

MEMBER POLICY HANDBOOK



Four Seasons I
904 Four Seasons Road
Bloomington, IL 61701
309-663-2022

Four Seasons II
2401 Airport Road
Bloomington, IL 61704
309-661-8611

www.4seasons-club.com

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WELCOME!

This handbook is full of important information concerning Four Seasons’ policies and guidelines. We encourage you to visit www.4seasons-club.com for more details regarding programming, amenities, and upcoming events. Whether you are new to Four Seasons, are already a member or are looking to join a club, we hope you agree that Four Seasons is a wonderful choice for all of your fitness needs!

FOUR SEASONS HOURS AND AGE POLICY

Monday – Thursday	5:00 am - 10:00 pm
Friday	5:00 am - 8:00 pm
Saturday	5:00 am - 6:00 pm
Sunday	8:00 am - 6:00 pm

Holiday Hours: Clubs Closed

Easter
 Thanksgiving Day
 Christmas Eve
 Christmas Day

Adjusted Holiday Hours

Memorial Day: 5 am – 1 pm
 4th of July: 5 am – 1 pm
 Labor Day: 5 am – 1 pm
 Halloween: 5 am – 8 pm
 Day after Thanksgiving: 5 am - 6 pm
 New Year’s Eve: 5 am – 1 pm
 New Year’s Day: 7 am – 11 am

Four Seasons I is a family-friendly facility and open to members of all ages during all hours of operation.

Please see age policies below for members younger than 15 years of age.

- Children must be 11 years or older to be in the facility without a parent or guardian.
- Children age 10 and younger must be accompanied and supervised by an adult age 18+ **at all times** while in the club.
- The Cardio and Strength areas of the club are designated for members ages 15+ years and older. However, members ages 11-14 may use these areas when accompanied and supervised by an adult age 18+.

Four Seasons II is an adults (age 15+) only facility at all times, with the exception of children who are in childcare or participating in PIT/PT programming.

CONTACT INFO

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WEBSITE – www.4seasons-club.com

Four Seasons' website provides a wealth of information including, but not limited to, program registration dates, class schedules, upcoming special events for members and our community, as well as access to your personal member account. Member account information can be accessed by logging into www.myiclubonline.com. Ask the front desk for your agreement number.

GENERAL CLUB POLICIES

Members are responsible for acting in accordance with the policies and Core Values of Four Seasons. Members are responsible for the behavior of their guests while using Four Seasons. There are zero tolerance policies pertaining to bullying, theft, violence, profanity, and harassment of any kind. When a member does not abide by Four Seasons policies or Core Values, staff members may discipline in the form of suspension of membership privileges. Repeated occurrences or serious offenses such as fighting, threatening behavior, damaging property, possession of weapons, theft, or assisting non-members into Four Seasons will bring longer suspension or termination. People who give false information on membership forms or to staff members are subject to termination and loss of the opportunity to be a member. **Members and non-members shall not provide or receive services within club facilities without specific written management approval. No employee/member of Four Seasons Association shall provide a service for a fee to any member(s) within the Club facilities without a specific, written arrangement with management, based upon established policies. Services include fitness training, basketball training, swim lessons, nutrition, etc.**

Members have the right to use Four Seasons facilities in an environment which is free from discrimination. Members are expected to respect the rights and dignity of other members and staff. Four Seasons will not exclude any person from participation in its programs or activities based on arbitrary considerations of such characteristics as age, color, disability, ethnicity, sex, gender, gender identity, marital status, national origin, race, religion, sexual orientation, or veteran status. A member has the right to be free from such discrimination by other members or staff that has the effect of interfering with the member's ability to participate in programs or activities at Four Seasons.

