loud conversations during class.
- Please do not bring personal belongings, except a towel and a non-spill water bottle, into the studios.
- Talking, texting, and filming on cell phones is not permitted in class.
- When you arrive for class, you may set up your equipment (step, mat, etc.) but not save space or set up for another participant.
- For classes with sign-up requirements, you may sign in only for yourself.
- All studio equipment and mats must stay in the studio or storage area. Body bars, tubing, weights, etc., may not be taken out of the studio or to other areas of the club.
- Specific instructors are assigned to each class. However, should illness or emergencies arise, another highly skilled instructor may be assigned to substitute a class.
- Only ClubSport employed group fitness instructors may provide instruction in the studios.
- If you are just beginning an exercise program or have any medical concerns, please inform your instructor before class.
- The studios are group programming areas and are open only during scheduled class times.
- Classes may be canceled or rescheduled due to low participation.
- Teens ages 12-14 must have adult supervision in group fitness classes. Teens ages 12 to 17 may take group fitness classes without being accompanied by or directly supervised by a parent or adult guardian as long as:
    - » The club has on file a Teen Results Program Registration Waiver signed by a parent;
    - » The teen member has completed the club's TeenFit Certification; and
    - » The teen member follows all club policies and conducts himself or herself appropriately.
- Teens must be enrolled on a membership to use any club facility, or a guest fee must be paid. Teens may purchase an Individual membership at ClubSport, with a parent's signature of approval and agreement to pay all dues and fees.

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## AQUATICS CENTER

ClubSport offers a resort-style outdoor aquatics center, featuring a 25-yard six-lane lap pool, an activity pool, a children's Splash & Play area, an adult co-ed whirlpool, and a children's-only whirlpool. We offer seasonal swim lessons for all ages and a varied schedule of aquatic exercise classes. All swimming pools are open year-round and heated during the winter months.
To ensure a safe and enjoyable aquatics experience for all, please follow these policies when using the aquatics center:

### General

- All posted signs must be followed.
- Please wear proper swimwear; no cut-offs, shorts, leotards, thong suits, or t-shirts.
- Please shower and rinse off any suntan oils before entering the pools or whirlpool.
- For everyone's safety, we do not permit running, pushing, dunking, or general rough play in the pools, whirlpools, Splash & Play area, or on pool decks.
- Please don't bring rafts, tubes, balls, or water guns to the Aquatics Center.
- Kickboards and buoys are permitted for lap swimming only.
- No diving at any time.
- Please do not stand or sit on the lane lines at any time.
- Lap lanes are for continuous lap swimming. When the lap pool is busy, swimmers must share lap lanes and should circle swim when more than two swimmers are sharing a lane.
- Persons wearing adhesive bandages or those with skin infections, open wounds, or any communicable disease may not enter the pools or whirlpool.
- Persons under the influence of alcohol or other drugs or medicines should not use the pools or whirlpools.
- Elderly persons, pregnant women, and persons with health conditions should consult with a physician before using the whirlpool.
- Please use caution when using the outdoor whirlpool - long exposure may result in nausea, dizziness, or fainting.
- ClubSport reserves the right to schedule programming (group fitness classes, swim lessons, birthday parties, camps, summer BBQs, etc.) or private rentals in the pools or deck areas. Lap or open swimming may not be available at all times on all days.
- Do not use the pools alone.
- Report all injuries or incidents occurring in the Aquatics Center to a lifeguard or staff.
- **Mobile device use is not permitted in the locker rooms.**
- Memorial Day, July 4th, and Labor Day are member-only weekends. Due to increased pool use during these dates, pools are limited to members and registered hotel guests only.

### Aquatics & Pool Deck

- **Lifeguards are not on duty at all times. All persons using the pools, whirlpools, and Splash & Play area do so at their own risk. When lifeguards are on duty, please follow their instructions at all times.**

### Pool Chairs & Towels

- **No reserving of pool chairs. Any unoccupied chair will be relinquished after 15 minutes.**
- Place your used towels in the towel bins conveniently located near the lap pool, exercise pool, and entrance to the locker rooms.

### Food & Beverage

- Glass, coolers, or outside food and beverage are not permitted on the pool deck.
- All food and beverage must be purchased from ClubSport.
- Ice chests and coolers are not permitted, except for soft-covered lunch coolers.
- Bottled water is permitted when contained in plastic bottles versus glass.
- Food and alcoholic beverages are permitted when served by the property.
- All food and beverage items must be stored and consumed at least four feet from the swimming

pool and purchased from the property.

**Kids**

- During the summer season, anyone under the age of 12 is required to take a 10-minute safety break, which will be conducted at the top of the hour from 11:00 am - 5:00 pm. This is an opportunity to take care of personal needs, hydrate, re-apply sunscreen, and attend to your child. We also recommend changing your child's swim diaper.
- The swim diaper's protective qualities deteriorate after 15 minutes, so we strongly recommend changing your child's swim diapers during the safety breaks. For your convenience, swim diapers are available for purchase at the pool bar and R Spa.
- Infants and toddlers must wear swim diapers. Swim diapers are available at the pool bar, R Spa, or through a lifeguard. Regular diapers are not allowed in any of the pools or whirlpools.
- We highly recommend double diapers in the exercise pool, wading pool, and kids whirlpool.
- Parents, please watch your children and assist us with enforcing pool and Splash & Play area rules. Please be in the pool within contact of your non-swimmer child, even if the child is using a flotation device.
- Lap pool use is for children who are potty trained. No diapers or swim diapers in the lap pool.
- Children under the age of 12 are required to use the Co-ed Family Locker Room and must be supervised at all times.
- Parents must supervise children aged 17 and under.
- No mermaid tails, kickboards, balls, flotation devices, including blow-up arm floaties (water wings), or toys to ensure that all pool users have a comfortable and safe environment.

