

Midlothian Athletic Club House Rules October 2017

As part of the MAC Membership Contract a member releases, waives, discharges, covenants not to sue, agrees to indemnify, and saves and holds harmless Boxwood RSF, LLC, which is the entity doing business as MAC, and its owners and managers, employees, sponsors, advertisers, and agents from all liability arising out of or in connection with his/her membership in MAC or the use of the facilities, equipment or services at MAC and assumes full responsibility for and risk of bodily injury, death. Or property damage in connection therewith.

GENERAL INFORMATION

Welcome to Midlothian Athletic Club, a private health and fitness center! The rules governing the operations of the Club are published for the information and guidance of all members. All representatives of each membership are responsible for reading and comprehending these House Rules.

A child must be 13 years of age to be on the Midlothian Athletic Club premises without a parent. A child 9-12 years of age may be unattended at the club, but a parent/ guardian must be at the club as well. **Children 8 and under must be within arm's length of their parent/guardian or in child-minding or a supervised program at all times. This is particularly important at the water park and indoor pool, and this is for the safety of the children.**

MEMBERSHIP INFORMATION

Midlothian Athletic Club is a private facility operating expressly for the use of the membership and their guests.

Ages for Joining Facility:

Those 18 and older are allowed to join individually. Anyone younger than the age of 18 must have a parent/guardian sign up that individual in order to obtain a membership.

Membership Cards (Scan Cards):

Members, including children, must present their membership card when they enter the building. Membership cards are not transferable to any other party. A card will be made at the time the member joins the MAC. One free replacement card will be given, after which a member will be charged \$3.00 per replacement card.

Membership Agreement:

The MAC Membership Agreement is a legal and enforceable agreement to be read and understood. In the event an account is turned over to an attorney for collection processes, the member agrees to pay any agency fees. It is the Club's policy to refer all accounts past due for over sixty days to collections.

Changes in Account Status:

In order to change account status (upgrade, downgrade, freeze, cancel), written notice 30 days

prior to the end of the month must be provided to the Business Office or Membership Office by the member and must also include the member's signature. In the case of cancellation, the member must come in to the Club, see the Membership or Business Office, and complete a Membership Change form prior to 30 days before the end of the month. If a member is unable to come in to the facility, a written letter with a signature must be submitted, also prior to 30 days before the end of the month, and the member must contact the club to verify receipt of the letter. If any charges are made to the account after cancellation of the membership, the member has 15 days to contact the club in which charges will be reviewed for errors.

NOTE: No account is automatically canceled unless it is a specified short-term membership account (e.g., Summer Membership). Membership cancellations must be given in the form of written notice, as explained above.

NOTE: The Club reserves the right to revoke membership for non-payment of dues, other charges, or a violation of the Club's rules and regulations.

Updates to account information such as a new phone number, email, address, or credit card number can be handled immediately by the business office (weekdays between the hours of 8am-4pm) or by the membership office, when membership personnel are scheduled to work.

Family Memberships:

To qualify for a family membership at the MAC, the members of the family must be living in the same household and comprise couples and their child or children as well as single parents with more than one child. Children must be under the age of 25 to be on the Family membership. When the child reaches the age of 25, he/she must contact the Membership Office to obtain a new, separate membership. Age 25 is the age where all children, whether or not they reside in the parents' home, must establish their own, separate membership.

Couples Memberships:

To qualify for a couples membership, the main member and sub-members must be married or living together in a relationship "as if married." A single parent with one child may qualify for a couples membership type.

The MAC has sole discretion in determining a member's qualification for a particular membership category or type

Membership Acceptance:

The Club reserves the right to reject any membership application.

The Club reserves the right to cancel a membership at any time.

Right of Cancellation:

The rights of cancellation are specifically outlined in the Membership agreement, and include the following:

- a. A penalty free cancellation of the agreement within three business days of its' inception and a full refund with such notice.
- b. A full refund of any advance dues payments if the Club should close for any reason.
- c. Cancellation of the agreement if the member dies or becomes physically unable to use the Club, or moves more than 25 miles away. The MAC may require verification of a member's move prior to accepting a cancellation due to moving. The MAC may require a doctor's note if the member becomes physically unable to use the club and requests cancellation.
- d. Members must notify the Club in person or in writing and should retain a copy of such request

for their records. A canceling member is required to pay all outstanding balances within 30 days.

FINANCIAL INFORMATION

Payment for Services:

All memberships require a one-time initiation fee in addition to regular monthly dues. The amount of this fee may vary depending on the type of membership. Both of these fees are subject to adjustment from time to time at the discretion of the club; however, MAC will not change monthly dues fees for those under contract at a specified monthly rate for the duration of the contract period.

Unless otherwise arranged, all monthly dues and charges will be electronically drafted from the member's checking account or credit card account on or about the fifteenth of each month. Payments not drafted electronically or by credit card are subject to a monthly processing fee.

