



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 membership at The Studio. This handy guide outlines general club policies that have been established to ensure your comfort and enjoyment of our facility.

We strive to make The Studio a clean, safe, friendly, and pleasant place for you and your guests. We promise to do our best to create an environment that meets your expectations and makes you proud to be a Studio member.

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

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CLUB HOURS

- We appreciate your cooperation in being prepared to leave the club promptly at the end of the day. Please be aware of the closing time so that you can plan your workout and shower and exit the club before closing time.
- Occasionally club hours will vary to accommodate holidays or other special occasions. We will post any schedule changes at least one week in advance so that you can modify your workout schedule.
- Please note that departmental hours of operation are subject to change.

Club Hours

Monday – Thursday 5:00am – 9:00pm
Friday 5:00am – 8:00pm
Saturday – Sunday 7:00am – 7:00pm

Membership Sales Office

Monday – Friday 9:00am – 6:00pm
Saturday – Sunday 9:00am – 2:00pm

Kids Studio

Monday - Friday 8:00am – 1:00pm & 4:00pm – 8:00pm
Saturday - Sunday 8:00am – 1:00pm

Spa Services

By appointment only. Call (925) 838-9200 to schedule.

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PARKING

- Members may park anywhere in The Rose Garden's parking lot (except in spaces designated for specific businesses). There are spaces in front and to the rear of our building. The parking lot is shared by all businesses in The Rose Garden. Please do not leave any valuables in your car; The Studio is not responsible for the loss of or damage to any personal property brought on premises.

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SERVICE DESK

- The Service Desk is the "hub" of The Studio. 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 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.
- 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 many club transactions, such as guest registrations and guest fees and payments on account may be handled at the Service Desk.

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GUESTS

- The Studio 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 The Studio. Guests must be 16 or older.
- A member's guest who resides locally (within a 25-mile radius of the club) may visit once per month, up to six times per year.
- We ask all guests to sign in at the Service Desk upon entering, and to complete a Guest Registration Card in its entirety for security and liability purposes.
- Either the guest or member may pay the applicable guest fee, of \$25.
- 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.
- 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 Service Desk for more information.

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ATTIRE AND FOOTWEAR

- At The Studio, 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 your best judgment in your choices of attire for the public areas of the club, and we ask that you consider safety and performance issues in your choices of clothing and footwear for class participation.
- Here are our basic attire and footwear standards:
- Shirts and shoes are required at all times in all areas except the locker rooms.
- Always wear closed-toe athletic shoes when participating in group fitness classes. If participating in a class which is performed barefoot, wear shoes to and from the studio and leave your shoes in a cubby outside the studio. Shoes may not be worn inside the yoga studio.
- Exercise attire should not be overly revealing.

Swimwear is optional in the whirlpool, sauna and steam room.

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CHILDREN AND JUNIOR POLICIES

We ask parents to advise your children and teens on appropriate behavior and to supervise them (where and when required) while visiting The Studio. Our objective, first and foremost, is to ensure the safety of all our members. Our Dependent Policies are designed for the overall safety of children and juniors while in the club.

Children (Ages 3 months to 8 Years)

Children ages 8 and under must be accompanied and directly supervised by a parent at all times while in the club. The only space in the club where children are permitted is the Kids Studio. Children should not be brought to the club unless they have a reservation for childcare or a children's group class.

Juniors (Ages 16 to 17)

Juniors ages 16-17 may join The Studio as an individual member with their parent's signature of approval and acceptance of financial responsibility. Juniors have full use of all club facilities except the sauna, steam room and whirlpool.