**Lap Pool Policies & Precautions:**

- **Lifeguards are not on duty at all times. All persons using the pools do so at their own risk.**
- 3 lanes are always reserved for lap swimmers. Circle swimming is recommended.
- If casual swimming, please stay in the family lane.
- No swim diapers or diapers in the lap pool. Children must be potty trained and stay in the family lane.
- No leaning, standing, sitting, or jumping on or over the lanes.
- The lap pool is for continuous lap swimming. When the lap pool is busy, swimmers must share lap lanes and should circle swim when more than two swimmers are sharing a lane.
- The family lane is for recreational use.
- Please shower before using the lap pool.
- Do not use the pool alone.
- Kickboards and buoys are for lap swimmers only. They are not to be used as flotation devices.

**Group Exercise Pool Policies & Precautions:**

- **Lifeguards are not on duty at all times. All persons using the pools do so at their own risk.**
- Swim lessons are offered seasonally, and half the pool is reserved for lessons.
- Swim diapers are REQUIRED at all times. We recommend double diapers and changing the diaper every hour.
- No mermaid tails, kickboards, balls, flotation devices, including blow-up arm floaties (water wings), or toys to ensure that all pool users have a comfortable and safe environment.

**Adult Co-ed Whirlpool Policies & Precautions:**

- **Lifeguards are not on duty at all times. All persons using the pools do so at their own risk.**
- Please shower before entering the water.
- For use by persons ages 12 and up.
- Elderly persons, pregnant women, and those with health conditions requiring medical care should consult with a physician before use.
- Persons wearing adhesive bandages, or those with skin infections, open wounds, or communicable diseases, may not enter.
- Hot water immersion while under the influence of alcohol, narcotics, drugs, or medicines is

dangerous and not recommended.
- Long exposure may result in nausea, dizziness, and fainting. Properly monitor your length of use. Do not use alone.
- No glass containers, food, or drinks allowed.
- Lifeguard's instructions must be followed. Lifeguards are not on duty at all times.
- Report all injuries or accidents occurring in the pool area to a lifeguard or other club staff.
- **Children under the age of 12 are not permitted.**

**Kids Splash & Play Structure Policies & Precautions:**
- **Lifeguards are not on duty at all times. All persons using the pools do so at their own risk.**
- Recommended for use by children under 42 inches in height and under 80 pounds in weight.
- Children ages 6 and under must be within arm's reach of a responsible adult at all times.
- Children must be directly supervised by an adult at all times.
- Disposable diapers are not allowed in the play structure, wading pool, or kids whirlpool. Infants and toddlers must wear swim diapers and a swimsuit or pants with elastic legs. Swim diapers are available at the pool bar or through a lifeguard.
- Running, pushing, and rough play are not permitted.
- Kids wearing adhesive bandages or those with skin infections, open wounds, or communicable diseases, may not enter.
- Lifeguards' instructions must be followed. Lifeguards are not on duty at all times.
- No glass containers, food, or drinks are allowed.
- Report all injuries or accidents occurring in the Splash & Play structure to a lifeguard or staff.

**Kids Splash Pad Policies & Precautions: (Ages 2-11):**
- **Lifeguards are not on duty at all times. All persons using the pools do so at their own risk.**
- No diving at any time.
- Children ages 6 and under must be within arm's reach of a responsible adult at all times. Children ages 7-11 must be directly supervised by an adult at all times.
- Disposable diapers are not allowed in the play structure, wading pool, or kids whirlpool. Infants and toddlers must wear swim diapers and a swimsuit or pants with elastic legs. Swim diapers are available at the pool bar or through a lifeguard.
- Running, pushing, or rough play is not permitted.
- Kids wearing adhesive bandages or those with skin infections, open wounds, or communicable diseases may not enter.
- No glass containers, food, or drinks are allowed.
- Lifeguards' instructions must be followed. Lifeguards are not on duty at all times.
- Report all injuries or accidents occurring in the splash pad area to a lifeguard or other club staff.

**Kids Slide Policies & Precautions:**
- One child at a time per slide.
- Must slide on back, feet first, and exit immediately.
- Wait until the slide is clear before using it.
- Kickboards, rafts, tubes, balls, or toys of any kind are not permitted.
- **Recommended for children under 42" in height and under 80 pounds in weight.**

**Kids Whirlpool Policies & Precautions: (Ages 2-11):**
- **Lifeguards are not on duty at all times. All persons using the pools do so at their own risk.**
- No diving at any time.
- Children ages 2-6 must be within arm's reach of a responsible adult at all times. Children ages 7-11 must be directly supervised by an adult at all times. Children under the age of 2 years old are NOT permitted to use the whirlpool. Children above the age of 2 must be able to stand on the bottom of the whirlpool with their heads above water in order to use it.
- Do not allow children to submerge their heads below water.
- Properly monitor your child's use. Limit use to no more than 10 minutes. Long exposure may

result in nausea, dizziness, or fainting.
- Elderly persons, pregnant women, and those with health conditions requiring medical care should consult with a physician before accompanying their child in the whirlpool.
- Disposable diapers are not allowed in the play structure, wading pool, or kids' whirlpool. Infants and toddlers must wear swim diapers and a swimsuit or pants with elastic legs. Swim diapers are available at the pool bar or through a lifeguard.
- Kids wearing adhesive bandages, or those with skin infections, open wounds, or communicable diseases may not enter.
- Running, pushing, dunking, or rough play is not permitted.
- Rafts, tubes, balls, kickboards, pull buoys, water guns, beach balls, mermaid tails, pool noodles, or toys of any kind are not permitted.
- Lifeguards' instructions must be followed.
- No glass containers, food, or drinks are allowed.
- Report all injuries or accidents occurring in the whirlpool to a lifeguard or other club staff.