Other general club policies include:

- No food or open drinks are allowed throughout the club except for the Lounge, juice bar area, Community Room and Party Room. Capped bottles are acceptable.
- Four Seasons facilities and campuses are smoke-free; therefore, tobacco products, marijuana, and e-cigarettes/e-cigars are prohibited in all areas including parking lots and grounds. Alcoholic beverages are also prohibited in all areas including parking lots and grounds. No intoxicated persons will be admitted. Excludes special events put on the club.
- Loitering or disrupting members and/or staff is not allowed.
- The use of cameras, camera phones and video devices by members are strictly prohibited in the locker rooms. Outside of the locker rooms, members may take pictures or videos of themselves only. Four Seasons staff may take photos and videos of members in the facilities which may be used in our brochures, website, social media or other publications. If you do not wish to be in a photo or video, please inform the photographer/videographer.

- All members must remain fully clothed in appropriate apparel at all times including shirts and shoes. Males may not remove their shirts. Shoes must be closed-toe and worn at all times throughout the clubs with the exception of the pool deck, locker/changing rooms, and studios during designated Group Fitness classes.
- When using the Sauna / Steam Rooms - please remain appropriately covered with a towel.

EQUIPMENT CHECK-OUT POLICIES

Four Seasons is proud to offer our members ages 15+ complimentary usage of a variety of recreational equipment including basketballs (full-size, intermediate, youth), volleyballs, pickle ball paddles and balls, racquetball racquets with balls and protective eye gear, badminton racquets and shuttlecocks, and lap counters for the track and pool. Four Seasons also wants our members to work out with the peace of mind that their belongings are safe. For this reason, we also offer complimentary padlocks with keys for use on any locker in the club.

To ensure we can continue to provide our members with these services, we have a fee-structure in place for lost or damaged property, excluding normal wear and tear. Members who damage or lose their equipment will be required to pay the assigned fee prior to gaining re-entry into the club. Any continued problematic behavior with the equipment, as determined by the Member Services Manager, will result in the permanent restriction to check out equipment.

<i>Basketball: \$80 / Kid's Basketball: \$20</i>	<i>Jump Rope: \$30</i>
<i>Volleyball: \$50</i>	<i>Racquetball Racquet: \$30</i>
<i>Pickle Ball Paddle/Badminton: \$20</i>	<i>Missing Key to a Padlock: \$5</i>

NO WEAPONS POLICY

To maintain a safe environment for our members, vendors, and guests, Four Seasons Association prohibits the possession or use of weapons on any building or company property. Examples of weapons include but are not limited to: firearms, explosives, knives and other weapons that could cause harm. Emergency officials may be called to Four Seasons at the discretion of Four Seasons' employees for any member, vendor, or guest found in possession of a firearm or weapon on company property. Company property is defined as company-owned or leased buildings and surrounding areas such as sidewalks, walkways, driveways and parking lots under the company's ownership or control.

Four Seasons Association reserves the right to search packages, containers, briefcases, purses, lockers, desks, enclosures and persons entering its property or premises. Four Seasons also reserves the right to require proof of a permit per the Illinois Firearm Concealed Carry Act as part of an investigation.

Management should be notified immediately if any member, vendor, or guest is found with a firearm or other dangerous weapon in violation of this policy.

ORDER OF PROTECTION

If a current member of Four Seasons Association provides us with an Order of Protection file-marked by the Circuit Clerk protecting him/her (protected party or petitioner) from contact by the respondent and the respondent is also a member of Four Seasons Association, all membership privileges of the respondent will be suspended for the duration of the order.

ENROLLMENT DETAILS / INFORMATION

Membership options include single, joint, family, college student, senior, and senior family with the options of paying monthly or annually. Monthly payments are processed via Electronic Funds Transfer (EFT) withdrawal from a bank draft or debit/credit card (Visa/MC, Discover or American Express). Annual payment options include cash, check, and debit/credit card (Visa/MC, Discover or American Express). Monthly debit/credit card membership transactions will be assessed a \$3.50 fee. Even if paying annually you will still need to have a card on file for billing. An enrollment fee of \$99 will apply when new memberships are set up or existing memberships are reinstated post a termination period. All members will also be charged an annual maintenance fee.

