



WOODCROFT CLUB

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Rules & Regulation Handbook

INTRODUCTION

Welcome to the Woodcroft Club! We are thrilled to have you as part of our community, and can't wait to have you take part in everything we have to offer. The intent of this handbook is to ensure that all Members have a place they can reference for the rules and regulations that govern the facility. We do our best to keep these rules and regulations to a minimum, while ensuring that we have everything in place that we need to keep you, our other patrons, and our staff safe. The staff is trained to ensure that these rules are enforced kindly and equally, with your safety and enjoyment being their guiding factors.

The Woodcroft Club ("The Club") *is an independently owned for profit business.* The owners are deeply committed to ensuring the happiness and satisfaction of our Members, and we approach our business decisions considering the needs and interests of our Members.

The information, rules and regulations contained in this handbook may be changed periodically, without notice as deemed necessary by Management.

Your cooperation with these rules and regulations is appreciated and is required to maintain membership privileges. For more information, please contact the Club Manager at manager@woodcroftclub.org.

APPLICATIONS AND ADMISSIONS

All applications for Membership must be made online. Each application includes the name of the applicant, address, household members (if applicable), an indicated form of payment for dues, and any joining fee that is applicable.

All applications are reviewed by Management. If the application is not approved by the Club, payment will be immediately refunded without penalty.

Membership in no way confers any ownership or liability to the Club property or assets. By joining the Club as a member, you are agreeing that there are inherent risks in the use of the Club facility, and that while at the Club facility, you assume those risks for yourself and as a parent or legal guardian for each child under the age of 18 on your membership. Members also have the responsibility to make all guests aware of this assumption of risk prior to their arrival to the Club.

All members and guests must fill out and sign a waiver and register in our member management system before they are allowed to take part in any Club events, activities, or enter the Club facilities (pool, tennis courts, playground, parking lot, etc.). The waiver can be found on our website (<https://www.woodcroftclub.org>).

Members further agree to inform any and all guests about this requirement as well as the Club's policies and procedures.

Members understand that at all times 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. From time to time, Members may also be required to fill out updated Membership agreements, waivers, and acknowledgments upon request.

Household Memberships consist of immediate family members who reside in the same household ONLY.

Immediate is defined as:

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

MEMBERSHIP TYPES

Single Membership - An individual Member who has sole access and use of a membership.

Couple Household Membership - Two individuals (two adults or an adult and a child) who permanently reside in the same household.

Family Household Membership - Three or more immediate family members who permanently reside in the same household.

INITIATION FEE, DUES PAYMENT AND CHARGES

The initiation fee should be paid by EFT or credit card and is paid at the time of Membership application through the Membership portal linked on the Club's website. The initiation fee is a one time fee as long as your dues stay current. Proration of dues or discount of initiation fee is dependent upon the time of year and Membership special that is taking place. Based on the payment schedule that the Member chooses, the Member agrees to payment of membership dues by Visa, MasterCard, Discover, American Express or Electronic Funds Transfer on the first billing day of the payment cycle. Members may pay yearly dues by electronic funds transfer or credit card. Management reserves the right to raise the initiation fees and/or dues at its sole discretion.

While EFT is an option for payment of membership dues, Members are required to keep a valid credit card on file for payment of snackbar purchases, swim lessons, camps, and/or other incidentals. All Memberships must be secured with a credit card or with EFT. If dues are unable to be processed, a \$25 administrative fee will be charged per failed attempt. It is the responsibility of the Member to ensure that the Club has an up to date payment method on file. After two consecutive failed attempts the Membership will be dropped and reinstatement will require payment in full of back dues, fees in addition to a \$100 reinstatement fee.

The Member is responsible for all outstanding charges on their account. The Member certifies that the given credit card is issued to the Member and the Member agrees that all disputes on the credit card account relating to the Woodcroft Club will be promptly brought to the Woodcroft Club's attention. With submission of the Membership application, the Member acknowledges and authorizes that any and all charges incurred on their account with the Woodcroft Club will continue to be charged to their credit card.

All initiation fees, membership dues, and other charges are non-refundable after the billing dates. Membership dues will be automatically billed to the credit card or EFT on file. Each Membership is automatically renewed on January 1st (or next business day) unless a written letter of termination is received. Please see the cancellation policy below.