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KIDS STUDIO

- The Kids Studio is designed for use by the children (ages 3 months to 8 years) of our members. The Kids Studio offers child care and a variety of enrichment activities, including arts and crafts, organized games, story times, specialty classes, and more.
- To provide a handy guide for parents and to ensure a safe and enjoyable experience for all children, we have put together the following guidelines for utilizing our childcare services:
- Childcare services are available on a reservation basis, up to 7 days ahead.
- Reservations may be made online, by stopping by or calling the Service Desk at (925) 838-9200.
- Per child reservations may be made in 30-minute increments, up to two hours maximum.
- The hourly fee for childcare is \$5 per child, and should be paid at the Service Desk prior to dropping your child off in the Kids Studio.
- Kids Studio capacity is limited; reservations are accepted on a first-come, first-served basis.
- Parents must pick up their child promptly at the conclusion of their reserved time. A \$5 per 15-minute late fee will be charged for late pick-ups.
- Prior to a child's first visit, we ask parents to complete a Medical Release Form, which will be kept on file for use in the event of an emergency.
- Only parents or legal guardians may check children in and out of Kids Studio.
- At check-in, each child age 5 and under will be given a numbered tag to wear and the parent will be given a matching tag. Only the parent or legal guardian who checked in the child and presents the matching tag will be allowed to pick up the child.
- For the health and wellbeing of all children, those who are sick cannot visit Kids Studio. If a child becomes sick or shows signs of illness while in Kids Studio, the parent will be notified to pick up the child.
- Please ensure that diapered children are dry and clean before bringing them to the club. Parents are welcome to use our diaper changing station or to provide us with extra diapers for your child so we can change them.
- Only beverages in plastic, non-spill containers may be brought into Kids Studio. No food or snacks.
- Please place your diaper bag, backpack or other personal items in a cubby. Children's belongings should be labeled. We recommend that children not bring items of value to the club.
- Parents must remain on premises while your children are in Kids Studio.
- Children must follow the direction and instruction 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 suspension of Kids Studio privileges for a defined period. Appropriate action will be determined on a case-by-case basis.

- If a child is upset or uncomfortable for a period of 15 minutes or longer, the Kids Studio attendant may request parental assistance.

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GROUP FITNESS STUDIOS

- The Studio boasts a highly experienced, talented, and professional team of Group Fitness Instructors - second to none in the bay area. We have five studios: “Center” hosts all our yoga classes; “Method” features Pilates mat and reformer classes; “Move” offers a wide variety from barre to sculpt to fusion classes; “Ride” is the place for all cycle classes; and “Focus” offers a private, zen-like environment for private, duet and trio yoga sessions.
- Our group fitness schedule features several classes daily, offering something for all fitness levels and interests. Because each class and studio has a maximum capacity, we highly recommend that members reserve your space in class by registering online or at the Service Desk. You may pre-register for any class up to 7 days in advance.
- Within the 7-day time frame, you may pre-register for as many classes as you like. Online registrations will close one hour before the class begins; to check availability within the hour, call the Service Desk.
- **If you cannot attend a class that you have pre-registered for you must cancel out of that class at least one hour prior to class time. Cancellations can be done online, by calling the Service Desk, or by stopping by the Service Desk. Failing to cancel a reservation will result in a “no show” charge of \$5.00.**
- While drop-in attendance is permitted, it is based on a space-available basis after all registered participants are signed in.
- The following guidelines are in place to ensure the safest and best possible group fitness experience for everyone:
 - Please do not bring personal belongings, except a towel and plastic, non-spill water bottle, into the studios. Cell phones are not allowed.
 - All studio equipment must stay in the studio or storage area. Body bars, tubing, weights, and so on, may not be taken to other areas of the club.
 - Specific instructors are assigned to each class. However, should illness or emergencies arise, another highly skilled instructor will substitute.
 - Please courteously wait for a class in progress to officially end before entering the studio for the next class.
 - When you arrive for class, you may set up your equipment (cycle, mat, etc.) but not save a space or set up for another participant.
 - Please be prompt for class. For safety reasons, do not enter a class more than ten minutes late. If you are late, please do not interrupt the flow 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.
 - As a courtesy to the instructor and fellow participants, please do not carry on long or loud conversations during class.
 - If you are just beginning an exercise program or have any medical concerns, please inform your instructor prior to 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.

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PRIVATE TRAINING STUDIO

- The Private Training Studio is outfitted with the best equipment and workout tools for effective, results-oriented core and functional training. The Studio’s certified and highly experienced elite Personal Trainers conduct personal, duet, trio and small group training sessions in this space.
- Information about all training programs and pricing is available at the Service Desk and online.
- Photos and bios of the trainers, highlighting their credentials and areas of expertise are posted in the PT Studio. You may also talk to our Director of Fitness to get a trainer recommendation.
- You may schedule a PT appointment or sign up for a small group training session or package online or

at the Service Desk.