**Kids Wading Pool Policies & Precautions: (Ages 11 and under):**
- **Lifeguards are not on duty at all times. All persons using the pools do so at their own risk.**
- No diving at any time.
- Children under the age of 6 years must be within arm's reach of a responsible adult at all times. Children ages 7-11 must be directly supervised by an adult at all time.
- Disposable diapers are not allowed in the play structure, wading pool, or kids whirlpool. Infants and toddlers must wear swim diapers and a swimsuit or pants with elastic legs. Swim diapers are available at the pool bar or through a lifeguard.
- Kids wearing adhesive bandages or those with skin infections, open wounds, or communicable diseases may not enter.
- Rafts, tubes, balls, kickboards, pull buoys, water guns, beach balls, mermaid tails, pull noodles, or toys of any kind are not permitted.
- Running, pushing, dunking, or rough play is not permitted.
- Report all injuries or accidents occurring in the wading pool to a lifeguard or other club staff.

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## GYMNASIUM

ClubSport features a large gymnasium with one basketball court and three pickleball courts. The divider curtain separates the courts from The Edge Performance Training Center. Besides open play in these sports, we offer leagues, tournaments, camps, and clinics. Court space is also programmed with selected fitness classes and other special activities.

For the benefit of all gym users, please abide by these guidelines:

- Water in a plastic, non-spill container is permitted in the gym; please no food, gum, or other drinks/ containers.
- To protect the wooden gym floor surface, please wear non-marking athletic shoes when participating in activities on the courts.
- ClubSport provides a full supply of basketballs in the gym. Please do not bring any personally owned balls to the club. Balls must not leave the gym.
- Please use a locker in the locker room to store your athletic bag or other personal items, and do not bring them into the gym.
- Unsportsmanlike conduct, including foul language and physical contact, is prohibited and cause for expulsion from the facility.
- Please don't hang on the basketball rims.
- Throwing or kicking balls against the walls or ceiling causes damage to the facility – please don't do it.
- When court monitors are on duty, courteously abide by their direction and instruction. They are there to help ensure a good playing experience for all players.

- Please follow all posted policies for open play.
- ClubSport reserves the right to schedule programming (leagues, tournaments, camps, etc.) or private rentals on the courts. Open play courts may not be available at all times on all days.

**Shared Court Basketball/Pickleball:**
During Shared Court hours, court configurations are determined by participation levels and arrival times to ensure fair access for both sports. Check the Court Sports schedule located in the fitness lobby for the most up-to-date schedule.

Standard Court Setup:
- Pickleball Court 1 opens first.
- Pickleball Court 2 opens as participation increases.
- One half of the basketball court remains available for play.

Court Adjustments Based on Participation:
- Higher Pickleball Participation: Both Pickleball Courts 1 and 2 may be in use, with one half of the basketball court remaining available.
- Higher Basketball Participation: Staff may limit pickleball to Court 1 and expand basketball play to the two adjacent baskets closest to the squash courts.
- When a dedicated Basketball or Pickleball session is scheduled to begin, staff will transition the court to accommodate the incoming activity.

**Basketball Courts:**
The basketball court is designed for the enjoyment of all members and guests. To ensure a safe, fair, and positive environment, everyone using the court must follow these rules and etiquette. Failure to comply may result in the loss of court privileges or club membership.

Attire & Footware:
- Proper Shoes Required: Only clean, non-marking athletic or basketball shoes are permitted on the court surface. Street shoes, boots, sandals, heels, cleats, or black-soled running shoes are strictly prohibited.
- Appropriate Clothing: Proper athletic attire (such as shorts, sweatpants, and athletic shirts) must always be worn. Shirts must remain on during play; “shirts vs. skins” games are not permitted.

Court Scheduling and Availability:
- Program Priority: Scheduled club programs, leagues, group fitness classes, and youth camps take absolute priority over open play. Court schedules are posted weekly at the front desk and on the club app.
- Peak Hours: During designated peak times, full-court games may be limited or restricted to cross-court play to maximize the number of members who can participate.
- Court Sharing: If other members are waiting, players must share court space (e.g., transition from full-court scrimmage to half-court games or shooting contests).

General Court Rules:
- No Dunking or Rim Hanging: Dunking, grabbing, hanging, or pulling on the rims or nets is strictly prohibited. This prevents equipment damage and serious injury.
- Food and Drink: Only water or sports drinks in closed, spill-proof containers are allowed on the court. No food, glass bottles, protein shakes, or chewing gum are permitted at any time.
- Ball Control: Basketballs must only be bounced on the court surface. Bouncing or dribbling basketballs in the lobby, hallways, locker rooms, or other fitness areas is prohibited.

Conduct and Sportsmanship:
- Our club enforces a zero-tolerance policy for unsportsmanlike behavior.
- Prohibited Behavior: Profanity, vulgar language, aggressive trash-talking, taunting, and physical

or verbal abuse will result in immediate removal from the court.
- Dispute Resolution: Players are expected to call their own fouls honestly and resolve disagreements quickly and peacefully. If a dispute cannot be resolved, play must stop.

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## THE EDGE PERFORMANCE TRAINING CENTER

- No dropping or slamming of kettlebells, dumbbells, or weighted barbells on the turf and track area.
- Keep weighted barbell lifts on the padded black rubber area or the deadlift platform. If on the turf, use the deadlift pads.
- No excessive (above the waist) drops of weighted barbells, kettlebells, or dumbbells on the padded black rubber areas.
- Proper workout clothing and closed-toes athletic shoes are required.
- **No one under the age of 12 may use The Edge Performance Training Center.**
- Teens ages 12-17 must be TeenFit certified to use The Edge. Register at the Club Service Desk.
- Only equipment in The Edge may be used. No outside equipment.
- No footballs, soccer balls, baseballs, or game ball use of any kind.
- Return all equipment to the proper storage area after use, including dumbbells, plates, etc.
- Ask for assistance before using any equipment with which you are unfamiliar.
- No equipment may leave The Edge.
- Do not bring athletic bags or personal items into The Edge. The club is not responsible for the loss of or damage to personal possessions.
- Always wipe down equipment before and after use.
- Only ClubSport fitness professionals may provide exercise instruction.
- No talking on mobile devices. Please step out into the fitness lobby.
- Food is not permitted. Water in non-spill containers is allowed.
- **Membership privileges may be suspended or revoked for failure to follow all usage policies.**

**HYROX/RGT Studio:**

- Closed to members when classes are in session.

