



1203 West Woodcroft Parkway ★ Durham, NC 27713  
919-489-7705 ★ [manager@woodcroftclub.org](mailto:manager@woodcroftclub.org)

# Rules & Regulation Handbook

## **INTRODUCTION**

Welcome to the Woodcroft Club! We are delighted to have you as part of our community and look forward to sharing all that our club offers. This handbook provides a reference for the rules and guidelines that help us maintain a safe and enjoyable environment for everyone. While we strive to keep rules to a minimum, our focus is on protecting the well-being of our members, guests, and staff. Our team is trained to uphold these standards with kindness and fairness, prioritizing your safety and enjoyment.

The Woodcroft Club (“The Club”) operates as an independently owned, for-profit business. The owners are dedicated to member satisfaction, and we consider member interests when making business decisions.

***The information, rules and regulations contained in this handbook may be changed periodically, without notice as deemed necessary by Management. You can always find the most up-to-date rules and regulations by visiting our website or by requesting an updated copy of this handbook by emailing the Club Manager at [manager@woodcroftclub.org](mailto:manager@woodcroftclub.org).***

Your cooperation with these guidelines is appreciated and necessary to maintain your membership privileges. For additional questions, please contact the Club Manager at [manager@woodcroftclub.org](mailto:manager@woodcroftclub.org).

## **APPLICATIONS AND ADMISSIONS**

Membership applications must be submitted online. Each application requires the applicant’s name, date of birth, home address along with the same information for other household members (if applicable). Your membership application must be accompanied with your payment method for dues, and payment of any applicable joining/initiation fees.

Applications are reviewed by management. If an application is not approved, any payment will be promptly refunded without penalty.

Membership does not confer ownership or liability related to the Club or its property or assets. By joining the Club, members acknowledge and assume inherent risks associated with Club facilities and activities. This assumption extends to children under 18 listed on the membership, and members are responsible for informing their guests of these risks before their visit.

All members and their guests must sign a waiver before participating in any Club activities or entering Club facilities (pool, tennis courts, playground, parking lot, etc.).

The waiver is available on our website at [woodcroftclub.org](http://woodcroftclub.org). Members are also responsible for ensuring that their guests are aware of this requirement and understand Club policies.

Members must sign an updated waiver every calendar year before they access the pool for the first time. All members over the age of 18 must sign their own waiver. Members under the age of 18 only need one parent/guardian to sign a waiver on their behalf.

Members understand that it is their responsibility to keep up to date membership documentation including, but not limited to, changes in household members and changes to their payment information. Periodically, members may be asked to complete updated membership agreements, waivers, or acknowledgments as necessary.

***Household Memberships include only immediate family members residing in the same household.***

***Immediate family is defined as:***

- The spouse or partner of applicant
- Children of an applicant
- Grandparents residing in the same household of applicant
- Grandchildren residing in the same household of applicant

If individuals do not fit within these guidelines, then a separate membership must be obtained or these individuals are subject to the Club's Guest policies.

Violation of this policy may subject the member to termination of their Membership or additional fees being charged to their membership.

## **MEMBERSHIP TYPES**

- **Single Membership:** Provides access and use of the Club to an individual member only.
- **Couple Household Membership:** Covers two individuals (either two adults, or an adult and a child) who permanently reside in the same household.
- **Family Household Membership:** Includes three or more immediate family members who permanently reside in the same household.

## **INITIATION FEE, DUES PAYMENT AND CHARGES**

The initiation fee must be paid by electronic funds transfer (EFT) or credit card at the time of membership application through the membership portal linked on the Club's website. This is a one-time fee, provided dues remain current. Proration of dues or initiation fee discounts may apply based on the time of year or any active membership promotions.

Dues are charged based on the chosen payment schedule, with payments processed via Visa, MasterCard, Discover, American Express, or EFT on the first billing day of each cycle. Members may also pay yearly dues by EFT or credit card. Management reserves the right to adjust initiation fees or dues at its discretion.

Though EFT is accepted for dues payments, **all members must keep a valid credit card on file for incidental purchases**, including snack bar items, swim lessons, and camps. Memberships must be backed by

a valid credit card or EFT. If dues cannot be processed, a \$25 administrative fee will apply per failed attempt. It is each member's responsibility to keep their payment method up-to-date. After two consecutive failed attempts, membership will be suspended; reinstatement will require payment of all outstanding dues and fees, plus a \$100 reinstatement fee.

