

MEMBER POLICY HANDBOOK



Four Seasons I
904 Four Seasons Road
Bloomington, IL 61701
309-663-2022

Four Seasons II
2401 Airport Road
Bloomington, IL 61704
309-661-8611

www.4seasons-club.com

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WELCOME!

This handbook is full of important information concerning Four Seasons’ policies and guidelines. We encourage you to visit www.4seasons-club.com for more details regarding programming, amenities, and upcoming events. Whether you are new to Four Seasons, are already a member or are looking to join a club, we hope you agree that Four Seasons is a wonderful choice for all of your fitness needs!

FOUR SEASONS HOURS

Monday – Thursday 5:00 am – 10:00 pm
Friday & Saturday 5:00 am – 8:00 pm
Sunday 8:00 am – 6:00 pm

Holiday Hours: **Clubs Closed**
Thanksgiving Day
Christmas Eve
Christmas Day
New Year’s Day

Clubs Close at 1p
Easter
4th of July
New Years Eve

Four Seasons I is open to members age 16 years and older during all hours of operation.

Please see age policies below for club access of members younger than 16 years of age.

- Members of all ages are welcome during *family friendly hours* which are:
10 a.m. – 10 p.m. Monday – Friday and 8 a.m. – 6 p.m. Saturday and Sunday
- Children must be 11 years or older to be in the facility without a parent or guardian.
 - o those under age 11 must always be accompanied by an adult 18+.
 - o The Cardio area and strength areas are designated for members 13 years and older*. However, ages 11-12 can use these areas with adult supervision 18+ during family friendly hours.

*Four Seasons does offer extended youth fitness hours. Members 11-15 may train before stated family friendly hours but MUST be accompanied by a parent or guardian 18+ at all times.

Four Seasons II is adults only (15 and older) at all times, except for children who are in childcare or participating in PIT programming.

CONTACT INFO

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904 Four Seasons Rd.
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F: 309.663.6731

Four Seasons II
2401 Airport Rd.
Bloomington, IL 61704
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WEBSITE – www.4seasons-club.com

Four Seasons’ website provides a wealth of information including, but not limited to, program registration dates, class schedules, upcoming special events for members and our community, as well as access to your personal member account. Member account information can be accessed by logging into www.myiclubonline.com. Ask the front desk for your agreement number.

Assumption of the Risk Relating to Coronavirus/COVID-19

The novel coronavirus, COVID-19, has been declared a worldwide pandemic by the World Health Organization. COVID-19 is extremely contagious and is believed to spread mainly from person-to-person contact. As a result, federal, state, and local governments and federal and state health agencies recommend social distancing and have, in many locations, prohibited the congregation of groups of people. Four Seasons Health Club ("Four Seasons") has put in place preventative measures to reduce the spread of COVID-19; however, Four Seasons cannot guarantee that you or your child(ren) will not become infected with COVID-19. Further, attending Four Seasons could increase your risk and your child(ren)'s risk of contracting COVID-19.

GENERAL CLUB POLICIES

Members are responsible for acting in accordance with the policies and Core Values of Four Seasons. Members are responsible for the behavior of their guests while using Four Seasons. There are zero tolerance policies pertaining to bullying, theft, violence, profanity, and harassment of any kind. When a member does not abide by Four Seasons policies or Core Values, staff members may discipline in the form of suspension of membership privileges. Repeated occurrences or serious offenses such as fighting, threatening behavior, damaging property, possession of weapons, theft, or assisting non-members into Four Seasons will bring longer suspension or termination. People who give false information on membership forms or to staff members are subject to termination and loss of the opportunity to be a member. Members and non-members shall not provide or receive services within club facilities without specific written management approval. No employee of Four Seasons Association shall provide a service for a fee to any member(s) within the Club facilities without a specific, written arrangement with management, based upon established policies.

Members have the right to use Four Seasons facilities in an environment which is free from discrimination. Members are expected to respect the rights and dignity of other members and staff. Four Seasons will not exclude any person from participation in its programs or activities on the basis of arbitrary considerations of such characteristics as age, color, disability, ethnicity, sex, gender, gender identity, marital status, national origin, race, religion, sexual orientation, or veteran status. A member has the right to be free from such discrimination by other members or staff that has the effect of interfering with the member's ability to participate in programs or activities at Four Seasons.