Memberships can only be obtained by individuals age 18 or older after presenting a valid photo ID. Verification of children dependency and college student enrollment may be required through an internal audit process.

Due to the large number of children participating in Four Seasons programs, it is policy to deny or terminate membership to any individual convicted of sex offenses or violent crimes. Membership denial or termination will be handled at the sole discretion of the board and/or management, in the best interest of the club and its members.

MEMBERSHIP TERMINATION AND ACCOUNT CHANGE POLICIES

Members who terminate their membership and wish to rejoin may be subject to Four Seasons enrollment fee policy.

Termination requirements vary based on membership payment type:

- Open Month-to-Month: Member must sign a termination notice in person at Four Seasons at least 30 days prior to the next scheduled payment date. No refunds will be issued on monthly deductions.
- Paid in Full (Annual): Members must sign a termination notice 30 days prior to the end of the Paid-in-Full Annual agreement or membership will roll into an Open Month-to-Month agreement. No refunds will be issued for paid in full memberships.
- 12-Month Installment Memberships: Members must sign a termination notice 30 days prior to the end of the 12-month agreement or membership will roll into an Open Month-to-Month agreement.
- Corporate Memberships (paid through a corporation): Please refer to the corporate representative for termination requests.
- All in-house credits, prepay balances will be null and void upon the cancellation, termination or lapse of any membership agreement. These balances cannot be redeemed for cash and must be used before the membership is closed.
- All Perkville points will be null and void upon the cancellation.

Requests to change billing information on ongoing memberships must be requested at least 5 business days prior to the next scheduled payment date. Failure to do so may result in a \$25.00 service fee due to late or missed payment.

MEMBERSHIP FREEZE POLICY

Monthly EFT memberships may be placed on a temporary freeze; not shorter than 30 days and not longer than 3 months, for reasons including extended travel and medical. Membership freeze dates will align with invoice dates. Members must sign a freeze request in person at Four

Seasons at least 5 business days prior to the next scheduled payment date. At that time the member must also specify their requested freeze period length, also acknowledging that their billing will resume automatically once the freeze period has ended. There will be a \$10 monthly fee, per frozen month, associated with a membership on freeze. 12-month installment memberships will be extended out accounting for the number of months frozen. There will be no limit as to the number of freezes allowed per year, but there must be a minimum of 2 paid invoices between a freeze period. Paid in Full memberships cannot be frozen.

Members with a frozen account cannot access the club as a guest, whether through guest pass payment, VIP guest access, or Perkrville Points. If you use the club while your account is frozen, the freeze will be lifted, and you will be automatically charged a prorated membership fee.

SERVICES FREEZE AND TERMINATION POLICIES

Any Ancillary programs may be placed on a temporary freeze; not shorter than 1 month and not longer than 3 months. At the time of the freeze request, members will specify their preferred freeze length of 1- 3 months, acknowledging that their billing will resume automatically once the freeze period has ended. Service months will not be pro-rated without prior approval from management. Freeze requests must be made in person at Four Seasons at least 5 business days prior to the next scheduled payment date. Failure to do so will result in the scheduled draft of the upcoming payment, which will be non-refundable but may be applied to future sessions. There will be no monthly fee associated with the service freeze. There will be no limit to the number of freezes allowed per year, but there must be a minimum of 2 paid invoices between freeze periods.

All ancillary programs may be terminated/deactivated without penalty after the 2 month commitment has been completed. All requests to terminate/deactivate these services must be made in person at Four Seasons at least 5 business days prior to the next scheduled payment date to prevent paying the upcoming invoice. Refunds will not be issued for unused sessions without prior management approval.

MEMBERSHIP CARD

You will be issued a membership card upon becoming a member of Four Seasons. For security purposes, your picture will be taken when your membership card is issued. Pictures are available only to the Four Seasons staff at the time of check in. All members age 11 and older are required to present their membership card (physical card or Four Seasons Mobile App feature) at the front desk to gain entry into Four Seasons facilities. For members under the age of 11, the parent or pre-approved babysitter is required to check in the young member and remain with them in the club. Membership cards are exclusive to one member and are nontransferable. Misuse or sharing of membership cards can result in suspension of membership privileges up to and including termination.