Payments of daily fees (including tennis and racquetball court fees, restaurant charges, pro shop charges, etc.) can be made by cash, credit card, and house account, which can be electronically drafted monthly along with monthly dues payments.

House Accounts:

A house Account can be established for any member by using a credit card or check draft for EFT payment and can be used only for product purchases. Midlothian Athletic Club reserves the right to delete a house account or limit charge amounts at any time.

Upgrading or Downgrading:

Changing a membership status from a higher dues level to a lower dues level is only permitted when in a non-contract (month-to-month) period. The change will occur in the month subsequent to the month in which notice is given. Upgrading to a higher membership category requires a difference between the higher initiation fee and lower initiation fee and the difference in the pro-rated membership dues. All fees must be paid at the time of membership change.

Other Fees:

Any member or guest who abuses the privileges of their membership will be subject to an appropriate fine and the costs of any damage to the facility, and may be subject to membership suspension or cancellation depending on the action.

Returned checks or returned EFT's will carry a \$25 service charge.

Any no-show or failure to cancel an indoor tennis court or a racquetball court at least four (4) hours in advance of scheduled playing time will result in a \$10 fee.

Failure to cancel child-care reservations at least 30 minutes in advance will result in a \$10.00 per child assessment for the first space held and \$5 for any additional space for reservations not used and not cancelled.

Suspension:

The club may suspend or cancel any member's privileges for the following reasons:

- a. Failure to pay club dues or other charges.
- b. Violation of any of the House Rules.
- c. Obvious disregard for the safety of others.
- d. Conduct that compromises the enjoyment of the club by fellow members and guests including public arguments with staff members, club members, and guests.
- e. Any criminal activities such as theft, violence, or other related misdeeds.
- f. Intentional disregard of staff direction regarding behavior.

HOURS OF OPERATION

Midlothian Athletic Club is open daily with the exception of Christmas day. The regular hours are Monday-Thursday, 5:00am- 10:30 pm, Friday, 5:00am-9pm, Saturday, 7am-8pm, Sunday, 8am-10pm. Opening and closing schedules will be curtailed on Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve, New Year's Eve, and New Year's Day. Any other change in daily operational hours will generally be posted on the Club's website, the Club's FaceBook page, at the front desk, or in the online newsletter, and email reminders about any changes will also be sent as appropriate.

Midlothian Athletic Club may close during inclement weather without notice. During these conditions we suggest checking the Club's website or FaceBook page for the most up to date information.

ATTIRE

Black soled running shoes are not permitted on the tennis courts, racquetball courts, the gymnasium, aerobic studios or other designated areas at the Club.

Bathing suits are not permitted in the Club except in the locker rooms, pools, and spa. When using the pools or hot tubs, members must wear appropriate bathing attire, suits or costumes. "Street clothes" are not allowed to be used as bathing attire.

Shirt and shoes must be worn at all times in the Club with the exception of the locker rooms, pool, and spa areas. Tennis attire should be worn on all tennis courts.

Members and guests should wear appropriate clothing at all times. Clothing bearing offensive words or graphics, or worn in such a manner to be generally offensive or inappropriate, will not be tolerated.

Members and their guests using the pools or hot tubs must wear appropriate bathing attire.

Wet clothing, such as wet bathing trunks or suits, is not allowed in facility other than in the aquatics or locker room areas.

FOOD AND BEVERAGE

Members are restricted from bringing outside food and beverages, including beer and wine, on the premise or grounds.

Food shall be consumed in the inside and outside Café areas only.

Inside, all alcoholic beverages must be consumed in the Café areas only. Alcoholic beverages are not to be taken out of the club.

Outside, alcoholic beverages may be consumed on the lower and upper deck of the waterpark and also permitted along the outdoor café area and on the sidewalks from the upper deck to the clay court's gazebo, and along the tennis courts to the hard court's gazebo.

Alcoholic beverages will not be sold or served to underage individuals.

SMOKING POLICY

Smoking is not allowed anywhere inside the entire building and enclosed grounds of the Club.

GUNS AND FIREARMS POLICY

With exception of law enforcement officers in uniform, no guns or firearms are allowed within the facility. Members who carry guns or firearms must lock their weapon inside of their vehicle before entering the facility.

CHILD MINDING

Midlothian Athletic Club provides child-minding services for children six (6) weeks to ten (10) years old or through fifth grade. In general terms, kids age six weeks through the fifth grade are welcome in kids' club. Fees are included with a family membership or a couple membership where the child is part of the couple. Individual memberships or couples membership where the child is NOT part of the couple pay for usage and the service may only be used when the parents are using the facility. Reservations are required for children under 18 months old and can be made by calling 330-2222 ext. 317. Listed below are the rules for Kids' Club. In other words, kids' club fees apply to children who are not members of the club through either a family or a couple membership.