Other general club policies include:

- No food or open drinks are allowed throughout the club except for the Lounge, Juice Bar, Community Room and Party Room. Capped bottles are acceptable.
- Four Seasons facilities and campuses are smoke-free; therefore, tobacco products and e-cigarettes/e-cigars are prohibited in all areas including parking lots and grounds. Alcoholic beverages are also prohibited in all areas including parking lots and grounds. No intoxicated persons will be admitted.
- Loitering or disrupting members and/or staff is not allowed.
- The use of cameras, camera phones and video devices by members are strictly prohibited in the locker rooms. Outside of the locker rooms, members may take pictures or videos of themselves only. Four Seasons staff may take photos and videos of members in the facilities which may be used in our brochures, website, social media or

other publications. If you do not wish to be in a photo or video, please inform the photographer/videographer.

- All members must remain fully clothed in appropriate apparel at all times including shirts and shoes. Males may not remove their shirts. Shoes must be closed-toe and worn at all times throughout the clubs with the exceptions of the pool deck, locker/changing rooms, and studios during designated Group Fitness classes.
- No more than 1 large sized bath towel and 1 small sized sweat towel should be used per person, per visit. Please place these towels in a towel deposit bin when finished.
- When using the Sauna / Steam Rooms- please remain appropriately covered with a towel.

EQUIPMENT CHECK-OUT POLICIES

Four Seasons is proud to offer our members complimentary usage of a variety of recreational equipment including basketballs (full-size, intermediate, youth), volleyballs, pickle ball paddles and balls, racquetball racquets with balls and protective eye gear, badminton racquets and shuttlecocks, and lap counters for the track and pool. Four Seasons also wants our members to work out with the peace of mind that their belongings are safe. For this reason, we also offer complimentary padlocks with keys for use on any locker in the club.

To ensure we can continue to provide our members with these services, we have a fee-structure in place for lost or damaged property, excluding normal wear and tear. Members who damage or lose their equipment will be required to pay the assigned fee prior to gaining re-entry into the club. Any continued problematic behavior with the equipment, as determined by the Member Services Manager, will result in the permanent restriction to check out equipment.

Basketball: \$50 / Kid's Basketball: \$15

Volleyball: \$30

Pickle Ball Paddle/Badminton: \$20

Jump Rope: \$30

Racquetball Racquet: \$30

Missing Key to a Padlock: \$3

NO WEAPONS POLICY

To maintain a safe environment for our members, vendors, and guests, Four Seasons Association prohibits the possession or use of weapons on any building or company property. Examples of weapons include but are not limited to: firearms, explosives, knives and other weapons that could cause harm. Emergency officials may be called to Four Seasons at the discretion of Four Seasons' employees for any member, vendor, or guest found in possession of a firearm or weapon on company property. Company property is defined as company-owned or leased buildings and surrounding areas such as sidewalks, walkways, driveways and parking lots under the company's ownership or control.

Four Seasons Association reserves the right to search packages, containers, briefcases, purses, lockers, desks, enclosures and persons entering its property or premises. Four Seasons also reserves the right to require proof of a permit per the Illinois Firearm Concealed Carry Act as part of an investigation.

Management should be notified immediately if any member, vendor, or guest is found with a firearm or other dangerous weapon in violation of this policy.

ORDER OF PROTECTION

If a current member of Four Seasons Association provides us with an Order of Protection file-marked by the Circuit Clerk protecting him/her (protected party or petitioner) from contact by the respondent and the respondent is also a member of Four Seasons Association, all membership privileges of the respondent will be suspended for the duration of the order.

ENROLLMENT DETAILS / INFORMATION

Private and Corporate membership options include single, family, and senior/retiree with the options of paying monthly, semi-annually, or annually. Monthly payments are processed via Electronic Funds Transfer (EFT) withdrawal from a bank draft or debit/credit card (Visa/MC, Discover or American Express). Semi-annual and annual payment options include cash, check, and debit/credit card (Visa/MC, Discover or American Express). An enrollment fee of \$55 will apply when new memberships are set up or existing memberships are reinstated post a termination period. This fee is waived from paid in full 12-month memberships, Fit Together memberships, monthly college memberships, and Total Training Memberships.

