

Policies and Practices of The Thoreau Club

The following Policies and Practices of the Thoreau Club may change at the discretion of management, with or without notice. This document supplements additional information posted within the club, in our Program Guide, on our web site, within individual department literature, etc.

GENERAL

These policies and practices are for the safety and satisfaction of all of our members. Your cooperation is appreciated. Please be careful, use the facilities safely and have fun.

1. All members and guests must check in at reception. All guests are required to complete appropriate registration forms and present a picture ID.
2. Members are responsible for utilizing only the facilities that their membership type allows and ensuring that their guests do the same.
3. Shirts and proper footwear are required in the facilities. The only exceptions are the pool and the locker rooms.
 - Tennis - Tennis shoes and shirts are required. (No dark soled shoes please)
 - Swim – Swimsuits (no thongs) are required.
 - Fitness Center and Classes/Studios - Athletic clothing and footwear (no "street" shoes, sandals or black-soled sneakers) are required; please leave large bags and personal items in your vehicle or in a locker.
4. Cell phone use is only permitted in the lobby or one of the many sitting areas throughout the Club.
5. Parents are responsible for their children at all times. Juniors may use the Club when conducting themselves properly. Failure to do so will result in loss of Club privileges. Cooperation of parents is requested to preserve the atmosphere of the Club.
 - Children under age 12 must be in a program, in Kaleidoscope or supervised by an adult.
 - Kaleidoscope is available for children ages 3 months through 9 years.
6. Children 36 months and older must use the gender-appropriate locker room or Family Changing Room.
7. Smoking, drugs and alcohol are not allowed on The Thoreau Club property.
8. Members and guests are responsible for their own personal belongings and vehicles. We recommend not bringing valuables to the Club. Thoreau is not responsible for loss or damage to your property. Please secure and do not allow your valuables to be visible within your vehicle.
9. Bicycles are to be parked in the bicycle rack outside; we recommend that they be locked.
10. Cancellation Policy:
 - Programs - Cancellations for programs must be made within 24 hours of the program. Cancellations after the 24 hours are non-refundable.
 - Private Sessions/Spa Services/Tennis Courts - Cancellations must be made a minimum of 24 hours in advance in order to avoid being charged for the session.
 - Cycle - A no show fee of \$10 will be charged to any reservation that is not canceled within two hours of the start time.
11. For private sessions and spa services, please arrive up to 15 minutes prior to check in time. Late arrival will determine the length of your session so that we can respect the start time of our next appointment.

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KALEIDOSCOPE

1. Kaleidoscope is available for children three months through nine years to provide supervised play in a safe and fun atmosphere while adults enjoy use of the facilities.
2. There is a limit of two hours per visit to Kaleidoscope and a minimum 2-hour break in between visits.
3. All parents or guardians must remain on Club premises while their children are being cared for in Kaleidoscope.
4. Your child will not be accepted to Kaleidoscope if he/she is ill. Please respect other children who are healthy by keeping your ill child at home. If your child is placed on antibiotics for an infection, they may return to Kaleidoscope 24 hours after first dose is given.
5. If your child becomes ill, unhappy or unmanageable for more than 10 minutes, we will call you to Kaleidoscope. (Please advise Kaleidoscope staff if you would like us to notify you sooner.)
6. Parents must inform Kaleidoscope staff of any medical information needed while their child is in Kaleidoscope (e.g. allergies or special needs).
7. Please feed your children breakfast or lunch before bringing them to Kaleidoscope. Packing a small snack and drink is appropriate. Mark all bags, bottles and cups with child's name. Please do not pack snacks with nuts due to children's allergies.
8. Bringing toys from home is not recommended. Thoreau is not responsible for breakage or loss.
9. We require all parents or guardians to sign children in and out of Kaleidoscope.
10. If parent or guardian dropping the child off is not the intended pickup person, see Kaleidoscope Staff for Pick-up Pass Information.
11. Children must wear closed-toe shoes or sneakers when using Kaleidoscope Outdoor Playground. No sandals, clogs, crocs or slingbacks are permitted in the outdoor play area.
12. For the safety of your children, parents may not go beyond the check-in area while Kaleidoscope is in operation.
13. Children of crawling age and older must wear socks while in Kaleidoscope.
14. Last check-in is at 5:00pm on weekdays; Noon on weekends and holidays.