Members are responsible for all charges on their accounts. The member certifies that the credit card provided is issued to them and agrees to promptly address any related disputes directly with the Woodcroft Club. By submitting the membership application, the member authorizes all Club-related charges on their account to be billed to their credit card on file.

All initiation fees, dues, and charges are non-refundable after billing dates. Dues will be billed automatically to the card or EFT on file. Memberships are automatically renewed on January 1st (or the next business day) unless a written termination request is submitted. Please refer to the cancellation policy below.

### **WOODCROFT CLUB MEMBERSHIP CANCELLATION POLICY**

For cancellation requests **received on or after May 1st**, cancellation will take place on **December 31st** of the current calendar year of which the cancellation request is received. For cancellation requests received prior to May 1st, cancellations take effect 60 days following an emailed cancellation notification and all dues are required to be paid through the 60 day period. For example, if a member emails a cancellation request on May 2nd, the cancellation will take place on December 31st and the member must pay all dues through December 31st. By way of further example, if a member emails a cancellation request on April 30th, the cancellation will take place on June 29th and the member must pay all dues through the end of June. Members are able to continue to access the facilities until their cancellation is effective (e.g., December 31st for cancellations on or after May 1, and 60 days for cancellations before May 1). In the event that a member pays monthly, the member will be charged for two additional months after the cancellation notice. If a member pays quarterly, the member will be charged an additional 60 days, but the Club will take into account if the most recent quarterly payment has already been paid and covers future months. If a member pays yearly, the Club will deduct any months that have already passed as well as the two month notice, and retain a 3.5% fee of the remainder collected to cover the fees related to processing payments prior to reimbursing the balance to the member.

All cancellation requests must be made via email including the names of everyone on the membership and your billing address. The Club will respond to confirm your cancellation. The effective date will be 60 days from the date the Club received your initial request to cancel via email (for requests received prior to May 1st) or December 31st of that calendar year, if the email is received May 1st or later.

### **MEMBERSHIP ACCESS**

Each member will receive instructions to access their account and obtain their membership barcode. Barcodes must be presented and scanned upon each visit to the pool for all members upon entering the pool deck.

### **UPGRADES**

Upgrading a membership involves changing from one membership category to a higher classification (e.g., upgrading from a Couple Household Membership to a Family Household Membership). Members are responsible for paying the difference in dues for the upgraded classification upon making this change.

## **DOWNGRADES**

Downgrading a membership means changing from one membership category to a lower classification (e.g., from a Family Household Membership to a Couple Household Membership). No refunds or credits will be issued for dues, initiation fees, or other expenses already paid. Your account will be updated to reflect the new dues structure, and an updated membership agreement will need to be signed.

## **DIVORCED/BLENDED FAMILIES**

In cases of divorce or separation, the Club offers flexible membership options to accommodate families:

### **Membership Options With Children:**

- One parent may retain a *Family Membership* (or *Couple Membership*, if there is only one child on the account) with the child(ren) listed on their account, while the other parent may either:
  - Opt for a *Single Membership*, or
  - Attend as a guest with their child(ren), for a guest fee, up to 10 visits per calendar year.
- Alternatively, both parents may hold separate *Family Memberships* (or *Couple Memberships* if there is only one child) with the children listed on each account.

### **No Children Involved:**

- If there are no children on the account, the *Couple Membership* will convert to two separate *Single Memberships*.

*Please note that each membership option has separate dues billed to the respective accounts.*

Our Management team is available to work with families individually to determine the membership structure that best meets their needs.

## **WOODCROFT CLUB GUEST POLICY**

Guests must always be accompanied by a member and may not enter the pool area until the member arrives. The member must stay on the pool deck with the guest throughout their visit.

Each guest must sign a waiver for the current calendar year before entering the pool deck. The guest waiver is available on our website and should be completed prior to the visit to streamline check-in. Guests under 18 must have a waiver completed by a parent or legal guardian. Guests under 18 may visit with a member who is not their guardian if the waiver has been signed beforehand.