- a. Reservations MUST be made by ALL MAC Kids' Club users under 18 months old. They can be made no more than 1 week and no fewer than 30 minutes before arrival. Reservations can be made by calling 330-2222 ext. 317, during Kids' Club business hours.
- b. Reservation cancellations will be accepted up to 30 minutes before the time of the reservations(s). In case of a no show there is a \$10 fee for one reservation space held, and \$5 per additional reservation space. If 15 minutes late for a reservation your entrance can be denied.
- c. Each child must be signed in, and the location of the parent MUST be documented.
- d. A child may be checked into Kids' Club for a maximum of 3 hours per day per child. A child may not stay in Kids' Club for more than 2 hours per visit on any given day, with no grace period outside of the two hours. If the limit of a reservation exceeds 15 minutes or more, after which the parent has been paged and/or called, a \$5 fee will be charged. For example, a parent may come to the gym in the morning and check their child into Kids' Club for 1.5 hours. Then, the parent may come back later in the day and check the same child in for 1.5 hours.
- e. Parents MUST remain on the premises (except in the cases of pre-scheduled Parents' Morning Out and Parents' Night Out).
- f. MAC Kids' Club welcomes children ages 6 weeks through and including fifth grade and/or age 10.

- g. Children with illnesses are NOT allowed into Kids' Club. Some signs of sickness include: rash, coughing, runny nose, fever, irritability, and vomiting. The staff has the discretion to deny entrance to any child who they believe is sick. **See Sick Policy posted on the wall outside of the MAC Kids' Club.
- h. MAC Kids' Club staff cannot be responsible for feeding children. Drinks, snacks, lunches/dinners are still welcome, and will be supervised, providing the child can feed himself. Babies will not be given bottles unless they can hold it themselves. Kids' Club is a nut-free environment.
- i. MAC Kids' Club staff will not change soiled diapers or soiled clothes due to health and safety reasons. Please make sure your child's diaper is fresh upon arrival. You will be paged if necessary. In practice, Kids' Club staff will find and inform parent.
- j. Physical aggression from a child is not tolerated. The following actions will be taken if a child gets physical with another child or staff member: 1st time is a warning, 2nd time will result in 2 weeks suspension of the child from Kids' Club, if a 3rd time occurs the consequence will be based on the scenario and decided by the Kids' Club staff and director.
- k. In the case of a parent/guardian checking a child into kids' club where the child is not a documented MAC member (such as an out of town family member like a niece or a nephew), guest fees apply. For example, if a member wishes to check in an out of town niece or nephew there are two charges, one is a guest fee for the non-member to be in the facility and on the grounds and two is the established policy for fees for kids' club usage for non-member children. Parents, guardians or responsible party must also sign a waiver on behalf of the "guest" child.
- l. MAC Kids' Club staff has the right to deny entrance to anyone who violates any of the rules and/or when the maximum capacity of the room is reached.
 - i. A child must be 13 years of age to be on Midlothian Athletic Club's premises without a parent. A child 9-12 years of age may be on his/her own at the Club but a parent/guardian must be on the premises. Children 8 and under must be within arm's length of a parent/ guardian at all times, or checked into Kids' Club.
 - ii. The parent/guardian is responsible for the child at all times. Those who purposely break these rules will be dealt with in the following way:
 - iii. First Offense: Parent is contacted, written warning.
 - iv. Second Offense: Suspension from the facility for one week.
 - v. Third Offense: Termination of membership.

TOWEL POLICY

Members and guest towels are provided for indoor use only when checking into the club. Each person may get no more than two towels at a time. Please help the club keep costs down by the returning all towels to the designated buckets or to the front desk on your way out of the facility.

GUEST POLICY

The Guest policy provides members of Midlothian Athletic Club the opportunity to introduce the facility to their family, friends and associates.

Members must be present with a guest.

Guests living within 50 miles of the Club are limited to one visit per month.

Guest fees vary for adults and children depending on the season. See the Front Desk for fees.

Multi-day Guest Passes:

In certain cases and subject to availability and restrictions, a member may purchase a multi-day pass for a non-member. Please see the membership for details.

Members may bring up to 10 guests at a time. The spirit of allowing guests in the club is for members to enjoy the facility with their family and friends, such as out of town guests. MAC offers club rental and pool usage programming for groups through our programs and activities department. Therefore, members who wish to bring a group to the facility or to the pool should contact the program and activities department and organize reservations in advance.

PARTIES AND SPECIAL EVENTS

All private parties must be reserved through the Activities Department of the Midlothian Athletic Club. Private parties are only available to members or non-members who have a member referral. No special equipment should be used by private parties without the expressed permission of the management. The member /sponsor is responsible for all damages to the facility and costs associated with repair or replacement. A security deposit is required for all reservations.

Fees for services can be obtained through the Activities Department.

Any food or beverages to be brought in, or consumed, at the center must be approved by the management. No alcoholic beverages can be brought into the club by host, caterer or any outside individual. Minors will not be served alcoholic beverages. A policy and regulation sheet is available for all who want to rent the facility.