WOODCROFT CLUB MEMBERSHIP CANCELLATION POLICY

For cancellations prior to May 1st, the Club allows for a cancellation upon 60 day notice of cancellation. The cancellation will take effect 60 days after the Club receives an emailed notice that the Member is requesting to cancel their membership. In the event that a Member pays monthly, the Member will be charged for two additional months (60 days) 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 the 60 days. If a Member pays yearly, the Club will issue a refund after deducting a prorated amount for any months that have already passed, plus two additional months (60 days), plus a 3.5% fee to cover fees related to processing your payment. Beginning May 1st, Membership cancellations will take effect on December 31st, and all dues are required to be paid through the end of that calendar year.

In order for a cancellation to take effect, the Member must email manager@woodcroftclub.org with the subject line "Cancellation Notice". In the body of the email, please include the names of everyone on the Membership and your billing address. The Club will respond confirming that the Club received your request. If the email is received prior to May 1st and with "Cancellation Notice" in the subject line, the effective date will be 60 days from the date the Club received the email. After May 1st, the cancellation request will be effective December 31st of that calendar year, and all dues are required to be paid for the remainder of the year. For cancellations to take effect prior to January 1st without fees, the notice must be received via email by December 15th.

MEMBERSHIP ACCESS

Each Member of the Club will receive instructions on how to access their account and their Membership barcode. The barcodes for each Member of the Club needs to be presented and scanned upon each visit to the pool.

UPGRADES

Upgrading a Membership is changing from one Membership category to one of a higher classification (ex., if you currently hold a Household Couple Membership and wish to upgrade to a Household Family Membership). The Member is responsible for the difference of dues for the higher classification once the change has occurred.

DOWNGRADES

Downgrading a Membership is changing from one Membership category to one of a lower classification (ex., if you currently hold a Household Family Membership and wish to downgrade to a Household Couple Membership). No refunds/credits will be given to dues, initiation fees and other expenses that have already been paid. Your account will be adjusted to reflect the new dues structure and an updated Membership agreement will need to be signed by the Member.

DIVORCED/BLENDED FAMILIES

A Household Membership is for members permanently residing at the same address. That means that a divorced/separated couple that no longer resides at the same address can not buy a membership together. In this instance, if the divorced/separated adults have children that reside at each of the adults' houses, then one adult would purchase a Single Membership, and the other adult would purchase a Household Couple Membership (if there is an adult and one child) or a Household Family Membership (if there is more than one adult and one child).

If a couple separates/divorces during a year that they already have a Household Membership, the Household Membership continues until: (a) the end of the calendar year; or, (b) when other changes are made to the Membership (e.g., adding or subtracting individuals from the Membership). When either of (a) or (b) occur, the Household Membership terminates, and new Memberships must be purchased in order to maintain membership.

WOODCROFT CLUB GUEST POLICY

Guests must always be accompanied by a Member to the Club's facility, and may not enter the pool area until the Member arrives. The Member must remain on the pool deck with the Guest for the duration of the Guest's visit. In order to avoid having you and your guest delayed at the front desk of the pool, we request that Members register their Guests (via SignUp Genius) prior to arrival, and ideally by 8am the day of your visit. Members will not be charged a Guest fee if their Guest does not end up visiting the pool.

Prior to entering the pool deck, every Guest must sign a Guest waiver for the current calendar year. The Guest waiver is linked on our website. Ideally this is completed prior to your arrival, and ideally by 8am the day of your visit, to avoid being delayed at our front desk. Guests under the age of 18 must have a parent / legal guardian complete the waiver. Guests under the age of 18 are allowed to visit the pool with a Member who is not their parent / legal guardian as long as the waiver has been completed prior to the visit.

DIFFERENT TYPES OF GUESTS

Non-swimming, spectator guests: These Guests still require a Guest fee, must be accompanied by a Member, and must have a signed Guest waiver (link on our website) for the current calendar year. Please note anyone who enters the pool as a non-member must pay a Guest fee, with the exception of children under the age of 12 months.

Caregivers/Nannies: When a legal adult is serving as the caretaker for a Member who is 14 years and younger, or medically requires a guardian, the caregiver is allowed to enter the pool in place of the parent/guardian who is listed on the Membership without incurring a Guest fee. If the parent/guardian comes to the pool later, then the adult not on the Membership either has to pay the Guest fee or exit the pool deck. Caregivers that do not reside in the same household may not be listed as Members on the account.

Non-Relative Guests: Each individual Guest is able to come to the pool up to 10 times a season with a Member and while paying the Guest fee. After 10 visits, the Club requires the Guest to join as a Member in order to continue to access the facility.

Relative Guests (reside < 45 miles from the Club): Relatives of a Member that reside less than 45 miles from the Club must pay the Guest fee each time they visit. Each Guest is able to come to the pool up to 10 times a season (calendar year) accompanied by the Member and while paying the Guest fee. After 10 visits, the Club requires the Guest to join as a Member in order to continue to access the facility.