Memberships can only be obtained by individuals age 18 or older after presenting a valid photo ID and company badge (for corporate memberships). Verification of marriage/civil union, children dependency, and college student enrollment may be required through an internal audit process. Interested parties not affiliated with one of the current corporate sponsors may join by visiting the front desk of either Four Seasons location. Those who are affiliated with a current corporate sponsor should refer to the Four Seasons website for guidance on their enrollment process.

Due to the large number of children participating in Four Seasons programs, it is policy to deny or terminate membership to any individual convicted of sex offenses or violent crimes. Membership denial or termination will be handled at the sole discretion of the board and/or management, in the best interest of the club and its members.

FIT TOGETHER PILOT PROGRAM

The Fit Together program/membership is a partnership between OSF Healthcare and Four Seasons. Four Seasons and/or OSF have the right to update rates or terminate the program at any time. As part of the Fit Together program, members are required to provide a referral from their OSF provider, meet with the Senior Program Specialist at Four Seasons for an Initial Consultation within 2 weeks of starting the membership, and complete reassessment every 4 months thereafter. The Senior Program Specialist will prescribe an exercise plan and communicate with the physician as needed. Members are also encouraged to participate in Fit Together programming including monthly seminars, walking groups and social events, but these are not required. Access to the Fit Together program/membership is contingent on adhering to the policies above. Members will be allowed to change their membership plan if they choose not to comply. Effective March 1st, 2021; Any Fit Together member cancelling or freezing their membership, that were previously locked into lower rates, will be subject to all current rates upon return from their freeze or cancellation.

MEMBERSHIP TERMINATION AND ACCOUNT CHANGE POLICIES

Members who terminate their membership and wish to rejoin may be subject to Four Seasons enrollment fee policy.

Termination requirements vary based on membership payment type:

- On-going monthly EFT: Member must sign a termination notice in person at Four Seasons at least 5 days prior to the next scheduled payment date. No refunds will be issued on monthly deductions.
- Paid in Full (semi-annual or annual): Members must sign a termination notice by their renewal date, at either Four Seasons Location, if they know they will not be renewing; No refunds will be issued for paid in full memberships.
- Membership paid through a corporation: Please refer to the corporate representative for termination requests.
- All inhouse credits and prepay balances will be null and void upon the cancellation, termination or lapse of any membership agreement. These balances cannot be redeemed for cash, and must be used before the membership is closed.

Requests to change billing information on ongoing monthly memberships must be requested at least 5 days prior to the next scheduled payment date. Failure to do so may result in a \$25.00 service fee.

MEMBERSHIP FREEZE POLICY

A monthly EFT membership may be placed on a temporary freeze; not shorter than 30 days and not longer than 3 months, for reasons including extended travel and medical. Member must sign a freeze request in person at Four Seasons at least 5 days prior to the next scheduled payment date. At that time the member must also specify their requested freeze period length, as well as documented proof of either extended travel or medical complications (i.e. – travel agenda, airline confirmation, doctor’s note, etc.); also acknowledging that their billing will resume automatically once the freeze period has ended. There will be a \$10 monthly fee, per frozen month, associated with a membership on freeze. There will be no limit as to the number of freezes allowed per year, but there must be a minimum of 2 paid invoices between a freeze period. Members enrolled through a corporation must see the Corporate Representative of their employer to see if freezes are an option for their membership.

SERVICES FREEZE AND TERMINATION POLICIES

Personal Training, Small Group Training, PIT Adult Performance, PIT Vet, PIT Rookie/Pro, PIT Together, Total Training PIT/SGT, PIT Kids, Pilates Equipment, General, and Youth Karate may be placed on a temporary freeze; not shorter than 1 month and not longer than 3 months. At the time of the freeze request, members will specify their preferred freeze length of 1- 3 months, acknowledging that their billing will resume automatically once the freeze period has ended. Service months will not be pro-rated without prior approval from management. Freeze requests must be made in person at Four Seasons at least 5 days prior to the next scheduled payment date. Failure to do so will result in the scheduled draft of the upcoming payment, which will be non-refundable but may be applied to future sessions if approved my management. There will be no monthly fee associated with the service freeze. There will be no limit to the number of

freezes allowed per year, but there must be a minimum of 2 paid invoices between freeze periods.