Members and their guests will be responsible for their own conduct.

MAC does allow outside groups such as child care centers to use our water park during the summer. These groups organize in advance with our activities and programs department, and these groups are allotted specific times of the day Monday –Friday so as to minimize the impact on our members. MAC maintains a schedule of these groups so that all of the children may enjoy swimming safely and so that proper lifeguard staff is available to supervise.

PASSPORT PROGRAM

IHRSA (International Health and Racquet Sports Association), the trade association for quality centers nationwide, provides in their Passport Program, access to major facilities in the United States and abroad. A list of the facilities participating in the Passport Program may be obtained at www.healthclubs.com. A guest fee is generally required, and it is necessary to call the visiting club in advance.

LOCKER ROOM AREA

MAC is NOT responsible for any valuables or property brought into the facility. Please secure all personal possessions.

Locker Usage:

Daily use of a locker is permitted. We require a membership card or picture identification in exchange for a locker key.

Permanent Lockers:

Members may rent lockers on a monthly basis. Please ask at the Front Desk how to arrange rental of a permanent locker. All permanent locker rentals are added to your monthly bill.

Locker Room Rules:

Children of the opposite sex over the age of four (4) years old are not allowed to enter the locker room. Family changing rooms are located by the outside pool. If a parent/guardian feels the child needs assistance for the use of the locker area, assistance may be obtained through the Front Desk. The Front Desk manager on duty or staff personnel will escort him/her through the locker room, but will not supervise the child for any length of time.

Cell phone use is not permitted in the locker room area.

Please utilize the vanity area in the locker rooms for personal grooming and not in other parts of the locker rooms or facility.

For sanitary purposes, members are required to use towels whenever sitting in the locker room areas.

Steam Rooms:

Both men's and women's locker rooms are equipped with steam rooms. The adjustment knob is located directly outside of the steam room to control the amount of steam in the area. Please be aware that others are using the steam room and that any adjustment of the controls should be discussed with other users of that area. Steam rooms are for sitting and relaxing. There is to be no exercising or personal grooming performed in the steam room.

Sauna:

The men's locker room has a dry heat sauna. The dry heat sauna is automatically controlled and requires no adjustments prior to entering the area.

Please do not carry flammable material such as newspapers and magazines into the sauna, or use the sauna for drying articles of clothing.

Members must be over 16 years old to enter the sauna or the steam room

**Rules for use of the steam rooms and sauna are posted outside of the rooms. Please observe these rules and fully comprehend them before entering these areas.

TENNIS

Court Reservations:

- Court reservations may ONLY be made by Gold members through our reservation system, midlothianac.tennisbookings.com
- No member may hold more than one court reservation per day.

- All tennis courts available for reservations can be reserved two (2) days in advance beginning at 7am. See additional instructions below specific to the winter indoor tennis season.
- Members must provide the names of at least two (2) players using the court (including guests). These names must appear on the tennis bookings website 24 hours prior to the reservation time or the reservation is subject to cancellation.
- All players must check in at the Front Desk prior to playing. When checking in, make sure the names on the website are the correct players for your court. Those who purposely and/or repeatedly try to evade the system will be subject to disciplinary action, which could include suspension of court reservation or usage privileges.
- All courts reserved and not used are subject to a \$10.00 fine per player. Courts must be cancelled at least four (4) hours in advance. The club will hold a reservation for 15 minutes as a grace period before releasing the court to another member.
- There are no court fees for Gold Members.

Winter Indoor Tennis Season (12/1-3/31 annually):

There are no restrictions on the number of courts a Gold member can reserve weekly, 4/1-11/30. However, during the winter indoor tennis season, the number of courts available to our members goes from 11 to 4. Therefore, our policy regarding court reservations changes during this period of time to give all of our Gold members an opportunity to reserve courts during the winter indoor season.

- Individual Gold members may only reserve 2 courts per week during the winter indoor season (12/1- 3/31), 2 days in advance. For the purposes of counting court reservations, the week starts Mondays at 6am and ends Sundays at 10pm.
- Couples or Family Gold members may only reserve a total of 4 courts per week, during the winter indoor tennis season.
- The member that reserves the court must be 1 of the players that actually plays on the court during the winter indoor season and must update the tennis booking reservation with all player names (including any guests) 24 hours prior to the reservation time or the reservation is subject to cancellation.
- If a court remains open at 7am, 1-day in advance of play or day of play, a Gold member may reserve additional court(s) during the same week.
- The time stamped in Tennis Bookings will be used to monitor court reservation activity.
- Court cancellations will be closely monitored, and those trying to manipulate the reservation process will be penalized.
- Penalties for violating the winter policy is as follows: 1st violation, email warning; 2nd violation, \$25 fine, payable prior to making your next tennis booking reservation; 3rd violation, 30 day suspension from midlothianac.tennisbookings.com reservation system.
- MAC will only participate in the USTA 18 & over mixed league program during the winter indoor season (12/1-3/31) due to limited indoor court space. We will no longer participate in VA Tennis WTT or any other external program that requires indoor courts during the winter season (12/1-3/31). Note: We will have our own intra club WTT program Jan-Mar for members only.

