

# Stone Creek Club & Spa Member Handbook

## Welcome

Welcome to Stone Creek Club & Spa, and congratulations on your decision to make Stone Creek your everyday getaway. Our members know that Stone Creek offers much more than a fitness experience – it is the destination for Northshore residents who seek a healthy, balanced and rewarding lifestyle.

At Stone Creek Club & Spa, we have combined the best in fitness, tennis, aquatic & spa facilities with outstanding service and an unbeatable atmosphere. The attention to detail that went into designing Stone Creek is evident in every aspect of the club, from the building design to the variety of programming, and especially in the finishing touches that truly make the Stone Creek experience unique.

We have assembled an amazing team of talented, educated and experienced professionals who are eager to exceed your expectations. If there is ever anything we can do to enhance your experience, please let us know.

Please take a few minutes to review this membership guide. It describes our array of programs, services & amenities and includes useful information about our member guidelines and procedures. You can always find the most current club information, including the most up-to-date member guide, on our web site at [www.stonecreekclubandspa.com](http://www.stonecreekclubandspa.com).

Thank you again for joining the Stone Creek community. I look forward to seeing you in the Club!

Sincerely,  
Larry C. Conner  
General Manager

## HOURS OF OPERATION

Stone Creek's general operating hours are listed below. To allow members and staff to enjoy holidays with their families, the club will have special operating hours for holiday periods. Any changes to operating hours will be posted in the Club and on the Club's website in advance.

### Club

Monday – Thursday 4:45am-10:00pm

Friday 4:45am-8:00pm

Saturday 7:00am-6:00pm

Sunday 8:00am-6:00pm

*Extended Summer Hours*

Monday – Thursday 4:45am-10:00pm

Friday 4:45am-9:00pm

Saturday 7:00am-7:00pm

Sunday 8:00am-7:00pm

Hours of the Spa, Childcare, Food & Beverage service, and all other departments are posted in the respective areas of the club.

## MEMBERSHIP CATEGORIES

Stone Creek Club & Spa membership privileges are offered in the following categories:

**Individual:** Single membership privileges for one adult 18 or older with full access to all facilities, programs and services of the club.

**Couple:** Membership privileges for one adult 18 or older and another individual from the same household (adult or child).

**Family:** Membership privileges for up to two adults over the age of 18 living in the same household, and all dependents of said adults living in the same household and under the age of 21 (under 24 if a full-time student).

Please note that some facilities, programs and services are age-restricted, details of which are provided in the club's member access policy.

## ADULT-ONLY HOURS & FACILITIES

To enhance our members' experience, the Stone Creek fitness floor, cardio floor and basketball court are restricted to adults 18 & older only Monday - Friday 11am-1pm and Monday - Thursday 5:30pm-7:00pm.

The executive locker room is reserved for adult members 18 and older at all times. All others must use the family locker rooms.

## MEMBER ACCESS

**Members 18 years and older** may use any area of the Club during operating hours unless an area has been reserved for an organized activity. The executive locker room is accessible only to members 18 and older.

**Family Workout Times:** On Fridays from 5pm until close, and Saturdays & Sundays from 2pm until close, youth members ages 12 & 13 may work out in the strength training & cardio areas if accompanied by an adult member. Youth members must be closely supervised by the adult member at all times.

**Children 12-13 years old** may use the pool unsupervised only when lifeguards are on duty. Children must be checked in with an adult and an adult must remain on premises. Children 12-13 may not use any other area of the club unsupervised.

**Children 13 and under** must be accompanied and supervised at all times by an adult over the age of 18. Children 13 and younger may use the pool area, tennis courts, and Café at any time during operating hours, and are welcomed in the basketball court except during the adult-only hours.

**Children 13 & under participating in club programs or lessons** must be escorted to & from their program/lesson by their guardian or an adult employee. Appropriate pick-up & drop off locations will be defined by the Program Director and communicated to members on the program registration materials.

Children in such programs may not walk through the club unescorted at any time. If the child is dropped off at the front desk, the Program Director or Supervisor will meet the child there & escort him/her to the program area. At the conclusion of the lesson/program, the adult employee will only release children to their parent/guardian – they may not be left unattended. A staff member will remain with the child or check the child into Pebble Creek if the parent is late for pick-up.

**Children 14-17 years old** may enter the club unescorted. Children 14-17 may use the fitness floor, cardio floor, and basketball court any time other than the adult-only hours specified below. Group exercise, aquatics, tennis, family locker rooms and the Café may be used at any time.

## **MEMBERSHIP FACILITIES, AMENITIES, PROGRAMS & SERVICES**

### **Fitness**

The Stone Creek strength training and cardio areas feature over 120 pieces of the finest equipment from leading manufacturers. Most cardio pieces are equipped with their own personal television screen, and feature built in programs that allow you to customize your workout. The fitness facilities also feature several areas designated for stretching and core work.