Relative Guests (reside > 45 miles from the Club): Your Membership includes 10 out-of-town relative guest passes that allow relatives of a Member that reside greater than 45 miles from the Club to visit with a Member for free. After your 10 out-of-town-relative guest passes are used, the normal Guest fee applies for your relatives that reside greater than 45 miles from the Club.

Note: All Guest types are required to complete and sign a waiver each calendar year. The Club reserves the right to modify or change these Guest requirements throughout the season.

Memberships are limited to 6 guests per day, per Membership. If you have more than 6 guests, you must rent the gazebo or pay the higher guest fee as stated below.

If a Member has a special situation where they would like to bring more than 6 Guests and the gazebo is not available, Members can contact Management. Management will determine if an exception can be made based on the anticipated capacity of the pool on any given day. If approved, any Guest over the first 6 (Guest 7+) will incur a guest fee of \$20 (2024 season price) per Guest.

If Members do not pre-register their guests, there is no guarantee the Members' guests will be allowed to enter the Club's facility. In determining whether a Member's unregistered guest is allowed to enter the Club's facility is up to the discretion of the Manager on Duty and will be based on the expected capacity on the pool deck on that day. Specifically, the Manager will look at the total number of people currently on the deck, the number of guests registered to attend that day, the size of the gazebo rentals that are scheduled, and any specific Club groups (camps, programs, etc.) that are scheduled to be on deck.

DIAPER POLICY/FECAL CONTAMINATION POLICY

The safety of our members and their guests is of the utmost concern of the Club. This includes, but is not limited to, the impact of, and unsanitary nature of, fecal matter in the pool and around the pool deck area. All supervising adults must ensure that the following Club regulations are followed at all times:

- A child who is not completely potty trained MUST wear at least two diapers. A reusable diaper with snug elastic around the waist and legs OVER a disposable swim diaper is appropriate or two reusable diapers with snug elastic at the waist and legs. Swim diapers alone will leak, and therefore are not sanitary.
- Any child or adult who has had loose bowels or diarrhea in the previous 48 hours is not permitted in the pool.
- All supervising adults need to check their child's diaper frequently and change diapers away from the poolside as soon as a diaper is soiled. Changing diapers away from the poolside and hand washing will prevent potential contamination in and around the pool area..

In the case of fecal/vomitus matter in the swimming pool, the pool will close following policies outlined by the State of North Carolina Health Department for solid fecal, vomit, and/or loose fecal matter.

A charge will be automatically applied to a Members account for any fecal release in the pool. The charge is dependent upon the type of release and is as follows:

- For a solid fecal release on a weekday the cost is \$250
- For a liquid fecal release on a weekday the cost is \$750
- For a solid fecal release on a weekend the cost is \$500
- For a liquid fecal release on a weekend the cost is \$1500
- For a solid fecal release on a holiday the cost is \$750
- For a liquid fecal release on a holiday the cost is \$2500

WEATHER POLICY

For the safety of Members, the Club follows American Red Cross guidelines for thunder and lightning. From the time staff hears thunder or sees lightning, the pool will be cleared for 30 minutes. In the case of lightning, the pool deck must be cleared due to the danger of a strike. Members and their Guests are not able to enter the clubhouse during a storm, but are welcome to wait in their cars. During a storm, the clubhouse is a shelter for camp, staff, and other Club activities.

In the case of *consistent inclement weather*, the Manager on Duty may make the decision to close the pool. Pool closing and/or opening times will be located on the website and a text message will be sent out to users who have subscribed to weather updates.

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

FACILITY RULES

- To utilize the facility, Member's dues must be in good standing. If the Members dues are not in good standing, Management has the right to terminate the Membership without notice.
- Management has the right to ask any person whom they consider unruly, overly intoxicated or not following the Club rules, to leave the premises.
- No tobacco use of any kind (including vaping) is permitted in the clubhouse, on the pool deck, in the fitness room, on tennis courts, or on Club property.
- The Club is not responsible for lost or stolen items.
- Members are responsible for informing their Guests of all Club rules.

- Members and/or guests are not permitted to bring alcohol. All alcohol must be purchased at the Club and must be consumed only on Club property. Management reserves the right to inspect personal coolers when Members enter the facility.
- Proper ID is required to purchase alcohol.
- The Club is a licensed premise by the Alcohol Beverage Commission as a Recreational Sports Club. This means that any 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 from the Club's property immediately.
- Overly obvious public displays of affection are not appropriate anywhere on Club property.