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## RACQUETBALL & SQUASH COURTS

We have two racquetball courts and three squash courts. Court time is complimentary for all club members. ClubSport offers private lessons for racquetball and squash. See website for details.

Please follow these policies and court etiquette guidelines when playing on our racquetball and squash courts:

- Only ClubSport-employed racquetball and squash teaching professionals may provide instruction on club courts.
- Water in a plastic, non-spill container is permitted on the courts (but preferably left outside the court); please no food, gum, or other drinks/containers.
- Proper court sports attire must be worn. No street clothes, crop tops, aerobic attire, or jeans allowed. Shoes designed for court sports play, with non-marking soles, are required.
- Racquetballs and squash balls travel FAST – for your safety, we require that protective eye guards be worn.
- Racquetball, handball, badminton, ping-pong, and wallyball may be played on racquetball courts. Squash may be played on squash courts. No other sports are permitted.
- When claiming a court, please wait until the exiting players have finished a point or rally, then knock on the door to alert them you are entering.
- Racquet abuse or other unsportsmanlike conduct is prohibited.
- ClubSport reserves the right to schedule programming (leagues, tournaments, camps, etc.) or

private rentals on the courts. Open play courts may not be available at all times on all days.
- Loaner racquets and eye guards are available at the Club Service Desk. Racquets, eye guards, gloves, and balls may be purchased in the R Spa Boutique.

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## PICKLEBALL

We have three pickleball courts. Court time is complimentary for all club members. ClubSport offers a full menu of pickleball programs and private lessons. See website for details.

Please follow these policies and court etiquette guidelines when playing on our pickleball courts:

- Proper court sport clothing and non-marking athletic shoes must be worn.
- Food, drinks, and gum are not allowed on courts.
- Proper language, sportsmanship, and court etiquette are expected at all times.
- Only ClubSport teaching professionals may provide instruction on the courts.
- Children ages 11 and under must be accompanied by an adult when playing on the Pickleball courts.
- Unsportsmanlike conduct is prohibited.
- ClubSport reserves the right to schedule programs, leagues, tournaments, camps, etc., or private rentals on the courts.
- Open-play courts may not be available at all times on all days.
- Membership privileges may be suspended or revoked for failure to follow all usage and etiquette policies.

**Pickleball Etiquette:**

- Good sportsmanship is required. We all love the game, but we must remember it is only a game. Respect all players.
- Begin each game by acknowledging the other players and introducing yourself if you do not know them.
- If the ball is out and it is on your side, call it out. If it is close, the benefit of the doubt should be given to your opponent.
- If you or your partner steps into the kitchen on a volley, you must call it. Be very cautious about calling kitchen or serving faults on others. Sometimes our vision can be questionable.
- Players must be open to playing with others at different skill levels. The game improves when we learn from others who are playing at a higher level or when we help others by improving their skills.
- During open play (mixed skill levels), good sportsmanship is required. When joining a group to play, announce if you are a new player, as this will be helpful to those you are playing with.
- When courts are full, waiting players should place their paddles at the side of the court they wish to play on. This will let the current players know that you are waiting for the next game. Players who finished their game must exit the court so that the waiting players can play next. If only one or two players are waiting, the winners of the current game may stay on the court to challenge the new opponents.
- If you are crossing an active court to get to a vacant court or leave a court, please wait until their current point is over, then ask them permission to cross the court.
- If a pickleball is inadvertently hit onto your court from another court, retrieve it after your point is over, unless it is a safety issue, and toss it back. Make sure you have made visual or verbal contact before hitting the pickleball back, and make sure to give the same ball back. You should also yell, “ball on” to get their attention or to call a ball back on your own court during play.
- Do not exploit someone’s physical limitations to win. If you are on the court playing recreational pickleball, then you are there to play for fun, so make it fun for all involved.
- When a Clubsport Pro is available, they are in charge of facilitating the education, monitoring, and enforcement of such rules. See posted signage for additional policies.

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## R SPA

At R Spa, our goal is to pamper and relax the body, soothe and calm the mind, and delight and uplift the senses. Through the provision of an extensive menu of massage, facial, and body treatments, R Spa is dedicated to enhancing your life: mind, body, and spirit. R Spa features eight treatment rooms and is located to the left of the main lobby.

- R Spa is open to club members, hotel guests, and the general public.
- Appointments may be booked by calling (949) 330-5550 or stopping by the Spa Reception Desk.
- We recommend that you schedule spa services at least one week in advance to secure the time that is most convenient for you.
- Complete descriptions of services and pricing for all treatments and services are available at rspa.clubsports.com.
- R Spa features a wide variety of specialized amenities and services such as Full-Body Red Light by LightStim®, a CryoLounge Chair, HydroMassage Chairs, Therabody JetBoots, HydraFacial, massage techniques, body treatments, facial treatments, wet treatments, hair removal, and more. Spa packages are available with an assortment of treatments.
- Please arrive twenty minutes before your appointment and check in at the Spa Desk. We recommend that you remove any makeup or jewelry before your treatment.
- When you check in, you will receive towels, a robe, spa sandals, and a locker for your personal belongings. Please do not bring valuables to R Spa.
- If you are running late, please call ahead to let us know. Note that your late arrival will determine the length of your appointment. Your service will end on time so that the next guest is not delayed.
- Treatments you select are reserved especially for you. We require 24 hours advance notice for canceling or rescheduling a single treatment, and 48 hours advance notice for spa packages. Without notification, full payment will be charged.
- R Spa services are available to guests 18 and older. Guests ages 16–17 may enjoy massage and facial services with adult supervision.

**R Spa Boutique:**

The R Spa Boutique features a wide variety of skincare and spa products. The Boutique is conveniently located in R Spa, adjacent to the main lobby.

