



# LAKE COUNTRY RACQUET & ATHLETIC CLUB

## MEMBERSHIP POLICY MANUAL

### MEMBERSHIP POLICY

1. The initiation (joining) fee is paid in full at the time of joining, unless an installment plan is selected.
2. New memberships are pro-rated on a daily basis for the remainder of the billing month.
3. Any “husband or wife” added to an individual membership will result in a joining fee. Dependent children added will be charged a joining fee.
4. Every member is issued a membership ID card. Members must present their ID cards at the front desk before using the facility.
5. Members losing their membership ID cards will be charged a fee for replacement.
6. The Lake Country Racquet & Athletic Club reserves the right to revoke membership for non-payment of fees, abuse of privileges, defacing the building or not adhering to club policies. There will be no refund given on a revoked membership.
7. Purchases and services can be paid for by cash, check, MasterCard and/or Visa, or Lake Country Racquet & Athletic Club’s in-house charge accounts and will be billed the first of each month.
8. By giving their personal bank account number on the membership application, the member authorizes Lake Country Racquet & Athletic Club to charge the account for purchases and services for which the member is responsible. Notification must be made to Lake Country Racquet & Athletic Club if any changes occur to these accounts.
9. Monthly membership dues are to be paid in advance by the first of each month. All other club charges must be paid by the 15th of the month following that month in which they are incurred. If

any monthly membership dues are not paid by the 15th of the month for which it is charged, or if any other charges are not paid by the 15th of the month following that in which they are incurred, club privileges shall be suspended until the membership account is current.

10. Upon completion of the one year initial contract obligation:
  - a. The membership reverts to month to month.
  - b. A member may terminate their membership by notifying the Lake Country Athletic Club Business Office in writing thirty days prior to termination. Membership will continue until this written notification is received.
  - c. To rejoin Lake Country Racquet & Athletic Club after a termination of membership, the terminated member Membership Contract and pay with the rate schedules Except as provided "Transfer of Membership" residual rights or Revision Date
11. Lake Country Racquet & Athletic Club reserves the right to cancel any or all memberships at any time. In the event of such cancellation during the first 12 months after a Member has paid an Initiation Fee, Lake Country Racquet & Athletic Club shall refund to such Member the unearned portion of the Initiation Fee, pro-rated over a 12 month period.
12. Transfer of Membership: A membership may be transferred at any time, but not more than 3 months after termination of membership, provided the transferring member is fully paid-up, with no residual dues or fees payable. Upon such transfer of membership, no joining fee will be required of the new member, but the new member will be required to sign a Membership Contract and pay a transfer fee.
13. Memberships run continuously and no temporary suspension or transfer is allowed because of travel schedules or personal needs.

## General Policies

1. Lake Country Racquet & Athletic Club has been designed with its members' health and safety in mind. However, there are

certain inherent risks involved with participation in any sports activity. These risks can be minimized by using common sense and prudent regard for your own safety and health. Ultimate responsibility rests with you.

2. All members are required to show their membership card each time they wish to use the facility, except the upper lounge and pro shop. Although this is sometimes a nuisance, it has proved necessary to prevent unwarranted usage by non-members. We reserve the right to refuse admittance to anyone without a membership card.
3. All children 17 years of age or younger must be accompanied and supervised by their parent or responsible adult while in Lake Country Racquet & Athletic Club.
4. Teenagers 14 and older, that are members, are welcome to use the facility, providing they conduct themselves in a manner suitable to Lake Country Racquet & Athletic Club's management.
5. Parents are responsible at all times for the conduct of their children and for any damages caused by them.
6. Appropriate tennis and/or racquetball shoes are required on the court surface. No marking shoes will be allowed on the courts. No gum chewing.
7. Members are to wear shoes and shirts at all times, in all areas, except locker rooms.
8. A service charge will be assessed on any check or credit card returned unpaid.
9. Running, engaging in boisterous or rough is forbidden in the lobby, locker rooms, exercise rooms, pro shop hallways of the club.
10. Members and guests agree to hold harmless and indemnify Lake Country Racquet & Athletic Club against any claims of liability for injury however caused.
11. At Lake Country Racquet & Athletic Club, consumption of alcoholic beverages by a minor is strictly forbidden. Anyone breaking this rule or contributing to the breaking of this rule will forfeit their membership. Minors are not allowed in the bar area unless accompanied by a parent.

12. You must be 21 years of age to sit at the bar.
13. As a matter of etiquette, members should not enter any court except on the hour and half-hour.
14. When court time has expired, players should gather up their gear and leave promptly. Please do not ask to “finish the game.”
15. Valuables and Personal Property: Members are urged to avoid bringing valuables onto club premises. Lake Country Racquet & Athletic Club, its affiliates, agents or employees, shall not be liable for the loss, theft of, or damage to, the personal property of members or guests.
16. No beverages may be “carried in” the club. No Exceptions
17. Food, beverages, or gum are not allowed on the tennis courts, racquetball courts, fitness center, locker rooms, pool area, aerobic room or gymnasium.
18. Smoking is not allowed in any area of the club.