Silver Members:

- Silver members are not allowed to reserve courts at any time.
- Silver members must upgrade their membership status to Gold in order to use the tennis courts at any time or to play on any MAC team.

Guests:

- The total fee for a guest playing tennis at MAC has been reduced from \$24 to \$15, for up to 1.5 hours of play per visit. A guest is limited to playing tennis 1 time per month, not 1 time per 30 days.
- All guests must check in and pay the \$15 guest fee at the front desk PRIOR to going on court.
- The member that made the tennis court reservation will be fined \$25, per occurrence, if the same guest plays more than 1 time per month or does not pay the \$15 guest fee.

Non-Members:

- Non-members may play in 1-MAC USTA league, per calendar year. In order to play in additional leagues, they must become a Gold member. *Example: The same non-member can play on both a 7.0 & 8.0 winter league mixed team as they are in the same league but they may not play on a 7.0 winter league mixed team and a 3.5 adult league team unless they become a Gold member.*
- Non-members are not allowed to play on any other MAC program team (Suburban, Racquet League, Prime Time, VA Tennis Commonwealth, VA Tennis WTT, Intra Club WTT, etc.).
- Non-members must pay the \$42.50 fee PRIOR to playing in any USTA match. If they play before they pay, the Captain of the team will be immediately charged the fee and need to collect it from the non-member invited to the team.
- This \$42.50 fee does not include any practice time. Guest policy still applies of 1 time per month and \$15 guest fee.
- A maximum of 3 non-members may play on a MAC USTA team, after all MAC members have been served. All members who want to play and have notified the tennis programs manager by the deadline that they want to play must be placed on a team before non-members may be invited. Please email tennismembers@macrichmond.com and notify of any non-member you're planning to invite to play on your USTA team prior to them registering. MAC reserves the right NOT to allow any non-member to play (even if they have registered) if a member is waiting to play and notified us prior to the deadline.

30 Day Trial Gold Memberships:

- Between December 1 and March 31, this trial program will only be offered to players that are new to the Richmond area and in search of a tennis program to join, not to players that have previously registered for any Richmond area USTA team.
- Between April 1 and November 30, this program can be offered to any Richmond area player.
- 30 day trial Gold members are not allowed to play on ANY MAC team during the trial period or 60 days thereafter, unless they become a full Gold member.

Playing Attire, Equipment, and Refreshments:

- Tennis shorts, tennis dresses, skirts, collared tennis shirts and/or tennis oriented T-shirts, and tennis shoes are required. Cut-off shorts, swim trunks or any other non-tennis attire are not allowed.
- Only tennis appropriate shoes are allowed on our tennis courts.
- Water and sport bottles are permitted on the courts, although anything with the potential to stain when spilled is not permitted.
- Please see policy under the food and beverage category regarding bringing outside alcoholic beverages on the premise or grounds.

League Programs - USTA/Suburban/Richmond Racquet League/Prime Time/VTA Programs (includes Commonwealth League and World Team Tennis)/USTA Flex League:

- MAC reserves significant court time for play by members of various league programs throughout the year. These teams are a great way to meet people and compete against other tennis clubs in the area.
- In order to play on a Suburban, Richmond Racquet League, Prime Time, VTA which includes Commonwealth League and World Team Tennis or USTA Flex League program that plays its home matches at the MAC, the player must be a Gold Member.
- Scheduling and maintaining courts for league play requires a dedicated, coordinated effort on the part of MAC tennis professionals and staff. MAC charges \$7.50 per individual for participation on ALL team leagues of play (in addition to any non-MAC organizational fees) that requires reserved or scheduled play on MAC courts.
- All youth and adult team rosters (USTA, Suburban, Richmond Racquet League, Prime Time, VTA Commonwealth & World Team Tennis, etc.) are subject to approval by MAC management.
- Members must book courts themselves for USTA Flex League matches, 2 days in advance. These matches are timed for a maximum of 1.5 hours. Your opponent will not be charged a guest fee between April 1 and November 30, however, the \$15 guest fee applies between December 1 and March 31.

Tennis Lessons and Clinics Cancellation Policy:

Members may schedule tennis lessons and/or clinics with official MAC instructors and MAC staff only. No other instructors or trainers may work with MAC members on the premises. Members are required to cancel scheduled sessions when they cannot attend. Members must give 24 hours notice of cancellation. If the member cancels with less than 24 hours until the scheduled session, the member will be charged the full price of the session. Your understanding of this policy is appreciated.