- Complimentary gift bags are available for gifts purchased in the Boutique.
- Skincare products are not returnable.
- Discounts and sales do not apply to previously purchased items or services. No return and re-purchase allowed.
- Returns are gladly accepted when merchandise is returned in new condition within 30 days of purchase, accompanied by the receipt and original tags. Refunds will only be given via a return to the original card used for the purchase, store credit, or exchange. No cash refunds. Swimwear, skincare, and makeup are final sales.

**LightStim+ Membership Policies:**

- Red Light Therapy Memberships include 12 sessions per month, which aligns with the recommended usage of three sessions per week.
- Unused sessions do not roll over and expire at the end of each monthly billing cycle.
- To avoid a fee, appointments must be canceled at least 3 hours in advance.
- Appointments canceled within 3 hours of the scheduled appointment time will incur a Late Cancellation Fee.
- Failure to arrive for a scheduled appointment will incur a No-Show Fee.
- Members who arrive late may have their session shortened to accommodate the next scheduled appointment.
- Memberships may be placed on freeze in accordance with ClubSport membership freeze policy.

While membership is on freeze, members will not have access to the club or LightStim+ services.
- Sessions are non-transferable and may only be used by the enrolled member.

**LightStim Bed & ProPanel:**
Experience the healing power of red and near-infrared LED light therapy with our FDA-cleared LightStim Bed — a full-body treatment that supports muscle recovery, circulation, and cellular health. When using the LightStim Bed or ProPanel, treatment time should not exceed 20 minutes per day.

LightStim Bed & ProPanel Precautions:
- Extreme sensitivity to light – migraines brought on by bright light.
- Use of photosensitizing drugs.
- Melasma or hyperpigmentation exacerbated by mild warmth.
- Do not apply products that should not be exposed to mild warmth prior to LightStim treatment.
- Accutane should be discontinued for 6 months in advance of treatment.
- Clients who are pregnant must seek approval from a medical professional.
- Clients with suspicious lesions or skin concerns should consult a medical professional.
- Clients who are being treated for any type of serious health condition should seek approval from a medical professional before undergoing LED therapy.
- LightStim LED Bed and Pro Panel should be limited to 10 minutes per side (front of body and back of body) per day.
- Protective Eye Goggles are recommended.
- Must be 18+ to use the LightStim Bed & ProPanel.

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## R&R SUITE

The R&R Suite brings recovery front and center with advanced amenities designed to relieve soreness, reduce stress, and restore balance—so you can show up stronger every day. Select services in the R&R Suite are complimentary for active ClubSport members. Reservations may be made in person at R Spa up to three hours in advance, or guests may enjoy the R&R Suite on a walk-in basis, subject to availability.

- Select services in the R&R Suite are complimentary for active ClubSport members.
- In-person reservations up to 3 hours in advance or on a drop-in basis, subject to availability.
- Limit of one session per service, per day (all three services may be used in one day with separate appointments).
- Sign-ups and check-in are required at the R Spa desk.
- Services must be used in the order they are reserved.
- CryoLounge+ Chair and HydroMassage Chair treatments are 10 minutes; no consecutive sessions of the same service.
- No computer use in the room.
- Phones permitted for texting and email only; no phone calls.
- Quiet environment required—no audible noise or music.
- Must be 18+ to use the R&R Suite.

**CryoLounge+ Chair:**
Alternate between cooling and heating zones to target sore muscles and joints. The CryoLounge+ Chair helps reduce inflammation, relieve aches, and accelerate recovery so you can feel refreshed and ready for your next workout. When using the CryoLounge, treatment time should not exceed 10 minutes per day. Must be 18+ to use the CryoLounge+ Chair.

CryoLounge+ Contraindications: Do not use if under the influence of alcohol or drugs. Anyone suffering from one or more of the following conditions, or with a condition upon which cold or heat would have an adverse effect, should receive physician approval prior to use:

- Pregnancy
- Heart or circulatory problems
- Hypertension
- Pacemaker, defibrillator or any other implanted device
- Open wounds or infections
- Poor skin condition
- Poor sensation to cold or heat, including cold urticaria and cold intolerance.
- Neurological disorders or nerve damage
- Diabetes
- Peripheral vascular disease or deep vein thrombosis
- Malignant tumors
- Raynaud's syndrome
- Hypersensitivity to cold or heat
- Urinary tract or kidney disease
- Fever or infectious health condition
- Recent surgery

**HydroMassage Chairs:**
Relax and recover with the soothing power of a warm water pressure massage. The HydroMassage chairs help reduce muscle tension, ease stress, and improve circulation—perfect for post-workout recovery or anytime you need a reset. When using the HydroMassage, treatment time should not exceed 10 minutes per day. Must be 18+ to use the HydroMassage Chairs.

HydroMassage Contraindications: Anyone suffering from one or more of the following conditions, or with a condition upon which heat or massage would have an adverse effect, should receive physician approval prior to use:

- Pregnancy
- High blood pressure
- Heart or circulatory problems
- Bleeding disorders
- Inflammatory conditions such as phlebitis
- Varicose veins or thrombosis
- Swollen joints
- Acute inflammations
- Severe bruising
- Skin infections
- Contagious diseases
- A high temperature
- Pain radiating to the arms or legs when the back is massaged.

**Therabody JetBoots PRO Plus:**
Boost circulation and speed up recovery with targeted compression for tired legs. Therabody JetBoots help reduce muscle soreness, decrease swelling, and improve performance by supporting your body's natural recovery process. When using the JetBoots, treatment time should not exceed 20 minutes per day. Must be 18+ to use the Therabody JetBoots PRO Plus.

JetBoots Precautions: Individuals with the following conditions should use caution prior to use of this service, as treatment may need to be modified (pressure setting, fill pattern configuration, or limiting the areas of use, etc.) or avoided altogether. It is advised that you consult with a medical professional prior to use.

- Hypertension (controlled)
- Osteopenia
- Osteoporosis
- Pregnancy
- Diabetes
- Varicose veins
- Bony prominences or regions
- Abnormal sensations (e.g., numbness)
- Sensitivity to pressure
- Recent injury or surgery
- Scoliosis or spinal deformity
- Medications that may alter client sensations
- Heart disease or heart condition (see additional contraindications below)
- High compression pressure is not recommended for clients who have peripheral occlusion disease.