## Guest Policy

1. Members may bring guests to Lake Country Racquet & Athletic Club. Guests fees are charged on a daily basis. The guest fee permits full use of the facility including courts.
2. Any one guest may be brought to Lake Country Racquet & Athletic Club up to 4 times per year regardless of host. A member may bring as many guests as desired as long as the guest.
3. Members must accompany their guests at time of check in.
4. When guests use Lake Country Racquet & Athletic Club, they are required to submit their driver’s license as a deposit for a locker key, towel or rental equipment.
5. Members are responsible for charges incurred by their guests.
6. Members who bring guests to use the facility without registering them at the front desk are subject to a double guest fee and guest will lose their guest privileges for one year.
7. A child under 18 may not be a guest unless his/her parents are present to sign the waiver. An exception to this would be a note from the child’s parent.

## Reservation Policy

1. One advance court reservation per day.

TENNIS: max 1 1/2 hrs.

RACQUETBALL: 1 hour. Reservations may be made up to 7 to the reservations start time.

GYMNASIUM/ BASKETBALL: 1/2 Ct. 1 hour maximum.

VOLLEYBALL Full Ct. 1 hour maximum.

\*PRIME TIME HOURS are as follows: Monday - Friday: 9:00 a.m. —10:30 a.m. Monday – Thursday: 6:00 p.m. —9:00 p.m.

2. During these hours, singles tennis reservations will only be accepted one day in advance or may be played on a “walk-in” basis.
3. Dependents and Jr. Members may not reserve courts during prime time.
4. Day of play reservations do not count against advance registrations.
5. All player names will be required when booking tennis courts at any time.
6. Reservations may not be transferred.
7. No one may call in another person’s reservations.
8. Should you wish to cancel a court reservation (including lessons); we require a minimum 24 hour notice. “No shows” and late cancellations are subject to charge if the court cannot be re-booked.
9. Play is limited to no more than twice daily by any member. No one may reserve back to back singles.
10. Advance court reservations will be accepted either by phone, online or in person. When making your reservation by phone, please be prepared to give your name, your additional player’s names, and whether you are playing singles or doubles. Before hanging up, make sure the desk attendant has repeated the court time and date back to you to confirm your reservation.

11. Management reserves the right to reserve court time for programs, tournaments, lessons and other events. If the court time you desire is not available, ask the desk attendant to place you on the waiting list. If there is a cancellation, you will be notified of the available court time.

## Gymnasium:

1. Check in at the front desk before using the gym for any activity.
2. No marking shoes allowed on the gym floor.
3. There is zero tolerance for misbehavior in the gymnasium.
4. All children under the age of 14 must be accompanied by an adult.
5. There is no food or drink allowed on the hardwood surface.
6. The gym may be reserved at any time as long as there is no previous booking.
7. Advanced notice is required when using the volleyball net.
8. Members are not allowed to adjust basketball hoop height or raise and lower the volleyball net or basketball hoops.
9. Gym reservations are a maximum of 1 hour. Court 10 can also be reserved 24 hours in advance for basketball and is the family time location, when available, if the gym is being used for other functions.

## Pool:

1. All rules and regulations that are posted in pool area must be followed.
2. A lane always remains open for lap swimmers during scheduled pool programs unless otherwise posted.
3. Children under 18 are not allowed to use the pool except during designated family swim hours or if participating in the American Red Cross Swimming lesson program.
4. No diapers allowed in pool.

## Family Swim/Gym Hours: (No exceptions)

Monday & Wednesday: 12:00 - 2:00 pm and 6:00 - 8:00 pm

Friday: 3:00 - 8:00 pm

Saturday: 1:00 - 4:00 pm (12:00 - 3:00 pm summer)

Sunday: 1:00 - 4:00 pm (winter only)

- During Family Swim, children must be accompanied by their parent in the pool area. Member's children, accompanied by adults other than their parents may participate in family swim with a permission note from their parent.
- Family swim is for exclusive use of members' children only (under the age of 14 and junior/dependent members ages 14 to 18).
- All other non-member children as well as those over the age of 14 will be charged a guest fee to participate in family swim.
- Family swim/Gym participants may use the pool, racquetball courts, or basketball courts with parent present. Any children of the opposite gender from their supervising parent that are participating in any swim programs required to use the family changing rooms provided.

## Massage:

1. Reservations are booked at the desk in 1/2 hour sessions.
2. Credit card on file information is required for reservations.
3. Children under the age of 18 must have a Minor Consent form filled out by their parent prior to scheduling a massage.
4. Cancellation within 24 hours of appointment will result in the full fee payable.

## Whirlpool:

1. Elderly persons and those suffering from heart disease, diabetes and high or low blood pressure should not enter the whirlpool.
2. Use by children is prohibited.