## **TYPES OF GUESTS**

- **Non-swimming, spectator guests:** These guests are subject to the guest fee, must be accompanied by a member, and must have a signed waiver. All non-members, including infants, are required to pay a guest fee.

- **Member Caregivers/Nannies:** A legal adult serving as a caregiver for a member under 14 years, or a member with medical needs, may enter without a guest fee in place of the listed parent/guardian. If the parent/guardian arrives later, the caregiver must either pay the guest fee or exit the pool deck. Caregivers who do not live in the same household cannot be listed as members.
- **Non-Relative Guests:** Each non-relative guest may visit up to 10 times per season with a member, paying the guest fee each time. After 10 visits, the guest must join as a member to continue visiting.
- **Relative Guests:** A relative guest may visit up to 10 times per calendar year with a member, paying the guest fee each time. After 10 visits in a calendar year, the guest must join as a member to continue visiting. A relative guest that lives over 45 miles from the Club does **not** receive free visits, and must pay the guest fee for each visit. Relative guests that live over 45 miles from the Club are also limited to 10 visits per calendar year, and must join as members to continue visiting after 10 visits in a calendar year.

**Note:** All guest types must complete and sign a waiver each calendar year. The Club reserves the right to modify guest policies throughout the season.

### **Guest Limit and Additional Fees**

Each membership is limited to 6 guests per day. For more than 6 guests, members must either rent the gazebo or pay a higher guest fee, \$20 per guest per day.

### **DIAPER POLICY/FECAL CONTAMINATION POLICY**

The Club prioritizes the safety and hygiene of its members and guests, especially concerning the prevention of fecal contamination in and around the pool. All supervising adults must ensure the following regulations are followed at all times:

- Children who are not fully potty-trained **must wear two layers of swim diapers**. This may include a reusable swim diaper with snug elastic around the waist and legs worn over a disposable swim diaper, or two snug reusable swim diapers. Single swim diapers are not sufficient to prevent leaks.
- **Any individual (child or adult) who has experienced diarrhea in the past 48 hours is not permitted to enter the pool.**
- Supervising adults should check and change children's diapers frequently, doing so **away from the poolside**. Changing diapers away from the poolside and practicing hand hygiene will help prevent contamination in pool areas.

In the event of fecal or vomit contamination, the pool will be closed as required by the North Carolina Health Department guidelines for solid fecal, vomit, or loose fecal incidents.

## **Fee for Fecal Contamination**

If a fecal release occurs, a charge will be automatically applied to the member's account, as follows:

- **Solid fecal release:**
  - Weekday: \$250
  - Weekend: \$500
  - Holiday: \$750
- **Liquid fecal release:**
  - Weekday: \$750
  - Weekend: \$1,500
  - Holiday or within 24 hours of opening on a holiday: \$2,500

## **WEATHER POLICY**

For the safety of all Members and Guests, the Club follows the American Red Cross guidelines for thunder and lightning. Upon hearing thunder or observing lightning, the pool will be cleared for 30 minutes. In the event of visible lightning, the pool deck must be vacated.

Members and Guests are not permitted to enter the clubhouse during a storm, but are welcome to wait in their cars. The clubhouse will serve as a shelter for camp participants, staff, and other Club activities during storms.

In cases of consistent inclement weather, the Manager on Duty may decide to close the pool. Updates on pool closures and/or re-openings will be posted on the website. Additionally, a text message will be sent to members who have subscribed to weather updates.

To subscribe for Woodcroft weather updates text "woodcroft" to 52236.

## **FACILITY RULES**

- To utilize the Club facilities, a Member's dues must be paid in full and in good standing. If a Member's dues are not paid in full and up to date, Management reserves the right to terminate the Membership without notice.
- Management has the authority to ask any person they deem unruly, overly intoxicated, or in violation of Club rules to leave the premises.
- No tobacco use of any kind (including vaping) is allowed in the clubhouse, on the pool deck, in the fitness room, on the tennis courts, or anywhere on Club property.
- The Club is not responsible for lost or stolen items.
- Members are responsible for informing their Guests of all Club rules and policies.
- Members and Guests are not permitted to bring their own alcohol. All alcohol must be purchased at the Club and consumed only on Club property. Management reserves the right to inspect personal coolers upon entry.
- Proper identification is required to purchase alcohol.
- The Club is licensed by the Alcohol Beverage Commission as a Recreational Sports Club. As such, all alcohol consumed on the premises (including the pool, pool deck, clubhouse, etc.) must be purchased from the Club. Alcohol purchased off Club property is prohibited and will be removed immediately.
- Overly obvious public displays of affection are not appropriate anywhere on Club property.