JetBoots Contraindications: Individuals with the following conditions should not use this service without prior approval by a medical professional as the potential risks may outweigh the benefits, and may result in serious injury.

- Skin rash, open wounds, blisters, local tissue inflammation, bruises, or tumors
- Bone fracture or myositis ossificans
- Hypertension (uncontrolled)
- Acute or severe cardiac, liver, or kidney disease
- Neurologic conditions resulting in loss or altered sensation
- Direct application to the Face, Throat, or Genitalia
- Bleeding disorders
- Medications that thin the blood or alter sensations
- Direct pressure over surgical site or hardware
- Extreme discomfort or pain felt by client
- Pacemaker, ICD, or history of embolism
- Significant arterial insufficiency
- Edema from congestive heart failure
- Active phlebitis
- Presence of localized wound infection or cellulitis
- Presence of lymphangiosarcoma
- Severe PAOD
- Cardiopulmonary Edema
- Severe Migraines
- Known or suspected deep vein thrombosis (DVT) or pulmonary embolism
- Decompensated cardiac failure
- Severe arteriosclerosis or other ischemic vascular disease
- Recent skin graft or vascular bypass in the affected area
- Known or suspected compartment syndrome
- Any circumstance where increased venous and lymphatic return is undesirable

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## DINING

**Citrus Fresh Grill:**
A distinctive feature of ClubSport's social experience is found in the heart of the atrium, at the Citrus Fresh Grill. We use market-fresh products and organic items to enhance our new world cuisine. Our emphasis is on serving great-tasting, nutritionally balanced meals prepared naturally to bring out their true and vibrant flavors. Citrus Fresh Grill is the focal point of the dynamic union of our

boutique hotel and first-class fitness resort.

- Citrus Fresh Grill is open to hotel guests, club members, and the general public and is reserved exclusively for dining patrons.
- The restaurant will feature a breakfast à la carte menu on Monday - Friday and a full breakfast buffet on Saturday and Sunday (buffet only). The restaurant will also feature a Citrus Fresh Grill menu for lunch and dinner service seven days a week.
- Seating is available indoors or outdoors on the patio overlooking our beautiful aquatics center. On chilly evenings, gather around our fire pits for warmth and great conversation.
- **Outside food and beverage is not permitted. All food and beverage must be purchased from Citrus Fresh Grill & Market.**

**Citrus Lounge:**
Centrally located within the open, airy expanse of our beautiful atrium, the Citrus Lounge is the perfect rendezvous spot to meet a friend or business associate. Enjoy casual conversation and signature spirits; all items from the Citrus Fresh Grill menu may be ordered at the Bar. Sports enthusiasts will love our "TV Wall," providing maximum sportscast coverage.

- Citrus Lounge is open to hotel guests, club members, and the general public.
- The Bar will offer a fine selection of spirits, wines, beers, and signature specialty libations, along with the full Citrus Fresh Grill menu.
- Citrus Lounge is available for work purposes until 4:30 pm. After that time, it will transition for happy hour.

**Citrus Fresh Market:**
Citrus Fresh Market is open to the general public from morning to night to offer snacks and light fare to everyone on the go. For breakfast, choose from hot and cold cereals, fresh baked goods, fruits, yogurts, and specialty smoothie and coffee drinks. Citrus Fresh Market features a variety of deli sandwiches, wraps, and salads all day.

- Menu items may be taken to go, or you may "eat-in" too; feel free to take a seat at one of the tables by the Citrus Fresh Market counter.
- Citrus Fresh Market is also available to use as a workspace.

**Citrus Patio & Lounge**
The outdoor patio and lounge are one of the most popular destinations in Aliso Viejo, especially in the summertime. Relax by the fire pits and enjoy the romantic resort feel. Enjoy the view of the Saddleback Mountains while sipping on your favorite cocktail. We feature Taco Tuesdays, live entertainment, specials, and much more.

- The Citrus patio is reserved exclusively for dining patrons.

**Citrus Pool Bar**
Centrally located in the aquatics center, our outdoor poolside bar and grill is a wonderful spot to enjoy the view and get some rays! The poolside bar is open seasonally and weather permitting. Check the website for the schedule.
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## LOCKER ROOMS

ClubSport's luxurious men's and women's locker rooms provide many amenities for your convenience. Towels are complimentary; showers are stocked with shampoo, conditioner, and liquid soap; vanity counters feature hair dryers, lotion, and hair spray; scales and house phones are also available.

Please keep in mind the following policies when using any of the locker rooms:

- **Any use of cell phones and electronic devices with photography or video recording capability is NOT permitted in the locker rooms and restrooms – no exceptions. This is for your privacy and security.**
- Children ages 11 and under are not allowed in the adult locker rooms. They must use the Co-ed Family Locker Room and must be supervised at all times. Teens ages 12+ may use the adult locker rooms.
- Regular lockers are for day use only. Please do not leave your belongings in lockers overnight.
- The Ojmar system is installed on all lockers. To lock a locker after putting your belongings in it: shut the door, press the "Start" button, then any four numbers, then press the lock icon. A blinking red light will indicate that the door is locked. To open your locker, simply repeat the above steps.
- **We recommend that you do not leave valuables in day-use lockers. The club is not responsible for any items lost or damaged on club property.**
- Please be neat; place used towels in bins and close locker doors.
- Be considerate of others waiting when using the showers, restroom stalls, or hair dryers. Do not use the showers or restroom stalls as changing booths.
- If shaving in the shower, please carefully dispose of your used razor.
- Locker room amenities are provided for your use while at the club. No amenities or containers may be removed from the locker rooms.
- Water in a plastic, non-spill container is permitted in the locker room; please no food or other drinks/ containers.
- Use caution when walking on tile surfaces as floors may be slippery when wet.
- The use of chemicals or dyes is not permitted.