Membership cards are also available electronically through the Four Seasons Mobile App, available to download on your smartphone.

DAY PASSES AND GUEST PASSES

Guest/Non-Member Club Policy: Non-Members are limited to five (5) **free** guest visits to our facilities per calendar year. Starting January 1 each year, their free guest visit count will reset,

giving them five free visits for the new calendar year. Free guest visits include those with a VIP member and those entering the club with free guest pass coupons received at local events.

Once a non-member has used their five free visits, they will need to pay for additional access in one of the following ways:

- A current member can use Perkville points to pay for a day pass.
- Either the member or the guest can pay for a day pass.
- A member or guest can purchase a 10-pack of guest passes.
- Guests can also choose to join as a member

Guest Pass Policy – Accompanied by a Member

All non-members will be able to purchase a single day guest pass for \$15.00/day when accompanied by a member. Residency of guest will be irrelevant. Non-member guests younger than 18 years must have an adult present at check-in to sign a liability waiver. All members must remain with their guests while using the club. All age policies and restrictions within the club will apply. Childcare can be utilized when a single day guest pass is purchased for the child.

Guest Pass Policy – Not Accompanied by a Member

Non-members who wish to use a Four Seasons' facility who are not accompanied by a member will also be able to purchase a single day guest pass for \$20.00/day. Residency of guest will be irrelevant. All non-member guests must be 18 years or older to purchase a pass for themselves or a minor. All minors require a liability waiver to be signed by an adult age 18+. All age policies and restrictions within the club will apply. Children who are accompanied by a non-member adult may utilize childcare when a single day guest pass is purchased for the child.

Minor Guests

- Guests under 11: Must be accompanied and supervised by an adult aged 18+ at all times while in the club.
- Guests aged 15 and younger: Must be checked in by an adult aged 18+ each time they visit.
- Guests aged 16-17: May check in on their own only if an adult aged 18+ has previously signed a liability waiver for them.

VIP Guests

VIP members have the privilege of bringing one free guest (age 18+) with them to the club per day. VIP guests must be over the age of 18 years. These guests will be asked to create a guest account, show a photo ID, have their photo taken, and sign a liability waiver prior to accessing the club. Guests are subject to the limitations of the Guest/Non-Member Club Policy as stated above.

Perkville Point Guests

Guests accessing the club with a member utilizing the member's Perkville Points may be any age. Guests over the age of 18 years will be asked to create a guest account, have their photo taken, and sign a liability waiver prior to accessing the club. All minors require a liability waiver to be signed by an adult age 18+.

Baby-Sitter Pass

This pass is available at no charge for members with a family membership so the sitter can bring young members to Four Seasons I for programs and activities in their absence. The sitter must be at least 16 years old to bring children ages 11 and older, and a minimum of 18 years

old for children 10 and under. The sitter must provide direct supervision of the children and may participate in activities with the children, abiding by age policies throughout the club. However, the sitter may not seek their own workout separate from the children. The pass must be arranged by the adult member prior to the sitter coming to Four Seasons and is good throughout the calendar year. *If a sitter is not 18 and is bringing children under age 11, parents must give specific permission in order for them to be allowed into Four Seasons I.

Caregiver Pass

This pass is available at no charge for members with special needs who would benefit from having a caregiver accompany them during club visits. The caregiver must be at least 18 years old and must remain with the care-recipient at all times. The caregiver may not seek his/her own workout separate from the care-recipient. The pass is valid throughout the calendar year and must be obtained in person at Four Seasons.

Note regarding delinquent accounts: Members whose accounts have been canceled due to a past due amount and repeated missed payments will not be permitted to access the club under any circumstances, including through the use of a guest pass. To regain access to the club, individuals must settle all outstanding balances and bring their account current.