3. Do not use while under the influence of alcohol, anticoagulants, antihistamines, vasoconstrictors, vasodilators, stimulants, hypnotics, narcotics or tranquilizers.
4. Pregnant women should consult their physician before using the whirlpool. Soaking in water hotter than 102 degrees may be dangerous to the fetus.
5. Whirlpool should not be used after strenuous exercise.

## Fitness Center:

1. The Fitness Center is staffed with qualified trainers and instructors.
2. Use of all equipment should be according to the manufacturer's recommended procedures.
3. If you have any questions regarding operation of equipment, contact the Fitness Center staff.
4. Children under 13 and under are not permitted to use the equipment in the Fitness Center.
5. Children 14 - 18 must complete a full orientation by a club trainer before they may use the center.

## Racquetball Courts:

1. To prevent injury to other players, knock and look through the glass before entering the racquetball courts.
2. Eye guards are recommended for racquetball players and are available for purchase in the pro shop.
3. No black sole shoes on racquetball courts.



## Suntanning:

1. Before first use, member must sign a statement acknowledging that he/she has read and understands all warnings and agrees to use protective eyewear.
2. No one under 16 years of age is permitted to tan.
3. No one is allowed to tan more than once every 24 hours. Follow all posted instructions while tanning.
4. Reservations are accepted at the front desk. Persons on medication, pregnant women and senior citizens should consult their physicians before tanning. 10 minutes is recommended for your first time, with a maximum of 30 minutes per session.
5. Eye protection is available at the front desk.
6. Tanning beds may be reserved up to one week in advance.

## Locker Rooms and Towels

1. Permanent half lockers are available for rent.
2. Daily use lockers and towels are provided free of charge to members and guests.
3. The Lake Country Racquet & Athletic Club is not responsible for accidents or theft or loss of any personal items.
4. If a member loses a locker key or towel or does not return desk, a charge will be assessed.

## Policy adopted by Lake Country Racquet & Athletic Club, Inc. STAT. 175.22(2)

- a. No one may enter and remain in the locker room to interview or seek information from any individual in the locker room.
- b. No recording devices may be used in the locker room
- c. Individuals who use the locker room have privacy interest.
- d. No person may use a cell phone to capture, record, or transfer a representation of a nude or partially nude person in the locker room.

## Fee Based Services:

Private/group lessons - Tennis, Swimming or private/group training Personal Training, Pilates

1. Private & group lessons/training are scheduled directly with the appropriate tennis professional, swim instructor, personal trainer, or pilates instructor.
2. Lessons are automatically house charged the day of the service. Non-member private/groups (when allowed) are required to have credit card information on file in order to book the service. Payment is due the day of the service.
3. 24 hour cancellation policy is in effect for all reservations. Cancellation within 24 hours will be charged for the full price of the service.
4. Pricing for a group lesson/training may change due to participant's changes in your group.
5. If it is necessary for Lake Country Racquet & Athletic Club to cancel a lesson, we will try to notify the participants at least 24 hours in advance.

## Junior Tennis/Fitness/Swim Session Programming:

1. All registrations are made in advance online, or at our front desk.
2. Payment must be made in full at time of registration, unless installment plan is available and selected.
3. For all sessions\*, you may start the session after the session start date. You may not leave a session early. (\*4 week sessions you may not start the session late).
4. If it is necessary for Lake Country Racquet & Athletic Club to cancel their programming due to weather, a make-up day will be provided.
5. There are no refunds or make-ups unless we are provided with a doctor's excuse.

## Kids Club House “Nursery”

1. The nursery is staffed with qualified attendants.
2. When leaving children in the Kids Club House, parents must present in the building.
3. Children age 8 weeks to 2 years of age are welcome hours by reservation.
4. There is a maximum time limit of 2 hours per child’s visit
5. Hours will be posted on the Kids Club door and are subject to change.
6. Kids Club House Policy Handbooks are available in the Kids Club House and the membership office.
7. In the event that someone other than the parent/guardian is picking up the child, advance notification must be made so that we can register the person within our database as having the authority to pick up your child. Proof of identification may be required.

## LAKE COUNTRY RACQUET & ATHLETIC CLUB HOURS:

Monday through Thursday: 5:00 a.m. - 11:00 p.m.

Friday: 5:00 a.m. - 9:00 p.m.

Saturday: \* 6:00 a.m. - 8:00 p.m.

Sunday: \* 7:00 a.m. - 8:00 p.m.

\* Summer Weekend hours: (Memorial Day - Labor Day Weekends)

Saturday: 6:00 a.m. - 4:00 p.m. | Sunday: 7:00 a.m. - 2:00 p.m.

## HOLIDAYS THE CLUB WILL BE CLOSED:

New Year’s Day | Memorial Day | Easter | 4<sup>th</sup> of July | Labor Day  
Thanksgiving | Christmas Eve (after 12:00pm) | Christmas Day | New  
Year’s Eve (after 5:00pm)

## CLUB DEMOGRAPHICS:

Lake Country Racquet & Athletic Club, Inc.

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262-367-4999

[www.lcclub.com](http://www.lcclub.com)