**Co-ed Family Locker Room:**
For the convenience of parents with children, our Co-ed Family Locker Room is located adjacent to the men's and women's locker rooms with easy access to the aquatics center. This co-ed space has day-use lockers, two combination restroom-changing rooms, and two combination shower-changing rooms. **Children under age 11 should be with a parent or authorized adult while in Co-ed Family Locker Room.**

**Executive Locker Rooms:**
For those who desire a permanent locker in a more private and exclusive locker room, ClubSport offers Executive Locker Rooms for men and women. Executive Locker Room users pay an additional monthly fee that includes rental of a personal locker (full or half-length), daily laundering (wash, dry, and fold) one set of workout clothing (24-hour turnaround service), and upgraded locker room amenities. Executive Locker Rooms are accessed through the regular locker rooms – a special code is required for access to the Executive Locker Rooms. The code is changed every two months: January, March, May, July, September, and November. Stop at the Club desk for the new code. Verification of locker required.

Personal lockers are limited in number, and available for rental on a first-come basis. If you are interested in upgrading to a Resort membership, please email membersupport@clubsports.com. Use of the Executive Locker Room is reserved for Executive and Resort Members with lockers only.
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## STEAM ROOMS, SAUNAS & WHIRLPOOLS

Located in the men's and women's locker rooms, the steam room, sauna, and whirlpool are great places to relax after a workout or before a spa treatment. Please keep the following safety and courtesy guidelines in mind when enjoying these facilities:

- **Lifeguards are not on duty. All persons using the steam room, sauna, or whirlpool do so at their own risk.**
- **Due to high temperatures and/or humidity, the steam room, sauna, and whirlpool can be dangerous to your health. Staying too long in a heated area is capable of causing overheating, unconsciousness, and death. It is recommended that you consult your physician before use.**
- **Prolonged exposure is capable of inducing hyperthermia. Because there is no lifeguard on duty, you must monitor your own time and exit immediately if you experience any of the signs of hyperthermia, including an increase in internal body temperature, dizziness, lethargy, drowsiness, and fainting.**
- Do not use if you are pregnant or have high/low blood pressure, heart disease, kidney disease, respiratory or circulatory problems, and/or other medical conditions that might be adversely affected by high heat and/or humidity.
- Do not use if under the care of a physician, if on medication, or under the influence of alcohol.
- Persons with skin infections, open wounds, or any communicable diseases may not enter the steam room, sauna, or whirlpool.
- The steam room, sauna, and whirlpool are open to members and guests ages 14 and above.
- Recommended use is three to five minutes. Limit use to no more than 10 minutes. Please use a clock to monitor your own time.
- Wait at least 10 minutes after exercising before entering.
- Please shower before use.
- Please sit on a towel when using the steam room or sauna.
- **Please do not use the steam room or sauna for changing or drying clothes.**
- **Please do not use the steam room, sauna, or whirlpool for exercising or stretching.**
- Please do not sleep in the steam room, sauna, or whirlpool, and do not use alone.
- The following are not permitted: shaving, eating and drinking, street/workout clothes and shoes, oils, fragrances (including eucalyptus), and other body or facial treatment products.
- Lights are to remain on while in use.
- Please do not place combustible materials on the sauna heater at any time.
- Please do not pour water on sauna rocks or heating elements.
- Please pick up paper cups, newspapers, and towels after use.
- Use caution when walking as the floor may be slippery when wet.

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## HOTEL GUEST ROOMS

ClubSport Aliso Viejo features 174 spacious, tastefully decorated guest rooms. Guest rooms include plush beds, a large work desk, and complimentary WiFi.

When friends and family come to town, arrange for them to stay with us... we guarantee they'll be impressed and delighted. And during their stay, they'll have full membership privileges at the club alongside you.

As an added benefit for club members, ClubSport will periodically offer special room rates for your family and friends. Rates are subject to availability and certain restrictions apply. Inquire with the Hotel Sales Office by calling (949) 330-5522.

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## PRIVATE EVENT SPACE

ClubSport offers 5,500 square feet of private event space located on the lobby level of the hotel. In tandem with our meeting rooms, we have a resort-style outdoor patio facilitating cocktail receptions and other outdoor functions.

Along with the private event space, select club facilities may also be rented for private or corporate events. Our general policy for club facility rentals is to schedule them during off-peak times to

minimize any impact on members' use and enjoyment of the club.

Our experienced banquet and event staff are available to assist you in event planning. We have full-service catering perfect for any event, from meetings and seminars to receptions and parties. Our Event Technology services can meet all your A/V needs and ensure the success of any function you book with us.

Club members may receive special pricing when booking a function or renting facilities at ClubSport. Special pricing is subject to availability and certain restrictions apply. Contact (949) 330-5522 for more information.
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## GENERAL CLUB POLICIES

ClubSport's Rules and Regulations have been established for the benefit of all members and guests. The rules contained herein are not all-inclusive. ClubSport management reserves the right to add, amend, or delete the rules from time to time. Additional rules may be posted in the club, on the website, or in printed notices.