PARKING LOT RULES

- The parking lot is not public, and is the privately owned property of the Club. The Club reserves the right to assign parking, and to remove vehicles that are improperly parked.
- Drive slowly and cautiously through the parking lot.
- Please park in marked spaces. Do not park around curbs or fire zones.
- No overnight or long term parking is permitted, and such vehicles will be towed at the owner's expense.
- All bikes or scooters must be placed in 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.

CLUBHOUSE/ACTIVITY CENTER RULES

- Member use may be limited for the purpose of Club events.
- Please dry off before entering.
- For private use, the clubhouse must be rented. Rental inquiries can be made to manager@woodcroftclub.org.
- Unsupervised children are not permitted in the clubhouse.
- Members and/or non-members are not permitted to bring alcohol not purchased at the Woodcroft Club to an event. Renters must request a Club bartender (at an additional cost per hour) for clubhouse events and are required to purchase the alcohol through the Club in advance of the event.

POOL RULES

- Members must scan in, ensure their Guests are registered, and pay the Guest fee upon arrival. Membership barcodes must be scanned for each Member on the account as they enter the pool.
- Membership barcodes are non-transferrable and not allowed to be shared with anyone for non-member use. Management reserves the right to terminate Membership for misuse of membership and retain fees paid.
- Guests must be accompanied by a Member when guests enter the pool deck, and must leave when that Member leaves.
- Children under 12 must be accompanied by a parent or person over 14 years of age.
- Children using flotation devices must be accompanied by a parent or guardian over 14 years of age.
- Children under the age of 6, and persons who do not have strong 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 ask for a child to be removed from the water if they do not have on vinyl pants. Vinyl pants may be purchased from the Club. (Please see diaper policy below)

- Please shower before entering the pool.
- Games/exercising that require prolonged underwater swimming are not allowed. Swimmers are not allowed to practice holding their breath and swimming for extended periods. Swimmers who fail to follow these rules will be asked to leave the pool.
- No diving in any areas less than 5 feet.
- No one may be on the diving board side of the diving well when the diving board is in use.
- No glass containers of any kind permitted on the pool deck.
- No food allowed in the pool.
- Persons with skin disorders may be denied use of the pool.
- No pets allowed within the pool deck area. Exceptions may be requested for certified guide animals.
- Adult swim is for persons 18 years or older.
- Toddlers 3 and under, and anyone in a lifejacket, must be accompanied by a parent/guardian with direct contact at all times.
- No running or horse playing around the pool.
- No water guns 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 to be used for swimming instruction and lap swimming only. Standing, sitting, or horse play is prohibited.
- The pool furniture is not to be removed from its location.
- Refrain from talking to lifeguards while they are on the stands.
- Lifeguard's instructions must be followed at all times by Members and Guests.
- Persons entering the pool when the pool is closed are trespassing and subject to arrest.
- If the pool is closed for any reason, including, but not limited to, reasons such as maintenance, weather, staffing, etc., membership fees will not be prorated or credited.
- Members and/or Guests are not permitted to bring alcohol not purchased at the Club onto Club property.
- Pool hours are subject to change or closure by Club Management's discretion without notice.

SLIDE RULES

- Swimmers must stay clear of the catch pool and slide exit area.
- Riders must exit the catch pool immediately after use.
- 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 they cannot stand in front of the slide to catch their child. Parents may wait at the steps if needed.
- Only one person at a time allowed down the slide, excluding a parent and small child as described above.
- Please walk up the steps and make sure the catch pool is empty before beginning the slide run.
- Riders must go down on their back or seated facing forward and with feet first.
- No flotation devices of any kind permitted on the slide, including those in bathing suits.
- No diving from the slide into the catch pool upon exiting the flume.
- Do not reach into the slide from the deck area.
- No wading in the catch pool.
- Do not stop or block the flow of water from the slide.
- No balls or toys on the water slide.

DEEP END 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 horse playing on the diving board.
- Divers may not jump towards the climbing wall.
- Nothing may be thrown to individuals going off of the diving board or the 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.
- 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.
- 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 done.
- Climbers must fall straight back or jump straight off of 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 that 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, shall be worn at all times. Shoes and shirt 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 are not to allow unsupervised children to play around on 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 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.
- No use of court grooming equipment is allowed.
- Please clean up all belongings before leaving the courts.
- Members and/or guests are not permitted to bring alcohol not purchased at the Woodcroft Club onto Club property.

FITNESS ROOM RULES

- 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.

MULTI-PURPOSE COURT/TENTED SPACE RULES

- No climbing on the fence.
- For Member use only, the space must be rented.
- No pets allowed on multi-purpose court.
- Please clean up all belongings before leaving the area.
- Children under 10 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 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.