FITNESS CENTER & GROUP EXERCISE CLASSES

1. Completion of a health history questionnaire and orientation is requested of all members and guests prior to first use of the Fitness Center.
2. We strongly recommend that you begin class on time and stay through the cool down portion. Neglecting to warm up or cool down properly can result in injury and/or muscle soreness and is disruptive to other participants. Please let your instructor know if you have any medical issues (i.e. injury, pregnancy) or concerns.
4. Children under 12 may not be in the Fitness Center, even with a parent, unless they are with a personal trainer. You must be at least 12 years old to use the Fitness Center on your own and to participate in Group Exercise classes. Anyone 12 to 16 years of age must complete a fitness center orientation before using the facility.
5. Please wipe down strength and cardio machines after use. Please return the free-weights and plates when finished as a courtesy to the next member and do not drop dumbbells.

FITNESS CENTER & GROUP EXERCISE CLASSES CONTINUED

6. Spring collars are required for all Olympic lifting.
7. Please work together with fellow members and share machines between sets.
8. Please use spotters when lifting heavy weight. Staff is happy to help!

SWIMMING POOL

1. You must take a thorough and cleansing shower before entering the pool.
2. All children under 12 must be accompanied by someone 16 years or older. Parents must be in the water with their toddlers and non-swimmers, including the shallow areas. This includes non-swimmers using any type of flotation device.
3. Any child who does not show competent swimming skills will be restricted from the deep end.
4. The lifeguard's duty is to maintain a safe environment at the pool. If a guard has to speak repeatedly to a child regarding an infraction, the parent or guardian will be asked to get involved and the child may be asked to leave.
5. Prohibited activities include running, pushing, horseplay, shoulder riding or excessive noise at the pool or in the locker rooms. Water guns, underwater torpedoes and hard balls are not permitted; the use of a soft ball is allowed at the discretion of the lifeguard on duty.
6. Diving is permitted off the diving board in the Diving Well, as well as along the 8-footwall. No front flips or back flips allowed.
7. Kick boards are available only for instruction and lap swimming.
8. No inflatable toys, rafts or swimming supports are allowed in the pool, this includes items such as water wings, floaties or inner tubes. Inner tube bathing suits must have a safety strap.
9. Snorkels or fins may be used in lap lanes only.
11. Any person having an infection or a communicable disease is prohibited from using the pool.
12. Unsanitary personal practices (spitting, spouting water, etc.) are not permitted in the pool.
13. No food, drinks, glass containers and chewing gum allowed on the pool deck or in the bubble. Please eat or drink only at the tables and/or grassy areas.
14. Music players may be used only with headphones.
15. Children who are not yet toilet-trained must wear a swim diaper, rubber pants and bathing suit in the pool. (For your convenience, rubber pants are available for purchase at Member Services)
16. Please do not sit, stand or hang on the lane lines.
17. In the event of thunder or lightning, the pool and pool area will be cleared for a minimum of 30 minutes from the last sound of thunder or flash of lightning, and opened at the discretion of the lifeguards.
18. You must have a Swim membership or be participating in a pool program to use the pool and to access the other poolside activities such as the Poolside Cafe and play areas.
19. Swim lesson credit for summer classes will be given only if The Thoreau Club cancels lessons due to thunder, lightning, or cold temperatures.

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HOT TUBS

1. Use of the Hot Tubs is restricted to adults (18 and over).
2. You must have a Swim membership to use the Hot Tubs.

SAUNAS / STEAM ROOMS

1. The use of Saunas and Steam Rooms is restricted to adults (18 and over).
2. Please wear a swim suit or use a towel to sit on.
3. No food or drinks allowed.
4. Please remove all your belongings (i.e. newspapers) when you leave.
5. Drying of clothing is not permitted in the Sauna - Fire Hazard!
6. Footwear is suggested.
7. Please do not pour water on heating elements in sauna, it is a dry unit.
8. Please, no aroma therapy.

LOCKER ROOMS

1. Lockers are available for summer and annual rental. The Thoreau Club sells locks or you may bring your own.
2. Daily use lockers are available on a first come/first served basis. Locks must be removed each day or be subject to being cut off with contents going to Lost and Found.
3. As a family club, we ask that you cover up during extended periods of grooming (e.g., shaving, blow drying).