- For the health and wellbeing of our members, ClubSport observes a no smoking policy. Smoking or Vaping is not permitted in the club or on ClubSport property.
- For the comfort of our members, we cannot allow solicitation of any kind (i.e., charitable, religious, political, business) toward any club member, guest, or associate on ClubSport property. Outside materials may not be posted or distributed in the club unless authorized by ClubSport management.
- ClubSport employs a team of trained experts to provide our members with safe health and fitness training. Therefore, instruction or training by unauthorized personnel is prohibited.
- All ClubSport members and staff are entitled to a respectful and courteous environment — loud, offensive, abusive, profane, or bothersome behavior may result in involuntary suspension or expulsion from the club.
- Creating and maintaining a sanitary environment is extremely important to us — please do not spit or leave gum in the water fountains.
- Maintaining a club that is clean and aesthetically appealing is an ongoing mission. This is your club, and your assistance in identifying destructive behavior is greatly appreciated. Vandalism or mistreatment of club property is costly and will not be tolerated. Violators will be financially responsible.
- The use, exchange, or sale of anabolic steroids is strictly prohibited on the premises. The use of steroids to increase strength or growth can cause serious health problems. Steroids can keep teenagers from growing to their full height; they can also cause heart disease, stroke, and damaged liver function. Men and women using steroids may develop fertility problems, personality changes, and acne. Men can also experience premature balding and the development of breast tissue. These health hazards are in addition to the civil and criminal penalties for unauthorized sale, use, or exchange of steroids.
- Members are reminded to keep their belongings safe. ClubSport is not responsible for the loss of or damage to personal property brought into the club or onto club property.
- All members and guests are responsible for securing their own health insurance. The club does not provide medical coverage for injuries sustained on the premises or while participating in Club-sponsored activities and events, whether on the premises or not.
- For your convenience, we maintain a Lost and Found system. If you have misplaced an item, please inquire at the Club Service Desk. Also, if you find a misplaced item, please give it to a ClubSport associate. We take pride in reuniting lost items with their owners. All found items will be held for a minimum of 30 days. Lost and found items must be identified and claimed in person. Unclaimed items will be donated to charity.
- Any member failing to abide by club policies may be subject to membership suspension or termination. ClubSport staff has the final decision regarding any problems or disputes.

- Club Management reserves the right to suspend or terminate the membership or membership privileges of any member or guest for any conduct that is contrary to the Club's best interest and/or presents a conflict of interest.

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## CLUB CHARGE ACCOUNTS

ClubSport is happy to provide Charge to Account (CTA) privileges to members with individually owned memberships. This payment plan gives you the flexibility to charge purchases of goods or services throughout ClubSport to your membership account. All charges are due on the 1st of the month. Any uncollected charges are turned over to collections, and all club privileges are revoked until the balance is paid in full. The following may not be charged to your membership account: hotel room nights, club rental, and catering events. Your ClubSport in-house purchases will be charged to your credit card; the only card you need to carry is your membership card. Or store your membership card in the ClubSport app for convenient on-site purchases.

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## MEMBERSHIP ACCOUNT POLICIES

Purchasing a membership at ClubSport grants you the right to use and enjoy our facilities in accordance with the club's Rules and Regulations. Membership does not grant or carry with it any interest in the property or assets of the club and does not give any right to members to participate in the management of the club, financially or otherwise.
As an easy reference, here is a list of important information regarding your membership account.

- Monthly Dues. ClubSport shall, from time to time, determine the amount and terms of payment of dues that are payable by the members. 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, and/or other occurrences may make it necessary for ClubSport to restrict the use of one or more of the facilities or to close the club temporarily. ClubSport will not reduce or suspend dues during times when facilities are not available.
- Account Changes. If any of your personal information (i.e., address, phone number, email address, checking or credit card account) changes during your membership, please report this change to the club. All membership changes must be made in writing. You may make the change online via our website or send an email to membersupport@clubsports.com.
- The member is responsible for notifying the Club in writing of any persons who are added to or canceled from the membership account, or any changes to the membership type. A membership status change must be completed in writing by sending an email to membersupport@clubsports.com by the 25th of the month to be reflected on the first of the following month. The member's account must be at a zero balance at the time of the status change. Change fees may apply.
- Hold/Freezing Membership. A member may request to put his/her membership on hold/freeze for two months up to six months. The request must be submitted in writing by email to membersupport@clubsports.com. Approval is at the sole discretion of the Club management. A monthly inactive fee will be charged, and any account balance must be paid in full before going on hold/freeze. No access to the Club will be permitted while the account is inactive.
- Membership Resignation. A member with a $0 account balance may resign from membership at any time by completing the official membership Cancellation Request Form in person at the Club, by providing written notice of termination, by emailing the Club at membersupport@clubsports, or by any other means used to join. If notice is received by the 25th of the month, cancellation will be effective the last day of that month. If notice is received after the 25th, cancellation will be effective the last day of the following month. For example, if notice is received on or before July 25, the cancellation will be effective July 31; if received on July 26 or later, the cancellation will be effective August 31. At the member's discretion, the termination date may be extended by providing written notice.
- Suspension and Termination. ClubSport reserves the right to suspend or terminate the

membership or privileges of any member for failure to comply with club rules and regulations, or for any conduct ClubSport determines to be improper or contrary to its best interests, or for nonpayment of dues or other charges for a period greater than 30 days. Suspended or terminated members remain liable for all dues or other indebtedness incurred before and during the suspension or termination and are not entitled to a refund of any fees, dues, or charges paid.

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## HOUSE PHONES

Available for member use and are located in the aquatics center, locker room, executive locker room, family locker room, and on the fitness floor.

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## EMERGENCY PROCEDURES

At ClubSport, your safety is our first concern. Please take a moment to review these emergency procedures.

If you witness an emergency or accident, please advise a staff member immediately. You may also dial "0" on any club phone, which will connect you with our "Delighted to Serve" Operator.

- Should a member or guest become injured while at ClubSport, club staff is not permitted to provide transport. ClubSport reserves the right to call emergency rescue services. ClubSport will provide basic first aid (i.e., bandages); however, cannot administer aspirin/medication or any additional medical applications.
- In the event of a facility-wide emergency (i.e., fire, bomb threat, earthquake, etc.), we require the cooperation of all members in the club to follow the direction of club staff and to evacuate the building immediately, if requested to do so.
- All members are encouraged to be CPR certified.
- First aid kits are located at the Club Service Desk, Fitness, and Pool (seasonally). Facilities are equipped with an AED unit.

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## PRIVACY POLICY

The Privacy Policy is meant to help you understand the privacy practices of Leisure Sports Inc. ("Leisure Sports"), dba ClubSport, including the types of personal data we collect from our members and guests and other users of clubsports.com, how we use this personal data and with whom we share it. We encourage you to carefully read the current privacy policy by clicking here.

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