Personal Training, Small Group Training, PIT Adult Performance, PIT Vet, PIT Rookie/Pro, PIT Together, Total Training PIT/SGT, PIT Kids, Pilates Equipment, General and Youth Karate, and Private/Semi-Private Swim Lessons may be terminated/deactivated at any time without penalty. All requests to terminate/deactivate these services must be made in person at Four Seasons at least 5 days prior to the next scheduled payment date to prevent paying the upcoming invoice. Refunds will not be issued for unused sessions without prior management approval.

MEMBERSHIP CARD

You will be issued a membership card upon becoming a member of Four Seasons. For security purposes, your picture will be taken when your membership card is issued. Pictures are available only to the Four Seasons staff at the time of check in. All members age 11 and older are required to present their membership card (physical card or mobile app. feature) at the front desk to gain entry into Four Seasons facilities. For members under the age of 11, the parent or pre-approved babysitter is required to check in the young member and remain with them in the club. Membership cards are exclusive to one member and are nontransferable. Misuse or sharing of membership cards can result in suspension of membership privileges up to and including termination. In the event of a lost or misplaced card, a replacement card may be purchased for \$3.00. A photo ID is required to purchase a new card.

Membership cards are also available electronically through the Four Seasons Mobile App, available to download on your smartphone.

GUEST PASSES

Guest Pass Policy – Accompanied by a Member

All non-members will be able to purchase a single day guest pass for \$10.00/day when accompanied by a member. Residency of guest will be irrelevant. Non-member guests younger than 18 years must have an adult present at check-in to sign the liability waiver. All members must remain with their guests while using the club. All age policies and restrictions within the club will apply. Childcare can be utilized when a single day guest pass is purchased for the child.

Guest Pass Policy – Not Accompanied by a Member

Non-members who wish to use a Four Seasons' facility who are not accompanied by a member will also be able to purchase a single day guest pass for \$15.00/day. Residency of guest will be irrelevant. All non-member guests must be 18 years or older to purchase a pass. Children under the age of 18 who are not accompanied by a member or non-member adult will not be allowed into the club. Children who are accompanied by a non-member adult may utilize childcare when a single day guest pass is purchased for the child.

Opposing Sport Teams

Four Seasons is proud to partner with several sports teams within the community. While these teams have an opposing team in town for a game, Four Seasons is available to those team members at a cost of \$5.00/day.

Corporate Sponsor Guest Pass

Corporate Sponsor companies who have employees in town from outside McLean County who are here for work-related business may request a Corporate Sponsor Guest Pass. All visits must be arranged by their company representative prior to the visit by contacting the Community Outreach Specialist at Four Seasons. The fee for each visit is \$3.00 and payable at the Front Desk and guests will need to sign a liability form. The visiting employee will be asked to show a photo ID each time when entering the facilities.

Baby-Sitter Pass

This pass is available at no charge for members with a family membership so the sitter can bring young members to Four Seasons I for programs and activities in their absence. The sitter must be at least 16 years old to bring children ages 11 and older, and a minimum of 18 years old for children 10 and under. The sitter must provide direct supervision of the children and may participate in activities with the children, abiding by age policies throughout the club. However, the sitter may not seek their own workout separate from the children. The pass must be arranged by the adult member prior to the sitter coming to Four Seasons and is good throughout the calendar year. *If a sitter is not 18 and is bringing children under age 11, parents must give specific permission in order for them to be allowed into Four Seasons I.

Caregiver Pass

This pass is available at no charge for members with special needs who would benefit from having a caregiver accompany them during club visits. The caregiver must be at least 18 years old and must remain with the care-recipient at all times. The caregiver may not seek his/her own workout separate from the care-recipient. The pass is valid throughout the calendar year and must be obtained in person at Four Seasons.

IHRSA PASSPORT PROGRAM

As a member of the International Health, Racquet & Sports Club Association, Four Seasons is a part of a worldwide reciprocal program that allows members from participating clubs (minimum of 50 miles away) to have discounted guest privileges. Four Seasons members can stop at the Front Desk at either facility to receive their guest pass to use while they travel. Some clubs may require advance notice, so please call the club you wish to visit for details. Passes are good through the end of each calendar year.

LOCKER ROOM POLICIES

Children 10 and under must be directly supervised by a parent or adult 18+ years at all times in the locker rooms at Four Seasons I. Parents with opposite gender children 4+ years are required to use the family changing rooms. Children under the age of 15 are not permitted in the locker rooms at Four Seasons II. Four Seasons encourages all members to secure all belongings in the locker room. A lock may be purchased from the Juice Bar or checked out for free from the front desk. Four Seasons is not responsible for lost or stolen items. Any locks left on at closing time will be removed and the items put into lost and found. Members and guests are responsible for picking up after themselves after using the locker room including towels, which should be deposited in the dirty towel bins.