- If the instructor fails to show for a scheduled session, then the member will be compensated with a free session.
- Members will be given one “freebie,” which means members will be given one time where they may cancel inside of the 24 hour window and not incur the fee. Once the freebie has been used, all subsequent cancellations outside of policy will require the fees to be paid.
- MAC staff may utilize discretion in charging the penalty for untimely cancellation and will consider extenuating circumstances (car accident, quick onset of sickness, etc.). The decision is up to the head pro.
- In the event of club closures due to inclement weather or other such unexpected, emergency events, the cancellation policy regarding fees will not apply. In the case of pre—paid clinics and sessions that are canceled due to club closure, make ups will be offered at the discretion of the MAC instructor or staff member.
- Gold members enjoy a special, discounted rate for lessons and clinics. Silver members and non-

members pay a higher rate, as they are not tennis members of MAC.

Miscellaneous:

- Please leave all court maintenance to the MAC staff.
- MAC tennis professionals or management have final authority over playing conditions and availability of the courts. Tampering with courts or playing on courts after being instructed not to by MAC staff will result in a suspension of playing privileges.
- Please report violations of any tennis policy to tennismembers@macrichmond.com.

AQUATICS

Aquatics (Swim) Lessons and Clinics Cancellation Policy:

Members may schedule swimming lessons and/or clinics with official MAC instructors and MAC staff only. No other instructors or trainers may work with MAC members on the premises. Members are required to cancel scheduled sessions when they cannot attend. Members must give 24 hours notice of cancellation. If the member cancels with less than 24 hours until the scheduled session, the member will be charged the full price of the session. Your understanding of this policy is appreciated.

- a) If the instructor fails to show for a scheduled session, then the member will be compensated with a free session.
- b) Members will be given one “freebie,” which means members will be given one time where they may cancel inside of the 24 hour window and not incur the fee. Once the freebie has been used, all subsequent cancellations outside of policy will require the fees to be paid.
- c) MAC staff may utilize discretion in charging the penalty for untimely cancellation and will consider extenuating circumstances (car accident, quick onset of sickness). The decision is up to MAC staff.
- d) In the event of club closures due to inclement weather or other such unexpected, emergency events, the cancellation policy regarding fees will not apply. In the case of pre—paid clinics and sessions that are canceled due to club closure, make ups will be offered at the discretion of the MAC instructor or staff member.

All members swim at their own risk.

Lifeguards have the obligation and authority to enforce all club policies and rules. All pools (whirlpool included) will be operated in such a way as to provide enjoyment for all members.

During structured water activities (swim team, aerobics, etc.), lap lanes will be limited. Even during busy times, 2 lanes will be available for member lap-swimming.

All effort will be made to maintain the indoor pool temperature between 82 and 84 degrees Fahrenheit. The whirlpool temperature will be maintained between 102 and 104 degrees Fahrenheit.

Adults will be given priority for lap swimming from 5pm to close, Monday through Friday and on weekends (with exceptions for swim team, swim clinics and aqua aerobics).

Intoxication of a patron in the pool area will cause immediate removal from facility and may be cause for suspension of membership.

Lifeguards may clear the pool area when conditions exist that threaten the safety of patrons.

Indoor Pool Rules:

- All members swim at their own risk.
- All swimmers must shower/rinse off before entering the pool and hot tub.
- No glass containers or food allowed in pool area.
- No diving. Only entering the pool feet first is permitted.
- No running or horseplay allowed. NO water guns allowed in indoor pool.
- Only proper swim attire allowed. No cuts-off or mesh shorts.
- Water Aerobics equipment is used for water aerobics, swim instructors and adult use.
- Children may use a kick board if parent is supervising them and they are used for swimming purposes only.
- Age Requirements for Indoor Pool:
 - a. Children 7 and under must be supervised by an adult at all times.
 - b. Children the age of 8 may take a swim test given by a lifeguard. Once passed they may swim in the indoor pool while parent is in another part of the club.
 - c. Swim test is swimming 1 length of the pool.
 - d. Children 9 and over may use the indoor pool while parent is in another part of club.
 - e. Ages 16 and over are allowed in hot tub.
 - f. No one under this age (16) is permitted in hot tub area.
 - g. Lap lanes are to be used for lap swimming and teaching purposes. 2 lap swimmers may share a lane by side by side swimming or circle swimming. Please share a lane when needed. Adults 16 and over have priority to lap lanes. When all other lanes are full, swim instructors using lanes will share these lanes with lap swimmers.
- No hanging or sitting on lane lines.
- No cell phone use in the hot tub.
- Only Flotation device permitted in Indoor Pool is infant float. NO ring floats are allowed.
- At no times should the steps be blocked.
- When a child is wearing a flotation device parent/guardian must be within an arms reach of them at all times. Infant floats are allowed in indoor and outdoor pool. NO ring floats allowed in either pool.
- Children wearing a swim diaper, must have a bathing suit on over the swim diaper.
- Please check the lane chart signs that are posted behind each lap lane. Lap lanes are used for activities throughout the week.
- During Water Park hours an adult swim will occur at 10 minutes to the hour. This will be determined by the lifeguard on duty.