## **PARKING LOT RULES**

- The parking lot is private property, owned by the Club. The Club reserves the right to assign parking spaces and to remove vehicles that are improperly parked.
- Drive slowly and cautiously through the parking lot.
- Please park only in marked spaces. Do not park around curbs, in fire zones, or in any other restricted areas.
- Overnight or long-term parking is not permitted. Any such vehicles parked overnight will be towed at the owner's expense.
- All bikes and scooters must be placed in designated bike racks. The Club is not responsible for lost or stolen bikes or scooters.
- Bikes, scooters, or any other wheeled mode of transport (other than strollers) are not allowed on the pool deck.
- Smoking and vaping are not permitted in the parking lot.
- Members and Guests are encouraged to lock their vehicles and not leave valuables inside, as the Club is not responsible for lost or stolen items.

## **CLUBHOUSE RULES**

- Member use of the clubhouse is limited for Club events or by rental to Members and non-members. Rental inquiries can be made by emailing [\*\*manager@woodcroftclub.org\*\*](mailto:manager@woodcroftclub.org).
- Unsupervised children are not permitted in the clubhouse.
- Please dry off before entering the clubhouse to maintain cleanliness.

## **POOL RULES**

- Members must scan in upon arrival and ensure their Guests are registered and the Guest fee is paid. Each Member's barcode must be scanned when entering the pool.
- Membership barcodes are non-transferable and must not be shared for non-member use. Misuse may result in Membership termination and forfeiture of fees paid.
- Guests must be accompanied by a Member when entering the pool deck and must leave when the Member leaves.
- Children under 12 must be accompanied by a parent or an individual over 14 years of age.
- Children using flotation devices must be accompanied by a parent or guardian over 14 years of age.
- Children under 6 and those with limited swimming skills must be closely supervised by an accompanying adult.
- Children wearing diapers must have vinyl pants over the diaper and under the bathing suit. The Club reserves the right to remove a child from the water if they do not have vinyl pants. Vinyl pants are available for purchase at the Club. (See Diaper Policy below.)
- Please shower before entering the pool.
- Games or exercises requiring prolonged underwater swimming are not permitted. Swimmers are prohibited from practicing breath-holding for extended periods. Swimmers who fail to follow these rules will be asked to leave the pool.
- No diving in areas where the water depth is less than 5 feet.
- No one is permitted on the diving board side of the diving well when the diving board is in use.
- Glass containers are strictly prohibited on the pool deck.
- No food is allowed in the pool.
- Persons with skin disorders may be denied pool access for health and safety reasons.
- No pets are allowed within the pool deck area. If you require a certified guide animal, please contact Management to discuss whether an exception to this rule can be made.

- Adult swim is reserved for individuals 18 years or older.
- Toddlers (3 and under) and individuals wearing a lifejacket must be accompanied by a parent or guardian with direct contact at all times.
- Running, horseplay, or rough behavior around the pool is prohibited.
- Water guns are not permitted on the pool deck.
- Lap lanes are reserved for lap swimming or water walking only. No playing or swimming under the lap lanes to and from the deep end.
- Kickboards are for swimming instruction and lap swimming only. Standing, sitting, or horseplay on kickboards is prohibited.
- Pool furniture must not be removed from its designated location.
- Please refrain from talking to lifeguards while they are on the stands.
- Lifeguard instructions must be followed at all times by Members and Guests.
- Persons entering the pool when it is closed are trespassing and may be subject to arrest.
- If the pool is closed for any reason (e.g., maintenance, weather, staffing), membership fees will not be prorated or credited.
- Members and/or Guests are not permitted to bring alcohol into the Club, all alcohol must be purchased from the Club.
- Pool hours are subject to change or closure at the discretion of Club Management, without prior notice.