LOCKER ROOM POLICIES

Children 10 and under must be directly supervised by a parent or adult 18+ years at all times in the locker rooms at Four Seasons I. Parents with opposite gender children 4+ years are required to use the family changing rooms. Children under the age of 15 are not permitted in the locker rooms at Four Seasons II. Four Seasons encourages all members to secure all belongings in the locker room. A lock may be checked out for free from the front desk. Four Seasons is not responsible for lost or stolen items. Any locks left on at closing time will be removed and the items put into lost and found. Members and guests are responsible for picking up after themselves after using the locker room including towels, which should be deposited in the dirty towel bins. Permanent lockers are available for a monthly fee with designated lock provided by Four Seasons.

PARKING

Designated parking at Four Seasons I includes the Four Seasons I parking lot and the North parking lot. Limited identified spaces in the Springfield Electric parking lot are available after 5:15 pm Monday – Friday, after 2:00 pm on Saturdays, and all-day Sunday. To avoid being ticketed or towed, please park only in identified spaces. Do not park on the grass or block sidewalks. Designated parking at Four Seasons II includes the Four Seasons II parking lot.

FITNESS CLASS POLICIES

While participating in group fitness classes, appropriate athletic shoes must be worn at all times unless the class specifically requires no shoes/socks. To best preserve the quality of the hardwood floors and the cleanliness of the studios, please do not wear street shoes on the hardwood floors, especially when exposed to dirt, water, salt and other outdoor elements. It is recommended to bring a capped water bottle and a towel to each class. No other food or beverages are allowed. To best enhance the experience of all participants and gym-users, please turn off all cell phones and return all equipment to its proper place of origin. Video recording of the instructor or other members is prohibited. Please check the Four Seasons website or mobile app regularly for updates, class cancelations, and to confirm family-friendly status. All classes at FSI are family-friendly and open to members 11+, unless specifically specified otherwise. Parents or guardians must attend and participate with the child(ren).

Children who are unable to participate safely and/or are causing disruptions for other members will be asked to leave the class.

The MPR, Cardio Studio, and Strong Studio at Four Seasons II are available for member use when classes are not in session. However, the use of stereo and sound equipment is strictly prohibited. Please ensure all equipment is returned to its designated place.

The upper-level Aerobics Studio at Four Seasons I will be **closed** to members outside of class times.

CHILDCARE POLICIES

Four Seasons childcare team members will strive to make visiting childcare a positive, fun and safe experience for our youngest members. Childcare is part of the following membership options:

- Family Membership
- Daily Guest Pass (if purchased for the child)

We are happy to care for your children, ages 6 weeks through 14 years, up to 2.5 hours per day between both facilities. Parents must always remain in the building while their children are checked into childcare. Four Seasons II is an adult only facility; children under the age of 15 must remain in childcare and front desk lobby only.

Checking Your Child into Childcare

Upon arrival at both facilities, members can take their children directly to childcare. When checking in, parents will be asked to sign their children in and present their membership card. Please be aware that children will only be released to the parent who signed them in or another adult who has been specified at the time of sign-in.

For the safety and security of all children, only employees of Four Seasons are allowed in the childcare area, unless you are changing a diaper or nursing/bottle feeding your child. It is required that all children have hard sole, closed toe shoes for their safety. This includes toddlers who are walking or learning to stand.

All children with allergies must have a signed medical alert card on file. Please inform the childcare staff each time your child enters childcare if your child has allergies. If your child has allergies which require the use of an epi-pen or inhaler, you must leave the medication with childcare staff.

Due to the growing number of allergies, no food or drink will be allowed in the childcare areas. These items need to be clearly marked with the child's first and last name. All children entering the childcare area must wash their hands before entry.

Parents will be paged to tend to their children for illness, uncontrolled crying, diaper changes, bottle feeding and/or improper behavior. Childcare staff does not change soiled or wet diapers, but there are diaper changing tables available inside the childcare rooms for parents to use. Childcare staff does not feed bottles to children; however, you may do this sitting in the childcare room. If a child becomes ill while in childcare, a parent will be paged to immediately pick up the child. The child will be excused from Four Seasons childcare facilities for the day.