TENNIS COURTS

1. Reservations can be made using our on-line system seven days in advance for a maximum of 1½ hours. The same players may not reserve two or more consecutive blocks of time.
2. Members must check in for all reservations to avoid a \$15 “no show” fee in summer or full fee in winter.
3. In the event of thunder or lightning, outdoor tennis play will be stopped for 30 minutes from the last sound of thunder or flash of lightning.
4. Use of courts for purposes other than tennis is prohibited.
5. Adults viewing tennis on the court must have permission from the players and be seated quietly.
6. Infants and children are not allowed on the courts while the parents are playing tennis. They must be in Kaleidoscope or supervised by a babysitter.
7. No food or drink (except water) on courts – they stain the courts.
8. Tennis balls are available for sale at the Front Desk. Tennis balls are provided free for instructional groups and programs only.
9. When bubbles are up, please close the revolving doors at the corners.

Policies & Procedures

TENNIS COURTS CONTINUED

10. Ball machines are available for members at no additional charge and may be reserved on-line. Players must be at least 14 years of age unless accompanied by an adult. Members are responsible for collecting all of the tennis balls when they are finished. Further directions can be found at the Member Services Desk. The court should be clean for the next players.

LOST AND FOUND

1. Items found on Club property will be placed in the lost and found trunk outside of the ladies locker room.
2. Unclaimed items will be donated to charity at the end of each week or when the volume exceeds the capacity of the storage bin.
3. The Thoreau Club maintains no liability for lost, stolen or misplaced items.

SNOW POLICY

1. For programs commencing on weekdays at 10:30am or later, a decision will be made 1½ hours prior to the start time. Please call ahead or check the website to avoid inconvenience.
2. On weekends, please call the Club 1½ hours prior to the start of your program to check for cancellations or check the website.
3. Snow credits will only be given when the Club cancels a program.

MEMBERSHIP POLICIES

1. Membership Changes: If you would like to make a change to your membership, contact Member Services as some restrictions and fees may apply. Changes must be made by the 15th of the month for any changes to take effect in the following month.
2. On-Hold Policy: Please contact Member Services immediately if you experience significant medical or other circumstances that prevent you from using your membership. Your membership can be put on "hold" for up to three months per calendar year (full month's only). A fee applies; however with a doctor's note, you may qualify for a no charge medical hold. Vacation holds need to be made at least 15 days in advance.
3. Members have the right to terminate their membership in certain specified circumstances associated with (15-Day advance notice):
 - Significant physical or mental disablement of the buyer, including special medical considerations.
 - When the buyer's residence or employment changes to a location more than 25 miles from the Club.
 - The death of the buyer.
3. Club's Right to Cancellation: The Thoreau Club has the right to terminate your membership agreement when one or more of the following circumstances apply:
 - Non-payment of membership dues or other fees or charges.
 - Damage to club property or facilities.
 - Violation of club privileges or policies.

In the event The Thoreau Club terminates your membership, any credits owed to you (including unused pre-paid program fees) will be applied to any outstanding balance due, and any remainder will be refunded.

MEMBERSHIP POLICIES CONTINUED

4. Children under three are included in the parents' membership. This allows use of the area of the club indicated by the parents' membership. Please provide us with the name and date of birth of any children under three, as they must be listed in our computer before using the club.

BABYSITTER PRIVILEGES

'Family' Membership Type:

- A babysitter may come to the club and substitute for one or both parents on a family membership. Babysitters must be at least 16 years old and must be identified in the notes of the membership record.
- One live-in Nanny/Au Pair/Grandparent may be listed as a member on the family membership and is entitled to all benefits associated with that family membership.
- Grandparents visiting from out of town may accompany grandchildren to the club at no charge and enjoy the facilities associated with the family membership. Grandparent must be with the grandchildren in the club.
- For grandparents who live locally, our babysitter and/or standard guest policy prevails.

Non 'Family' Membership Type:

The Thoreau Club's guest policies prevail for babysitters, grandparents, au pairs and all other non-member guests.

GUEST INFORMATION

Members must register all guests prior to using the facilities. Guests must be accompanied by the member and are limited to the areas included in their host's membership. Members maintain responsibility for their guests. Guests will be required to complete appropriate registration forms, provide photo identification and may be asked to see our membership staff. For each membership, there is a limit of five guests at one time. Each guest is limited to five visits per year and guest fees apply (\$10 for ages 3 and over; children under age three are complimentary).