PARKING

Designated parking at Four Seasons I includes the Four Seasons I parking lot and the North parking lot. Limited identified spaces in the Springfield Electric parking lot are available after 5:15 pm Monday – Friday, after 2:00 pm on Saturdays, and all-day Sunday. To avoid being ticketed or towed, please park only in identified spaces. Do not park on the grass or block sidewalks. Designated parking at Four Seasons II includes the Four Seasons II parking lot.

FITNESS CLASS POLICIES

While participating in group fitness classes, appropriate athletic shoes must be worn at all times unless the class specifically requires no shoes/socks. To best preserve the quality of the hardwood floors and the cleanliness of the studios, please do not wear street shoes on the hardwood floors, especially when exposed to dirt, water, salt and other outdoor elements. It is recommended to bring a capped water bottle and a towel to each class. No other food or beverages are allowed. To best enhance the experience of all participants and gym-users, please turn off all cell phones and return all equipment to its proper place of origin. For the safety of all members, participants are not to enter a class after it has been in progress for 5 minutes or more. Please check the Four Seasons website or mobile app regularly for updates, class cancelations, and to confirm family-friendly status. All classes at FSI are family friendly and open to members 11+, unless specifically specified otherwise. Parents or guardians must attend and participate with the child(ren). Children may attend family-friendly classes prior to 10:00a, but they must remain in the Aerobics Studio only. Children who are unable to participate safely and/or are causing disruptions for other members will be asked to leave the class.

CHILDCARE POLICIES

Four Seasons childcare team members will strive to make visiting childcare a positive, fun and safe experience for our youngest members. Childcare is part of the following membership options:

- Family Membership
- Daily Guest Pass (if purchased for the child)

We are happy to care for your children, ages 6 weeks through 15 years, up to 2 ½ hours per day between both facilities. Parents must remain in the building at all times while their children are checked into childcare. Four Seasons II is an adult only facility; children under the age of 16 must remain in childcare and front desk lobby only.

Checking Your Child Into Childcare

Upon arrival at both facilities, members can take their children directly to childcare. When checking in, parents will be asked to sign their children in and present their membership card and their child's yellow or pink childcare release card. Please be aware that children will only be released to the parent who signed them in or another adult who has been specified at the time of sign-in.

For the safety and security of all children, only employees of Four Seasons are allowed in the childcare area, unless you are changing a diaper or nursing/bottle feeding your child. It is strongly recommended that all children have hard sole, closed toe shoes for their safety. This includes toddlers who are walking or learning to stand.

All children with allergies must have a signed medical alert card on file. Please inform the childcare staff each time your child enters childcare if your child has allergies. If your child has allergies which require the use of an epi-pen or inhaler, you must leave the medication with childcare staff and have a *Waiver of Liability of Self-Administered Medication by a Minor* medical release form signed by your doctor on file in the Four Seasons childcare room.

Due to the growing number of allergies, no food or drink will be allowed in the childcare areas with the exception of water bottles, sippy cups and bottles that can be hand-held by the child. These items need to be clearly marked with the child's first and last name. All children entering the childcare area must wash their hands before entry.

Parents will be paged to tend to their children for illness, uncontrolled crying, diaper changes, bottle feeding and/or improper behavior. Childcare staff does not change soiled or wet diapers, but there are diaper changing tables available inside the childcare rooms for parents to use. Childcare staff does not feed bottles to children, however, you may do this sitting in the childcare room. If your child is able to hold a bottle by themselves, it can be given to them, provided it is properly labeled. If a child becomes ill while in childcare, a parent will be paged to immediately pick up the child. The child will be excused from Four Seasons childcare facilities for the day. The child will be considered recovered and ready to return to childcare when free from all symptoms for a period of 24 hours.

Symptoms may include:

- temperature of 100° F or greater
- vomiting or diarrhea
- redness in whites of eyes, discharge from eyes
- signs of body pests such as head lice
- any unexplained rash
- unusual discomfort/irritability/exhaustion
- a discharge of mucus from the nose that is not clear (i.e. yellow or green)
- a persistent or phlegm-resonating cough
-

Children who are ill or who are suspected of being ill will not be permitted in childcare. If your child has been diagnosed with a contagious illness and was in childcare while contagious or suspected of being contagious, please promptly inform the front desk.