The child will be considered recovered and ready to return to childcare when free from all symptoms for a period of 24 hours.

Symptoms may include:

- temperature of 100° F or greater
- vomiting or diarrhea
- redness in whites of eyes, discharge from eyes
- signs of body pests such as head lice
- any unexplained rash
- unusual discomfort/irritability/exhaustion
- a discharge of mucus from the nose that is not clear (i.e. yellow or green)
- a persistent or phlegm-resonating cough

Childcare Behavior Policy

Four Seasons recognizes the importance of positive behavior management strategies to promote children's safety and enjoyment in Childcare. Our staff aims to encourage appropriate behavior through praise for a specific behavior and talking to children with the courtesy and respect that we expect of them. Childcare staff members are expected to provide a caring, cooperative and safe environment, respecting children and other staff members. Children are expected to respect and cooperate with the Childcare staff and other children.

Behavior Management Strategies

Childcare staff will manage behavior according to clear, consistent and positive strategies. Behavior Management in Childcare is structured around the following principles:

- Positive behavior will be reinforced with praise and encouragement.
- Unacceptable behavior will be addressed in a calm but direct manner. Unacceptable behavior refers to non-negotiable actions and may include physical or emotional harm to others, bullying, actions that endanger the safety of the child or others, or destruction of property.

Childcare staff will use the following techniques to resolve conflict and help the child learn from the situation:

1. Childcare staff will re-direct the child by offering him/her alternative and positive options.
2. Childcare staff will remove the child from the activity and redirect toward another activity.
3. Child will be removed from environment and placed next to a teacher for an allotted amount of quiet time. (The age of the child= the number of minutes next to a teacher.)
4. If unwanted behavior continues, parent will be called to pick up child.

If a pattern of unacceptable behavior is established and significant improvement is not seen by the Childcare staff, then a child may be suspended from the Childcare room for a period as recommended by the Childcare Coordinator.

RACQUETBALL POLICIES

Racquetball courts must be used for racquetball only and members must always check a court out at the front desk. Members must be at least 16 years to reserve a court. All members under 16 must be accompanied by an adult 18+ while in the racquet ball courts. Court usage is limited to 2 courts per day per member and reservations are limited to one hour, ending promptly. Protective eye wear is strongly recommended for all players and may be required for some

programs. No street-worn or black-soled shoes allowed on the courts. Those who rent a racquet and return it damaged may be required to pay a \$30 fee at the time of visit.

POOL POLICIES

Safety

When lifeguards are not on duty, members swim at their own risk. Swimmers must be 16 years or older to use the pools when unguarded. No food/drink (except water) or glass bottles are permitted on the pool deck. No person shall be allowed to enter the pool while under the influence of drugs or intoxicating liquors. To ensure the safety of all members, horseplay, such as dunking, shoulder rides, or running is not allowed. Diving is allowed in designated areas only. There should be no playing on or around the ladders/stairs or hanging on the rope or lane lines. Please do not talk to any lifeguard while on duty or attempt to sit in the guard chairs.

Hygiene

All swimmers must shower before entering the pool and wear an appropriate swimsuit in the pool. Modesty swimwear is permitted; please see a supervisor for recommendations. Clothing including dri-fit material is not permitted. Only clean footwear is permitted on the pool deck. Children who are not toilet-trained should wear plastic pants or swim diapers; never standard diapers. Please avoid spitting, spouting of water, blowing the nose or introducing contaminants into the pool.

Age Policies

Direct supervision within an arm's reach is required by an adult when lifeguards are not on duty. Members age 15 and younger must be supervised by an adult in the water or pool side within an arm's reach. Direct supervision is permitted even with the use of a lifejacket. Members ages 15 years may be asked to provide proof of age to swim unsupervised when lifeguards are on duty. Direct supervision is required by an adult when lifeguards are not on duty.

