



**Woodcroft Club
Rules & Regulations
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. We are dedicated to member satisfaction, and consider member interests when making decisions.

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

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.

APPLICATIONS AND ADMISSIONS

Membership applications must be submitted online. Each application requires the applicant’s name, date of birth, and 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 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.). Guests may use the

link on our website (woodcroftclub.org) to complete their waiver each year. Members are also responsible for ensuring that their guests are aware of this requirement and understand Club policies.

Members must sign an updated waiver at the beginning of each calendar year at the Club. 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.

Member Information, Club Systems, and Service Providers

The Club uses third-party software platforms, payment processors, and service providers to operate and administer memberships, facility access, reservations, program registration, waivers, communications, billing, and other Club services. These systems may include, without limitation, Jonas/Empower ME, CourtReserve, payment processors, registration platforms, and communication platforms.

By applying for, renewing, maintaining, or using a membership, and by registering for Club programs or activities, members acknowledge and authorize the Club to collect, maintain, use, transfer, import, export, and process membership, household, guest, participant, billing, access, reservation, waiver, and program-related information through the Club's systems and service providers as reasonably necessary for Club operations.

The Club may update, replace, or change its systems and service providers from time to time and may migrate member information from one system to another as part of Club operations.

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. For new members, proration of yearly 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 installment schedule, with payments processed via Visa, MasterCard, Discover, American Express, or EFT on the first billing day of each cycle. Management reserves the right to adjust initiation fees or dues at its discretion.

Membership dues follow the schedule below based on the installment plan you choose:

- **Annual (pay in full):** January 1
- **Semiannual:** January 1 and July 1
- **Quarterly:** January 1, April 1, July 1, and October 1
- **Monthly:** The 1st of each month

If a billing date falls on a holiday, charges will be processed on the next business day.

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 may 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 or EFT account they have provided is their own, and the member agrees to promptly address any charge related disputes directly with the Club. By submitting the membership agreement, the member authorizes all Club related charges on their account to be billed to their payment method on file.

Snack bar purchases are not charged at the time of purchase. During the season, snack bar transactions are batch-processed every few days, and often only once a member's account total reaches at least \$10. This helps us reduce transaction fees and keep costs down for everyone. Because of this process, you may notice charges on your credit card on days you weren't at the pool, as multiple invoices can be combined into a single charge. For details on specific purchases, see below for directions on how to access your itemized invoices. If there is more than one member on your account, invoices can be viewed in the primary member's portal. To help ensure accuracy, our snack bar attendants will ask for the member's last name then confirm the first name to ensure charges are applied to the correct family account.

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 to manager@woodcroftclub.org and in accordance with the cancellation policy. Please refer to the cancellation policy below.

How to Check Your Invoices

1. To access your **Empower ME** portal
 - Visit <http://www.ourclublogin.com/510708> and log in using your username and password. Please note, charges can only be seen on the primary member's account.
 - If you are unable to remember your password, you can choose 'Forgot Password', and the system will take you through the process to update your account.
 - If you have trouble with that process, you may not have an email address associated with your account or have an email address you no longer use attached to your account. You can email manager@woodcroftclub and let us know you are having trouble. We will check to ensure you have an email address associated with your account and then we can trigger a password reset from the portal.
2. Once you access your account, under the name(s) on your account, you will see '**My Account**'. Under '**My Account**', choose '**Account History**'.
3. On that page, you'll see all transactions. Within each transaction, you can select **Details** to view:
 - What was purchased
 - The date and time of purchase

This way, you'll always be able to verify what was charged and when.

WOODCROFT CLUB MEMBERSHIP CANCELLATION POLICY

Membership dues are for the calendar year (January - December) and must be paid in full (through December of that season). Members are able to choose to pay in full at the start of the season or in installments based on what works best for the Member.

For cancellation requests **received on or after May 1st**, cancellation will take place on **December 31st** of the current calendar year of which the emailed 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).

For memberships cancelled prior to May 1st, 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 to manager@woodcroftclub.org 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 on how to access their membership portal where they can find their membership barcode. Barcodes must be presented and scanned upon each visit to the pool for each member (regardless of age) 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

We love when members share the Woodcroft experience with friends and family! To help us keep the pool safe and enjoyable for everyone, please review our guest guidelines below.