Waterpark and Pool Rules

- Glass containers are not allowed in or around the pool area.
- No outside food, drink or coolers are permitted in the club.
- Proper swim attire is required in the pool area (no gym shorts, denim or cotton).
- Disposable and/or cloth diapers are not allowed in the pool
- Running and rough play is not permitted.
- Only coast-guard approved flotation devices and arm bands are permitted. No ring tubes are allowed unless they have a supportive net. Pool noodles are acceptable as toys, but not as a primary flotation device.

- Parents must be within an arm’s length reach of their child if the child is wearing any kind of flotation device.
- Dive blocks may be used for swim team and MAC-approved teaching purposes only.
- Adults 18 and over have priority over deck furniture.
- Water guns are allowed, but must be used in a courteous manner.
- Tennis balls, racquetball balls or other hard-sided balls are not allowed in the pool.
- Children under the age of 9 are not to be left at the pool without the supervision of an adult/guardian 18 years or older.
- Diving is only allowed in the 5-foot area.
- Please do not dunk the basketball or hang on the basketball hoop.
- Lap lanes are used for lap swimming only. Please share a lane when needed by circle swimming or side-by-side swimming. Swimming over lane lines is not allowed.
- An adult swim will occur every hour at 10 minutes to the hour. Only swimmers ages 16 and older are permitted in the pool at this time. Parents with young children ages 2 and under are allowed. This applies to the indoor pool also.
- When thunder is heard, the pool will be cleared for 20 minutes. When lightning is seen, the entire pool deck will be cleared for 30 minutes. The time will restart for each occurrence of thunder or lightning. This rule applies to both the indoor and outdoor pools.
- The guard room is for staff only.
- Please do not sit, stand or climb on the island under the umbrella.

Slide Rules

- Children must be at least 5 years old AND be able to swim to ride the slides.
- Only one person is allowed on the slide at a time.
- The lifeguards will direct riders when they may go down the slide, as the guards are making sure the well is clear at the bottom for the incoming rider.
- Members may not linger or relax in the slide well. Riders should exit the slide well quickly after descending on the slides.
- Parents may not stand in the slide well or reach from the side to catch their children. Lifeguards will not catch children going down the slide.
- Riders must go down the slide feet-first. Head-first is not permitted.
- Swimsuits with metal grommets are not permitted on the slide.
- Flotation devices and goggles are NOT allowed on the slides.

Baby Pool Rules

- Only children ages 4 and under are permitted in the baby pool
- All children in the baby pool must be directly supervised by a parent or guardian age 18 or older.
- Disposable and/or cloth diapers are not allowed. Children who are not potty trained must wear both a swim diaper and a bathing suit.

Whirlpool Rules:

- **CAUTION:** Pregnant women and those suffering from heart conditions, diabetes, high or low blood pressure should not enter the hot tub.
- Children under the age of 16 are not permitted to enter the hot tub area at any time.
- All hot tub users must rinse off prior to entering the hot tub.
- Proper attire is required enter the hot tub. No denim, cotton or gym shorts are permitted.
- No horseplay or inappropriate behavior is allowed.
- The hot tub is not for use by people under the influence of drugs or alcohol.
- Observe a reasonable time limit. A maximum of 10 to 15 minutes is recommended.
- Putting your head underwater is not permitted.
- Cell phone use is not permitted in the hot tub area.
- All patrons using the hot tub do so at their own risk and sole responsibility.
- The water temperature is kept in the range of 102-104 degrees.

Weather Conditions:

- a. When thunder is heard or lightning is seen, the entire pool area will be closed. The aquatics staff will follow the rule that the pool area will be closed until a 30-minute period has been observed with no lightning or thunder. After this time, the area will be reopened.
- b. During inclement weather, the pool hours will be decided by the general manager, aquatics director or assistant pool manager.
- c. Call the Front Desk if you have any questions about opening.

Outdoor pool usage for outside groups: MAC does allow outside groups such as child care centers to use our water park during the summer. These groups organize in advance with our activities and programs department, and these groups are allotted specific days and times of the week Monday – Friday so as to minimize the impact on our members. MAC maintains a schedule of these groups so that all of the children may enjoy swimming safely and so that proper lifeguard staff is available to supervise. Members who wish to bring a group to the pool (scout troop, church youth group, club, etc) need to contact program and activities department and schedule such an visit, similar to a birthday party.

RACQUETBALL

Access to racquetball is available to both silver and gold memberships.

Racquetball courts may be reserved four (4) days in advance starting at 9:30AM by calling the front desk. 330-2222.. The maximum reservation is two hours per court, and no member may reserve more than one court per phone call.

Court cancellations require four (4) hours advance notice. A \$10 fine will be charged if the court cancellation notice is under the four (4) hour time frame and the court is not to be reserved by other members.

No member may hold more than one reservation per day.