Childcare Behavior Policy

Four Seasons recognizes the importance of positive behavior management strategies to promote children's safety and enjoyment in Childcare. Our staff aims to encourage appropriate behavior through praise for a specific behavior and talking to children with the courtesy and respect that we expect of them. Childcare staff members are expected to provide a caring, cooperative and safe environment, respecting children and other staff members. Children are expected to respect and cooperate with the Childcare staff and other children.

Behavior Management Strategies

Childcare staff will manage behavior according to clear, consistent and positive strategies. Behavior Management in Childcare is structured around the following principles:

- Positive behavior will be reinforced with praise and encouragement.
- Unacceptable behavior will be addressed in a calm but direct manner. Unacceptable behavior refers to non-negotiable actions and may include physical or emotional harm to others, bullying, actions that endanger the safety of the child or others, or destruction of property.

Childcare staff will use the following techniques to resolve conflict and help the child learn from the situation:

1. Childcare staff will re-direct the child by offering him/her alternative and positive options.

2. Childcare staff will remove the child from the activity and redirect toward another activity.
3. Child will be removed from environment and placed next to a teacher for an allotted amount of quiet time. (The age of the child= the number of minutes next to a teacher.)
4. If unwanted behavior continues, parent will be called to pick up child.

If a child's unacceptable behavior continues a *Childcare Behavior Incident Report* form will be completed by a Childcare staff member who is a witness to the unacceptable behavior. The *Behavior Incident Report* is designed to enable staff to report behaviors that put the safety of others in the Childcare room at risk. This report provides a standardized method for recording observation of unacceptable behaviors and alerting Childcare staff and Member Relations staff. If a pattern of unacceptable behavior is established and significant improvement is not seen by the Childcare staff, then a child may be suspended from the Childcare room for a period of time as recommended by the Childcare Coordinator.

RACQUETBALL POLICIES

Racquetball courts must be used for racquetball only and members must always check a court out at the front desk by initialing the reservation before playing. Members must be at least 16 years to reserve a court. All members under 16 must be accompanied by an adult 18+ while in the racquet ball courts. Court reservations are forfeited if not initialed at the front desk within the first 15 minutes of the court time and a \$3.00 no-show fee will be charged to the member who reserved the court. Court times may be reserved two days in advance by calling with the member name and membership bar code number. Members may cancel their reservation and not pay a late fee up to 15 minutes past their reservation time. Failure to pay the \$3 no-show fee will hinder the member's ability to reserve a court until the fee is paid in full. Court usage is limited to 2 courts per day per member and reservations are limited to one hour, ending promptly. Protective eye wear is strongly recommended for all players and may be required for some programs. No street-worn or black-soled shoes allowed on the courts. Those who rent a racquet and return it damaged may be required to pay a \$30 fee at the time of visit.

POOL POLICIES

Safety

When lifeguards are not on duty, members swim at their own risk. Swimmers must be 16 years or older to use the pools when unguarded. No food/drink (except water) or glass bottles are permitted on the pool deck. No person shall be allowed to enter the pool while under the influence of drugs or intoxicating liquors. To ensure the safety of all members, horseplay, such as dunking, shoulder rides, or running is not allowed. Diving is allowed in designated areas only. There should be no playing on or around the ladders/stairs or hanging on the rope or lane lines. Lifeguards may require swimmers to demonstrate their swimming ability before entering deep water or using the diving board. Please do not talk to any lifeguard while on duty or attempt to sit in the guard chairs.

Hygiene

All swimmers must shower before entering the pool and wear an appropriate swimsuit in the pool. Modesty swimwear is permitted; please see a supervisor for recommendations. Clothing including dri-fit material is not permitted. Only clean footwear is permitted on the pool deck. Children who are not toilet-trained should wear plastic pants or swim diapers; never standard

diapers. Please avoid spitting, spouting of water, blowing the nose or introducing contaminants into the pool.

Age Policies

Direct supervision within an arm's reach is required by an adult when lifeguards are not on duty. Members age 10 and younger must be supervised by an adult in the water or pool side within an arm's reach. Direct supervision is permitted even with the use of a lifejacket. Members ages 11-15 years may be asked to provide proof of age to swim unsupervised when lifeguards are on duty. Direct supervision is required by an adult when lifeguards on not on duty.