Pool Toys & Equipment

Small water toys such as sponge balls, dive sticks, and rings along with noodles are permitted. Please be aware that noodles are not intended to be lifesaving devices. Snorkels, masks, fins, water aerobics barbells and belts (used appropriately) are also permitted. Type II or III U.S. Coast Guard approved lifejackets may be brought from home or borrowed from the pool deck. Water wings, inner tubes, or suits with built in inflatable devices are not allowed. These items can slip off or turn the swimmer to a face down position where they may be unable to right themselves. Rafts are also not allowed because they create "blind spots" for the lifeguards and are not a lifesaving device. Finally, items such as basketballs, footballs, water guns and other hard plastic toys are not allowed.

Diving Board

When using the diving board, please only bounce one time and reserve the board for one person at a time. There should be no swimming in the diving area unless the diving board is closed. The diving board will close at the discretion of the lifeguards. Four Seasons must have lifeguards on duty to have the diving board open. Divers should please exit the deep end using the ladder. Divers are asked to dive straight off the board; no inward or reverse diving. Do not attempt to catch children who are jumping off the board.

Fecal or Vomit Accident Policy & Procedures

Lifeguards will direct all members to clear the pool areas immediately. In the event of a solid stool or vomit, the pool will be closed, anticipated to exceed 45 minutes. Once the pool is deemed safe and the pool chemicals have stabilized, the Aquatics Manager, Lifeguard or Club Staff, will reopen the pool.

Diarrhea Discharge Policy & Procedures

Lifeguards will direct all members to clear the pool immediately. In the event of diarrhea, the pool will be closed, anticipated to exceed 12.75 hours.

Sharing Pool Space

In an event any of the above incidents should happen, Four Seasons will work to accommodate programs and general members. Please refer to the pool schedules found on the Four Seasons website under Aquatics.

GYM POLICIES

Children younger than 11 years old may not be left unattended in the gym. Adult supervision must be always provided.

Please wear only clean gym shoes and do not bring food or drinks in the gym area except for water bottles to best preserve the flooring and cleanliness of the club. When entering the gym, please use extreme caution as you cross the track. Do not linger or allow children to play on the track. Walkers and slower runners are to stay on the red inside lane of the track. Do not walk or run with more than two people side by side so that others may pass. Please be aware of the daily change of direction on the track by checking the arrows on the walls. Strollers may be used on the track per the discretion of the Club Supervisor or Management staff. Basketball and volleyball games are played on a pick-up basis only. During busy times, half-court games are required to allow more members to play. If you have borrowed a ball and are involved in a game not using that ball, please return it so that others have the chance to use it. Lost or damaged basketballs will result in a \$50 replacement fee and suspension from the club until payment is made. Dunking of basketballs or hanging on rims is not allowed and may result in suspension or termination of membership.

East Court, and Gym Rentals, are available for those who wish to reserve priority for a specific time to play or for team practices. Paid reservations will take priority over pick up games. Please see gym schedule for open gym times.

CARDIO & STRENGTH POLICIES

Be sure to always wipe off seats, pads, controls, and railings when finished with a machine. To ensure that all problems are addressed in a timely manner, report any issues with equipment or other members to the front desk staff. Please remember that shirts and shoes must be always worn when in the fitness center.

Age Policies

The Strength Room and Cardio Room at FSI is always for members 15+, provided they are using these areas appropriately. Members 11 years of age and older may use these spaces only when being directly supervised by an adult (18+ years). Any misuse of equipment, regardless of age, can result in immediate removal of either area, as well as suspended access.

Machine / Bench Policies

Always check seat and weight settings prior to using each piece of equipment to ensure the best fit for your body. Ask a Four Seasons staff member for assistance when needed. Do not drop or slam the weight plates or grunt excessively when lifting. When doing multiple sets, allow others to use the equipment during your resting phase; please note that reserving equipment in any way, while not in active use, is not permitted. Exit the equipment promptly when your workout is finished.