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

Each guest needs to complete a waiver for the **current calendar year** before entering the pool deck. The waiver can be filled by clicking the Guest Waiver button on the main page of the Club's website. Completing the form ahead of time makes check-in quick and easy! **Guests under 18 must have a parent or guardian sign their waiver.** Minors are welcome to visit with another member as long as the waiver has been completed in advance.

Guest fees for the 2026 season are \$11 per guest, per visit. Members are also able to purchase a 10-visit punch pass for \$100. It's a great way to save if you plan to bring guests often. Punch passes expire at the end of each season and are not available for use for gazebo rentals.

If you pay your dues annually, semiannually, or quarterly, your guest passes are created at the beginning of the season and kept on file at the check-in desk. When you arrive, just let our staff know that you have a pass on file so they can mark the visit instead of charging your account.

Please note that guest fees **may vary on various holidays or special events. On July 4th, the guest fee is \$15 per guest.**

****Please note that there is an updated guest policy for the courts published on 8/10/26. The policy is different from our pool guest policy.**

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.
- **Guests:** Guests may include friends or family members, whether they are local or visiting from out of town. Members may choose to cover a guest's visit by paying the daily guest fee for each guest or by using a punch pass from their account, if the Member has one available.

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 at the pool**. If the Club is able to permit guests over 6 without a gazebo rental (dependent on current attendance and planned group events), each additional guest is charged \$15.

DIAPER AND 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**. A child should be wearing a reusable swim diaper with snug elastic around the waist and legs worn over a disposable swim diaper. 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 sponsored 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 are typically communicated through text message, but sometimes will be communicated with signage at the gate to the pool.

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.
- All Club facilities and grounds are to be used at your own risk. All members and guests must sign an updated Club waiver before accessing the grounds and/or facilities.
- 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. Management reserves the right to remove any person they deem to be displaying overly obvious public displays of affection.

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 can be towed at the owner's expense.
- All bikes and scooters must be placed in designated bike racks and we recommend securing them. 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 or on Club grounds.
- 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**.
- Unsupervised children are not permitted in the clubhouse.
- Please dry off before entering the clubhouse to maintain cleanliness.

POOL RULES

Check-In, Membership & Guest Policies

- Each Member must scan in upon arrival using the appropriate barcode that is assigned to their name. If the Member is bringing a Guest, it is the Member's responsibility to make sure that their Guests have filled out the waiver and the Guest fee is paid at check-in.
- **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.
- 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.
- If the pool is closed for any reason (e.g., maintenance, weather, staffing), membership fees will not be prorated or credited.
- Persons entering the pool when it is closed are trespassing and may be subject to arrest.

Supervision, Age & Flotation Requirements

- 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 and these devices are not permitted in the deep end.
- Children under 6 and those with limited swimming skills must be closely supervised by an accompanying adult regardless of if they are wearing a flotation device.
- Toddlers (3 and under) and individuals wearing a Coast Guard approved life jacket and must be accompanied by a parent or guardian with direct contact at all times.

Diapers & Health Policies

- Children wearing diapers must have a vinyl diaper that has elastic closures on the waist and leg holes 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 a vinyl diaper cover. Vinyl diaper covers are available for purchase at the Club. (See Diaper Policy below.)
- Persons with skin disorders may be denied pool access for health and safety reasons.
- Open wounds must be appropriately covered. If open wounds are exposed, the swimmer may be asked to refrain from swimming until the wound is healed.
- Please shower before entering the pool.

Behavior, Safety & Lifeguard Authority

- Running, horseplay, or rough behavior in or around the pool is prohibited.
- Games or exercises requiring prolonged underwater swimming are not permitted.
- Lifeguard instructions must be followed at all times by Members and Guests.

Diving & Deep End Rules

- Diving is only permitted from the diving board or in the designated area next to the rope swing. You'll wait in the rope swing line and when it's your turn, you can opt to dive, rather than swing.
- No one is permitted on the diving board side of the diving well when the diving board is in use.
- 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.
- Any sort of flotation device is prohibited in the deep end. This includes but is not limited to; rafts, lifejackets, noodles, kickboards.