### **SLIDE RULES**

- Swimmers must stay clear of the catch pool and slide exit area.
- Riders must exit the catch pool immediately after using the slide.
- Children less than 48 inches tall who are unable to swim may only use the slide with a parent.
- Parents may assist their child out of the water in the catch pool if necessary, but cannot stand in front of the slide to catch their child. Parents may wait at the steps if needed.
- Only one person is allowed down the slide at a time, except for the parent and small child as described above.
- Please walk up the steps and ensure the catch pool is empty before starting the slide run.
- Riders must go down the slide on their back or seated, facing forward, and with feet first.
- No flotation devices of any kind are permitted on the slide, including those in bathing suits.
- No diving from the slide into the catch pool after exiting the flume.
- Do not reach into the slide from the deck area.
- Wading in the catch pool is prohibited.
- Do not stop or block the flow of water from the slide.
- No balls or toys are allowed on the water slide.

### **DIVING BOARD RULES**

- Only one diver on the board at a time.
- Only one bounce on the board, and divers must jump straight out from the board.
- No running or horseplay on the diving board.
- Divers may not jump toward the climbing wall.
- Nothing may be thrown to individuals going off the diving board or climbing wall.
- No inward rotation dives off the board.
- No goggles, masks, or glasses allowed when going off the board.
- No flotation devices permitted in the deep end, including kickboards and lifejackets.
- Lifeguards and management reserve the right to end any games in the deep end if deemed unsafe.



## **CLIMBING WALL RULES**

- Only one person is allowed on the climbing wall at a time.
- Parents/guardians are not to assist children on the climbing wall. If a child is unable to be on the wall by themselves, they are not permitted on the wall at any time.
- The climbing wall must be accessed from the water; you may not climb onto it from the pool deck.
- Once an individual falls off the climbing wall, their turn is finished.
- Climbers must fall straight back or jump straight off the wall; they may not jump to either side.
- Climbing wall users may not enter the water until the previous participant has exited.
- The lifeguard has the right to tell anyone their turn on the climbing wall or diving board is over for any reason they deem appropriate.

## **TENNIS RULES**

- Proper tennis attire, including appropriate tennis shoes, must be worn at all times. Shoes and shirts are required.
- Courtesy and consideration of players should be observed at all times. Players shall not walk across or behind the court when play is in progress.
- Children not playing tennis are not permitted on the courts. Parents must ensure children are supervised and not playing around the courts.
- Play is allowed until dusk.
- No leaning or sitting on court nets is allowed.
- No food or glass containers permitted on courts.
- No bicycles, skates, scooters, or strollers are permitted on courts.
- Pets are not permitted on courts.
- The Club's tennis programs have first priority on courts.
- Courts are available on a first-come, first-served basis as long as they are not needed for a scheduled Club event.
- Use of court grooming equipment is not allowed.
- Please clean up all belongings before leaving the courts.
- Members and/or guests are not permitted to bring alcohol not purchased at the Club onto Club property.

## **FITNESS ROOM RULES**

- The Fitness Facility is for Members' use only.
- Must be 18 years or older for use. Those 14-18 years must be accompanied by an adult during use. Children under the age of 14 are not allowed in the fitness room, even under the supervision of an adult.
- No food allowed.
- Pets are not permitted in the fitness room.
- Exercise at your own risk. Please consult your physician before use.
- Wipe down all equipment before and after each use.
- If you notice something in need of repair, please email [manager@woodcroftclub.org](mailto:manager@woodcroftclub.org).

## **MULTI-PURPOSE COURT/TENTED SPACE RULES**

- No climbing on the fence.
- For Member use only; the space must be rented.
- No pets allowed on the multi-purpose court.
- Please clean up all belongings before leaving the area.
- Children under 12 must be supervised by an adult at all times.
- Shoes and shirts are strongly recommended for the safety of users.
- Club-sponsored events have priority on court space.

## **PLAYGROUND RULES**

- Adult supervision is required for all children.
- Playground hours are from sunup to sundown. No use of the playground equipment is permitted outside of those hours.
- Proper footwear is required.
- Mulch is necessary for reducing the impact of falls and should not be picked up, thrown, or kicked about.
- No food, drink, or gum allowed while on playground equipment.
- No games involving tackling, tagging, pushing, shoving, grabbing, tripping, or throwing should be played on equipment.
- Children must take turns on the equipment and share with others.
- To go down the slide, children must go down one at a time, feet first, in a sitting position.
- Children are not to climb on top of the tunnel slide.