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Pool Toys & Equipment

Small water toys such as sponge balls, dive sticks, and rings along with noodles are permitted. Please be aware that noodles are not intended to be lifesaving devices. Snorkels, masks, fins, water aerobics barbells and belts (used appropriately) are also permitted. Type II or III U.S. Coast Guard approved lifejackets may be brought from home or borrowed from the pool deck. Water wings, inner tubes, or suits with built in inflatable devices are not allowed. These items can slip off or turn the swimmer to a face down position where they may be unable to right themselves. Rafts are also not allowed because they create "blind spots" for the lifeguards and are not a lifesaving device. Finally, items such as basketballs, footballs, water guns and other hard plastic toys are not allowed.

Hot Tub

Please be aware that there is no lifeguard on duty in the hot tub. Using the hot tub alone or while pregnant is not recommended. People with heart disease, diabetes, high or low blood pressure, or who are using alcohol, anticoagulants, antihistamines, vasoconstrictors, vasodilators, stimulants, narcotics or tranquilizers should not use the hot tub. Be mindful of your time in the hot tub. Exposure longer than 10 minutes may result in nausea, dizziness or fainting. Everyone using the hot tub is required to wear a swimming suit. The capacity is 9 people and members under 12 years of age are not allowed to enter the hot tub.

Diving Board

When using the diving board, please only bounce one time and reserve the board for one person at a time. There should be no swimming in the diving area unless the diving board is closed. The diving board will close at the discretion of the lifeguards. Divers should please exit the deep end using the ladder. Divers are asked to dive straight off the board; no inward or reverse diving. Do not attempt to catch children who are jumping off the board.

Fecal or Vomit Accident Policy & Procedures

Lifeguards will direct all members to clear the pool and/or spa areas immediately. In the event of a solid stool or vomit, the pool and or/ spa will be closed, anticipated to exceed 45 minutes. Once the pool and spa areas are deemed safe and the pool chemicals have stabilized, the Aquatics Manager, Lifeguard or Supervisor on Duty, will reopen the pool. If this should happen when swim programs are going on, final decision on canceling programs is up to the Aquatics Manager and/or Swim Lesson Coordinator.

Diarrhea Discharge Policy & Procedures

Lifeguards will direct all members to clear the pool and/or spa areas immediately. In the event of diarrhea, the pool and/or spa will be closed, anticipated to exceed 12.75 hours. If this should happen when swim programs are going on, swim programs will be cancelled and a make-up will be scheduled for Group and Private Swim Lessons only.

Sharing Pool Space

In an event any of the above incidents should happen, Four Seasons will work to accommodate programs and general members. Please refer to the pool schedules found on the Four Seasons website under Aquatics.

Weather Policy

If thunder or lightning is present, Lifeguards will direct all members to clear all 3 pools and hot tub as well as the pool deck. Pools will reopen 30 minutes after the thunder and lightning has ceased.

GYM POLICIES

Children younger than 11 years old may not be left unattended in the gym. Adult supervision must be provided at all times.

Please wear only clean gym shoes and do not bring food or drinks in the gym area except for water bottles in order to best preserve the flooring and cleanliness of the club. When entering the gym, please use extreme caution as you cross the track. Do not linger or allow children to play on the track. Walkers and slower runners are to stay on the red inside lane of the track. Do not walk or run with more than two people side by side so that others may pass. Please be aware of the daily change of direction on the track by checking the arrows on the walls. Strollers may be used on the track per the discretion of the Supervisor on Duty or Management staff. Basketball and volleyball games are played on a pick-up basis only. During busy times, half-court games are required to allow more members to play. Basketball or volleyball leagues are not offered, nor are members allowed to organize formal practices in support of our "open play" philosophy. A netted area is provided with lower baskets for children 8 and younger with direct supervision by an adult 18+ years. If you have borrowed a ball and are involved in a game not using that ball, please return it so that others have the chance to use it. Lost or damaged basketballs will result in a \$50 replacement fee and suspension from the club until payment is made. Dunking of basketballs or hanging on rims is not allowed and may result in suspension or termination of membership. Only basketballs, volleyballs, badminton shuttlecocks, and pickle balls are allowed in the gym – no footballs, dodge balls, etc.