Equipment & Toys

- Kickboards are for swimming instruction and lap swimming only. Standing, sitting, or horseplay on kickboards is prohibited.
- Water guns are not permitted on the pool deck.
- Any hard ball or throwing object other than the Woodcroft approved blue and white basketball is not permitted. (i.e., basketball, football, baseball, frisbee, etc.)
- Mermaid tails, monofins, or any other article of clothing that restricts leg or arm movement is strictly prohibited.

Food, Drink, Furniture & Pets

- Glass containers are strictly prohibited on the pool deck and in the pool.
- Food is not allowed in the pool.
- Pool furniture must not be removed from its designated location.
- No pets are allowed within the pool deck area.

Adult Swim

- Adult swim is reserved for individuals 18 years or older.

SLIDE RULES

- Riders must exit the catch pool immediately after using the slide.
- Riders must wait until the person ahead of them has entered the catch pool before starting their slide run.
- Wading in the catch pool is prohibited.
- Do not reach into the slide from the deck area.
- Do not stop or block the flow of water from the slide.
- Riders must go down the slide on their back or seated, facing forward, and with feet first.
- Only one person is allowed down the slide at a time, except for the parent and small child as described below.
- No flotation devices of any kind are permitted on the slide, including those in bathing suits.
- No balls or toys are allowed on the water slide or to be thrown to those on the slide.
- Children less than 48 inches tall who are unable to swim may only use the slide with a parent.
- Parents may wait on the stairs to 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.

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 or attempt to exit the pool from the climbing wall side of the pool.
- Nothing may be thrown to individuals going off the diving board or climbing wall.
- No inward rotation dives off the board. For example, a reverse dive or inward somersault is prohibited.
- No backward rotation off of the board. For example, backflips and gainers are prohibited.
- No goggles, masks, or glasses allowed when going off the board.
- No flotation devices permitted in the deep end, including kickboards and lifejackets.

CLIMBING WALL RULES

- Only one person is allowed on the climbing wall at a time.
- Climbing wall users may not enter the water until the previous participant has exited.
- The climbing wall must be accessed from the water; you may not climb onto it from the pool deck.
- 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.
- 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.

ROPE SWING RULES

- One person on the rope at a time.
- Must start from the blue foam pad (not the concrete).

- Once you've reached the end of the swing, you must drop into the water. No prolonged hanging.
- Feet first entry at all times.
- Parents/guardians may not catch children.
- Once you've dropped in the water, swimmers must exit using the ladder that is located on the same wall as the rope swing or at the wall next to it.

BASKETBALL RULES

- No horseplay.
- No slam dunking or hanging on the rim of the basketball hoop.
- When shooting the ball, it must be from in the water, not from the pool deck edge.
- Lifeguards may, in their sole discretion, end basketball play at any time.

TENNIS RULES

Please see updated court rules and policies released on 8.10.26 and available in your portal. The following rules are an overview of our 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 actively playing are not permitted on the courts. Parents must ensure children are supervised and not playing around the courts.
- No leaning or sitting on court nets is allowed.
- No food or glass containers permitted on courts.
- No bicycles, skateboards, scooters, or strollers are permitted on courts.
- Pets are not permitted on courts at any time.
- The Club's tennis programs have first priority on courts.
- Courts are available to book through your CourtReserve member portal.
- Please clean up all belongings before leaving the courts.
- Courts must be reserved for use and guests must be included on the reservation and have signed waivers to participate with a member.
- An adult must make the reservation and is responsible for on site supervision of the use when minors are under the age of 15.

FITNESS ROOM RULES

Beginning September 1, 2026, the fitness room must be booked for use.

- The Fitness Room is for Members' use only.
- **Children under the age of 14 are not allowed in the fitness room, even under the supervision of an adult.**
- **Minors age 14 are able to use the fitness room with adult supervision**, and may be added to reservations when the adult member will be present.

- **Minors between the ages of 15–17 may use the fitness room without a member adult present.** However, the adult under whose account the reservation is made is responsible for the child and compliance with all Club rules and policies.
- 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.
- Athletic wear must be worn in the fitness room. This includes shirts and sneakers at all times.
- If you notice something in need of repair, please email manager@woodcroftclub.org.

PLAYGROUND RULES

- Adult supervision is required for all children.
- Playground hours are from sunrise to sunset. No use of the playground equipment is permitted outside of those hours.
- Proper footwear is required.
- Mulch 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.