- If you are just beginning an exercise program or have any medical concerns, please inform your trainer prior to your first session.
- Only those members participating in a training session may work out in the PT Studio.
- We require a minimum of 12 hours advance notice for canceling or rescheduling a PT appointment or training session. Without notification, full payment will be charged.

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LOCKER ROOMS

- The Studio's luxurious men's and women's locker rooms provide many amenities for your convenience. Large, fluffy towels are complimentary; showers are stocked with shampoo, conditioner, and liquid soap; vanity counters feature hair dryers, lotion, and hair spray; scales and member telephones are also available.
- Please keep in mind the following policies when using the locker rooms:
- To protect the privacy of our members and maintain the space as a relaxation sanctuary, we do not allow cell phone use in the locker rooms – no exceptions.
- Children are not allowed in the locker rooms.
- Lockers are for day use only. Please do not leave your belongings in lockers overnight.
- The Digi-lock system is installed on all lockers in the women's locker room. To lock a locker after putting your belongings in it: shut the door, press the "C" button, then any four numbers, then press the "key" sign. A blinking red light will indicate that the door is locked. To open your locker, simply repeat the above steps. The men's lockers are keyed.
- 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.

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STEAM ROOMS, SAUNAS AND 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 or 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 if 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 18 and above.

- Recommended use is three to five minutes. Limit use to no more than ten minutes. Please use clock to monitor your time.
- Please shower before using these facilities.
- 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 or sauna 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 or shoes, oils and 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 floor may be slippery when wet.

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SPA SERVICES

- Our goal is to pamper and relax the body, soothe and calm the mind, and delight and uplift the senses. Our varied menu of massage and body treatments will enhance your life ... mind, body and spirit. The Studio has two treatment rooms which are located adjacent to the locker rooms.
- Spa services are available to club members and the general public.
- Appointments may be made from 9:00am-8:30pm Monday through Friday, and from 8:00am-1:30pm on Saturday and Sunday.
- Appointments may be booked online, by calling 925-838-9200 or by stopping by the Service Desk.
- We recommend that you schedule spa services at least one week in advance in order to secure the time that is most convenient for you.
- Spa brochures, with complete descriptions of and pricing for all treatments and services, are available at the Service Desk.
- Please arrive twenty minutes before your appointment and check in at the Service Desk. We recommend that you remove any make-up or jewelry prior to your treatment. If you would like to shower and enjoy the whirlpool, sauna or steam room to help begin the relaxation process, we suggest arriving forty minutes early.
- When you check in, you will receive a towel, sandals, robe and locker for your personal belongings. Please do not bring valuables to The Studio.
- 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 a minimum of 12 hours advance notice for canceling or rescheduling a treatment. Without notification, full payment will be charged.

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THE STUDIO STORE

- The Studio Store features a wide variety of yoga wear and workout clothing, yoga mats and accessories, nutritional supplements and products, and other gear. The Store is conveniently located in the main lobby, adjacent to the Service Desk.
- Returns are gladly accepted (for store credit, exchange or refund) when merchandise is returned in new condition within 30 days of purchase, accompanied by the receipt and original tags.
- If you want to try on any clothing before purchase, check in with the Service Desk first, then try on the items in the locker room.
- We also have tasty, nutritionally-balanced and portioned entrees by Earthly Delights and other snacks, drinks and light fare for members on the go. Our deli case is located in the Service Desk lobby – members may purchase items at the Service Desk during all hours of operation. Items may be taken to go, or you may “eat in” too; feel free to relax and enjoy your meal or snack in the lobby “Great Room”.

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GIFT CARDS

- Gift cards from The Studio make great gifts for birthdays, anniversaries, and special holidays like Christmas, Valentine's Day, Mother's Day, and Father's Day. You can give the gift of health, fitness and fun with a gift certificate for just about any program or service The Studio offers. Ideas include: spa services, private training sessions, small group training sessions, store merchandise, and club memberships. Gift cards may be purchased at the Service Desk.