Court Rules

- a. Eye guards are mandatory for racquetball play.
- b. If courts are unreserved and empty, juniors may use the courts by signing up at the Front

Desk.

- c. Proper attire must be worn on racquetball courts. No running or cutoff shorts are allowed.
- d. Shirts must be worn at all times.

FITNESS

Personal Training and Small Group Training Sessions and Cancellation Policy

Members may schedule personal training sessions and small group training sessions with MAC trainers according to the established rates. Official MAC trainers and MAC staff are the only providers of training services allowed on the MAC premises. Members must give 24 hours notice of cancellation. If the member cancels with less than 24 hours notice, the member will be charged the full price of the session. Your understanding of this policy is appreciated.

- a) If the trainer fails to show for a scheduled session, then the member will be compensated with a free session.
- b) Members will be given one “freebie,” which means members will be given one time where they may cancel inside of the 24 hour window and not incur a fee. Once the freebie has been used, all subsequent cancellations outside of policy will require the fee to be paid.
- c) MAC staff may utilize discretion in charging the penalty for untimely cancellation and will consider extenuating circumstances (car accident, quick onset of sickness). The decision is up to the trainer.
- d) In the event of club closures due to inclement weather or other such unexpected, emergency events, the cancellation policy regarding fees will not apply. In the case of pre—paid clinics and sessions that are canceled due to club closure, make ups will be offered at the discretion of the MAC instructor or staff member.

Members are expected to utilize MAC in a safe manner. Proper attire shoes must be worn at all times. Shirts and athletic shoes must remain on each member. Bathing suits, jeans, cut-off shorts, or open toed shoes are not permitted. Clothing must be appropriate and non-offensive.

No children under the age of 13 are permitted in the fitness areas.

Children ages 9-13 years old must complete MAC Orientation Program. They can only use fitness equipment marked with MAC kids’ logo. The parents of kids in this age range need to be nearby and on premises when the children are using the weights and machines.

Any Youth engaging in careless or dangerous behavior will be temporarily suspended and must retake the orientation program to be reinstated.

If assistance is required on the equipment, a fitness instructor will be available to answer any questions during certain hours.

Instructors and personal trainers taking new members through the equipment have priority over all others using machines.

MAC fitness staff must perform all personal training.

Please use a towel to wipe off perspiration after equipment use.

While using exercise equipment please be mindful to keep your beverages in the appropriate drink

holders to avoid any spills.

Free Weights:

While lifting, you are required to use a training partner or spotter.

Collars must be used if there are weight plates added to a barbell

All weights and dumbbells must be returned to their proper place when exercise is completed.

Never set the weights on the floor or lean against the equipment.

Weights or dumbbells should never be dropped on the floor. Any use of equipment that results in any potential damage will not be tolerated.

Persons engaging in careless or dangerous behavior will be suspended from the free weight area.

Cardiovascular Equipment:

Instructions are required for most equipment and a MAC employee should be consulted prior to the use of any of these machines. Upon joining, the personal training staff will instruct any member on usage of the equipment during their evaluation and orientation appointment. Equipment should be used at appropriate levels and speeds

Machines are utilized on a first come, first serve basis.

Time limits and/or sign-up sheets may be posted next to certain pieces.

GROUP EXERCISE

Group exercise schedules for all classes are available at the Front Desk, the Group Exercise Studio, and our website, www.MACrichmond.com.

Group exercise instructors are in charge of all classes. Questions and concerns about group exercise classes should be expressed to the group exercise manager.

Instructors are responsible for the start of each class. Please wait for instruction from the leader of the class before moving or manipulating any equipment. Members should not warm-up or start a class without an instructor present.

Children under 8 years of age are not allowed to participate in aerobics classes, unless the class is specifically for this age group. Children between the ages of 9 and 12 are allowed to participate if accompanied by parent/guardian. Parents, however, are responsible for the safety and conduct of their children. Children 13 and older are permitted to take classes but they must adhere to all guidelines set by the instructor, and are responsible for their conduct.

Classes are required to maintain a minimum average of 8 participants in order to remain on the schedule. The group class schedule is subject to the management and direction of the group exercise manager, the programs manager and the owners. All classes are subject to change, cancelation or instructor change at the discretion of MAC staff.

GYMNASIUM

A schedule of activities will be posted on the gymnasium door and at www.MACrichmond.com

Supervised Periods – in all cases the employee supervisor will have the managerial control of the gymnasium during these periods.

No food, drink (including alcohol), or chewing gum is permitted in the gymnasium.

Any abusive language or behavior will not be tolerated and individuals will be required to leave immediately if exhibiting this behavior. Leagues will provide participants a Code of Conduct to adhere for the safety and enjoyment of others.

Information concerning events can be obtained from the Activities Department, the Front Desk, the newsletter, or the website.

The activities listed on the schedule are mandatory during these times, and assistance can be obtained from the Manager on Duty for problems occurring during the unsupervised periods.

Black soled shoes are not permitted in the gymnasium.