Free Weight Policies

Always re-rack dumbbells and plates after use. For safety reasons, do not hang from the cable crossover machine or drop/slam weights. Olympic lifts on the designated platform are permitted. Please note, this may involve dropping of the weights and subsequent noise.

Cardio Policies

Equipment use is on a first come, first serve basis. Please limit your workout to 30 minutes including warm-up and cool-down during busy times or when other members are waiting for your machine. Please also return controls to their starting position when your workout is finished.

CORPORATE PARTNERSHIP

Companies who partner with Four Seasons support their employees' wellness efforts. Corporate partner companies promote Four Seasons to their employees and in return those companies receive perks. Examples of these perks include customized promotions for their employees, on site programming and wellness offerings.

If your company is interested in becoming a corporate partner, please contact information@4seasons-club.com. Please visit the Four Seasons website for additional information on membership rates, programs and facilities.

REFERRAL PROGRAM

Referrals to our club are greatly appreciated. If a new member mentions the name of an existing member as their referral at the time of sign-up, the referring member will receive:

- One free month of membership: Applied to the next invoice for monthly or installment memberships, or as an extension for paid-in-full memberships **once the new member has completed 3 months of active membership with our club.**
- 100 Perksville points **once the new member has completed 3 months of active membership with our club.**

Please note that refunds are not available.

COMMUNITY ROOM/CONFERENCE ROOM RESERVATIONS

Our conference room is available for members to reserve for various non-business-related events, including but not limited to social gatherings, book clubs, study groups, community meetings, personal workshops, and off-site team events. We want to offer a space where members can host productive and enjoyable occasions that align with the values of our health-focused community.

Eligibility: The conference room can be reserved by members of the Health Club. While the event host must be a member, attendees do not have to be members of the Health Club.

Event Examples:

- Book clubs, discussion groups, or reading circles.
- Workshops or seminars on personal development, fitness, nutrition, or mental well-being.
- Social gatherings like networking events, celebrations, or hobbyist meet-ups.
- Off-site meetings or brainstorming sessions for non-commercial purposes.
- Educational or non-profit community events.
- Creative events such as crafting or DIY projects, or other group activities that are personal in nature.

Reservation Guidelines: To book the conference room, please contact the front desk or email us directly to check availability. Room bookings are subject to availability and approval from management. The room is available during regular club hours, and reservations are limited to a maximum of 4 hours per event.

There are no fees for reserving the conference room, provided that the event is non-commercial and falls within the guidelines specified in this policy.

Business activities, including charging for attendance or selling products, services, or goods, are **strictly prohibited** in the conference room. This means events where attendees are expected to pay for admission, or where goods or services are sold for profit, cannot be hosted in the conference room. The space is for non-commercial, personal, or community-focused events only.

The event host is responsible for the behavior and actions of all attendees. Hosts must leave the room in the same condition as it was found, including cleaning up after the event.

Cancellation: If a reservation needs to be canceled, please notify us at least 24 hours in advance to avoid any inconvenience. Repeated cancellations or no-shows may result in a loss of future reservation privileges.

Additional Restrictions:

The Health Club reserves the right to refuse or cancel reservations if they violate the terms of this policy.

FREQUENTLY ASKED QUESTIONS:

What are the depths of the pools? South: 4 feet, North: 12 feet, Baby: 14 inches

What are the pool temperatures? It stays around 88-90 in our North pool and 81-83 in the South Pool

What chemicals are used in the pool? Chlorine and Sodium Bisulfate.

How many pool laps equal 1 mile? 33 laps (round trip) or 66 lengths

How long are the pools? 25 yards

What is the size of the hardwood basketball court? Regulation 80 x 40; 1/2 court 56 x 40

How high is the volleyball net? 8 feet (men's regulation height)

I am babysitting someone else's non-member child and I participate in fitness classes; can I bring that child to childcare? Yes, you may purchase a day pass for the child for \$15

How much does an Olympic bar weigh? 45 pounds

How much do the curl bars weigh? 20 pounds

How much does the leg press sled weigh? 85 pounds