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HOTEL GUEST ROOMS

- Members at The Studio are eligible to receive special room rates at the Renaissance ClubSport properties in Walnut Creek and Aliso Viejo (Orange County, CA). These RCS properties feature 175 spacious, tastefully decorated guest rooms, including five luxurious suites. Guest rooms include exquisitely comfortable beds, a "spa style" bathroom with oversized tub, and a large work desk with high quality lighting, complimentary high-speed internet access, and a two-line speaker phone.
- Our four-diamond hotels are part of the Marriott family of fine hotels and resorts worldwide. Marriott brands include Marriott, Renaissance, Renaissance ClubSport, Ritz-Carlton, Courtyard, Residence Inn, Fairfield Inn & Suites, TownePlace Suites and SpringHill Suites.
- When friends and family visit, or when corporate clients come to town, arrange for them to stay with RCS ... we guarantee they'll be impressed and delighted. And during their stay, they'll have full membership privileges at the onsite ClubSport.

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IHRSA PASSPORT

- The Studio is a member of the International Health, Racquet and Sportsclub Association (IHRSA), an association of quality clubs throughout the U.S. and internationally. As a member of our club, you have access to over 3,000 clubs worldwide. Guest fees may apply; at many clubs, they are reduced for IHRSA club members. If you are planning a trip and you want to include working out in your travel plans, stop by the Service Desk or search www.healthclubs.com to get a list of participating clubs in your destination area.

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EMERGENCY PROCEDURES

- At The Studio, 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 a Service Desk Receptionist.
- Should a member or guest become injured while at The Studio, club staff is not permitted to provide transport. The Studio reserves the right to call emergency rescue services.
- 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.

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IN-CLUB PURCHASES

- Members may use cash, check or credit/debit card to pay for any club services, programs or merchandise purchased at The Studio. When you register for a fee-based class or program online, valid credit card information will be required to complete the registration.

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GENERAL CLUB POLICIES

- The Studio's Rules and Regulations have been established for the benefit of all members and guests. The rules contained herein are not all inclusive. Club 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 web site, or on

printed notices.

- For the health and wellbeing of our members, The Studio observes a no smoking policy. Smoking is not permitted in the club or on club 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 club property. Outside materials may not be posted or distributed in the club, unless authorized by management.
- We employ 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 members and staff are entitled to a respectful and courteous environment -- loud, offensive, abusive, profane or bothersome behavior will result in expulsion from the club.
- 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.
- Health and fitness is what The Studio is about -- the use, exchange or sale of anabolic steroids is contrary to our ideals and is strictly prohibited on club premises and subject to civil and criminal penalties.
- Members are reminded to keep their belongings safe. The Studio is not responsible for the loss of or damage to personal property brought into the club or onto club property.
- For your convenience we maintain a Lost and Found system. If you have misplaced an item please inquire at the Service Desk. Also, if you find a misplaced item please give it to an associate. We take pride in reuniting lost items with their owners. All found items will be held for a minimum of 15 days. Unclaimed items will be donated to charity.
- Any member failing to abide by club policies may be subject to membership suspension or termination. Club management has the final decision regarding any problems or disputes.

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MEMBERSHIP ACCOUNT POLICIES

- Purchasing a membership at The Studio 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. The Studio shall, from time to time, determine the amount and terms of payment of dues which 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. Special events, repairs, maintenance of some facilities, and/or other occurrences may make it necessary for The Studio to restrict the use of one or more of the facilities or to close the club temporarily. The Studio 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, or credit card account) changes during the course of your membership, please report this change to the club. You may make the change online via our web site, stop by the Service Desk to provide the new information in person, or mail us a note with the new information.
- Inactive Status. Up to one time per year, you may request to put your membership on inactive status, for no less than two and up to six months, should a medical condition or temporary relocation keep you from use of the club facilities. The request must be submitted in writing by the 15th of any month to be effective the first of the following month; approval is at the sole discretion of management. A monthly inactive fee will be charged, and any account balance must be paid in full prior to going on inactive status. Months are not pro-rated.
- Membership Resignation. A member with a current account balance may resign from membership by completing an official Studio Exit Form, which may be obtained from the Service Desk. A signed copy of this Form is the only accepted verification of intent to cancel. Notification by telephone is not acceptable. You may submit your resignation request at any time during the month; per your direction, it will be effective 30 days from the date of notification.
- Suspension and Termination. The Studio 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 The Studio 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 prior to and during the suspension or termination, and are not entitled to a refund of any fees, dues or charges paid.

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