PICK UP GAME RULES FOR EAST COURT

Full games (5 on 5) take priority on the east court vs. casual shot practice and other activities. During peak times: all games on the East Court are to be played on a pick-up style basis:

- The first self-organized group of 10 on the court get priority for game play.
- the court must be split to accommodate 2 half court games, if there are 2 groups of 10.
- If there is a group waiting to play during peak times, and both half courts are in use, games must be limited to 30 min.

- self-organized groups are not required to open their game to other members if there is open gym space. However, if the east court is in full use, games must be limited to 30 min. to allow others play time on east court.

players MUST Be respectful to all members and mindful of safety at all times

- Overly aggressive defense, fouls, or fighting, could result in loss of gym privileges.
- Four Seasons dress code policies apply and shirts must be worn at all times.
- Four Seasons is a Family Friendly Facility – excessive and abusive trash talk, or swearing, will not be tolerated.
- Remember that games played on the east court, without a specified rental, are on a first come first serve basis and the above policies must be followed for pickup games.

East Court, and Gym Rentals, are available for those who wish to reserve priority for a specific time to play or for team practices.

*please contact the Aquatics / Recreation manager, Samantha Fleming, for rental info.

CARDIO & STRENGTH POLICIES

Please use one hand towel per workout and return towels to the bins when finished. Be sure to always wipe off seats, pads, controls, and railings when finished with a machine. To ensure that all problems are addressed in a timely manner, report any issues with equipment or other members to the Fitness Center Supervisor or front desk staff. Please remember that shirts and shoes must be worn at all times when in the fitness center.

Age Policies

The Strength Room and Cardio Room at FSI is for members 13+ at all times, provided they are using these areas appropriately. Members 11-12 years of age may use these spaces only when being directly supervised by an adult (18+ years). Any misuse of equipment, regardless of age, can result in immediate removal of either areas, as well as suspended access.

Machine / Bench Policies

Always check seat and weight settings prior to using each piece of equipment to ensure the best fit for your body. Ask a Fitness Center Supervisor for assistance when needed. Do not drop or slam the weight plates or grunt excessively when lifting. When doing multiple sets, allow others to use the equipment during your resting phase; please note that reserving equipment in any way, while not in active use, is not permitted. Exit the equipment promptly when your workout is finished.

Free Weight Policies

Always re-rack dumbbells and plates after use. For safety reasons, do not hang from the cable crossover machine or drop/slam weights. Olympic lifts on the designated platform are permitted. Please note, this may involve dropping of the weights and subsequent noise.

Cardio Policies

Equipment use is on a first come, first serve basis. Please limit your workout to 30 minutes including warm-up and cool-down during busy times or when other members are waiting for your machine. Members who do not comply with this policy are subject to suspension of their membership privileges. Please also return controls to their starting position when your workout is finished and shut off the television/video monitor when applicable.

CORPORATE PARTNERSHIP

Companies who partner with Four Seasons support their employees' wellness efforts. Corporate partner companies promote Four Seasons to their employees and in return those companies receive perks. Examples of these perks include customized promotions for their employees, on site programming and wellness offerings.

If your company is interested in becoming a corporate partner please contact information@4seasons-club.com. Please visit the Four Seasons website for additional information on membership rates, programs and facilities.

FREQUENTLY ASKED QUESTIONS:

What are the depths of the pools? South: 4 feet, North: 12 feet, Baby: 14 inches

What are the pool temperatures? South pool ranges from 80-82°, North pool ranges from 86-88°

What is the temperature of the whirlpool? 103°

What chemicals are used in the pool? Chlorine and Sodium Bisulfate.

How many pool laps equal 1 mile? 33 laps (round trip) or 66 lengths

How long are the pools? 25 yards

What is the size of the hardwood basketball court? Regulation 80 x 40; 1/2 court 56 x 40

How high is the volleyball net? 8 feet (men's regulation height)

What is Pilates? Non-yoga, core strengthening and flexibility class, flowing movements

I am babysitting someone else's non-member child and I participate in fitness classes; can I bring that child to childcare? Yes, you may purchase a day pass for the child for \$10

How much does an Olympic bar weigh? 45 pounds

How much do the curl bars weigh? 20 pounds

How much does the leg press sled weigh? 85 pounds