Our trained fitness staff will be happy to help you get the most out of your workouts by coaching you on and equipment and answering any questions you may have.

### **Group Fitness**

Our 4 Group Fitness studios are equipped with the most up-to-date equipment and sound systems to enhance your class experience. Stone Creek instructors are all nationally certified and are eager to assist members new to group fitness. Classes are complimentary for all members ages 14 & older. Schedules and class descriptions are available at the Front Desk and on the club's web site. For safety, please do not enter a class after warm-up has been completed.

## **Personal Training**

Stone Creek's nationally certified staff offers a range of exceptional programs to help members achieve their personal fitness goals, implement a healthy lifestyle, manage long-term weight-loss and achieve personal strength training and cardiovascular condition goals.

For more information on rates and policies or to select a trainer, contact the Fitness Director. Trainer profiles and complete Personal Training policies are available at the fitness desk and on the Club's website.

## **Private & Semi-Private Pilates Training**

Pilates provides a total mind-body experience by offering movements for developing core strength, total body flexibility, balance, functional movement & endurance. Our qualified instructors will lead you through an innovative system of mind-body exercises evolved from the principles of Joseph Pilates. One-on-one and small group sessions (up to 4 participants) are available.

For more information, or to schedule a Pilates session, please contact the Fitness Director.

## **Indoor Basketball Court**

The basketball court is available for pick-up games, clinics and tournaments. The court is subject to close to free play for special member events and organized activities. (Please see the Member Access section for adult only hours.)

## **Outdoor Fitness Trail**

Distance: approximately 8/10 of a mile.

Direction: The trail is one way - counterclockwise only.

Hours: open during daylight hours only, while club is open.

- The trail is intended for use by Stone Creek members & registered guests only. Please check in to the front desk prior to use.
- We recommend using the buddy system.
- This is a natural trail which will have changes in contour, direction and width. The surface will get firmer over time. Please use with caution.

- Walkers & runners only. No bikes allowed. No pets allowed.
- Trail will be closed for inclement weather and may be closed immediately after if conditions are unsafe.
- Children under the age of 14 must be supervised at all times.
- Before crossing driveways and pathways, stop and look in all directions for vehicles.

### **Aquatic Facilities**

The Club's aquatic facilities include a six-lane, 25-meter lap pool that is temperature maintained year-round (80-82° in Winter & 80-84° in Summer) and a recreational resort pool with spray features and a zero-depth entry. Stone Creek's pools are equipped with sophisticated filtration units and saltwater sanitation systems that provide safe, clean, refreshing water for members to enjoy. The Club offers swim lessons for adults and children, water fitness classes, and masters-style swimming classes. Please follow all posted pool rules.

Lifeguards are on duty from May-September during peak times. When lifeguards are on duty, a children's rest period will be called at 10 minutes before each hour for all children under 14 years old. This "break" is to ensure all children take appropriate breaks to rest, get out of the sun, and take care of personal needs while visiting the pool. Lifeguards will begin and end each break.

### **Tennis Court & Ball Machine Reservations**

The Stone Creek tennis campus is proud to offer 15 tournament-quality Tennis Courts – 9 clay Hydro-Courts & 6 hard surface courts – plus a lighted practice court with hitting wall. Reservations for the courts are complimentary for all Stone Creek Members and can be made up to 3 days in advance, either online through the Stone Creek website ([www.stonecreekclubandspa.com](http://www.stonecreekclubandspa.com)), or by calling the club (985.801.7100). Members may make one court reservation per day, and reservations are up to 2 hours long. Please adhere to the following rules so that we may manage court usage in the best interest of all members.

### *Tennis Court Rules*

- When you arrive for your reservation, please check in at the Front Desk.
- If you are not able to make your reservation, please call us as soon as possible (at least 4 hours in advance) so that we may make the court available for someone else.
- Too many no shows could result in loss of ability to reserve courts.
- If you do not have a reservation and a court is available, please contact the front desk to reserve.
- Appropriate Tennis wear is required at all times.

### *Prime Time Court Reservations*

Stone Creek's Prime Time Tennis Hours are:

Monday-Thursday – 9am-12pm & 5pm-8pm

Friday & Saturday – 9am-12pm

Members who play on a court reserved by someone else during prime time are not eligible to book or play on an additional court during prime time, but are welcome to book a same-day reservation outside of prime time.

### *Ball Machine Reservations*

Stone Creek provides 2 complimentary ball machines for usage on Hard Courts 5 and 6 and Clay Courts 11-15 (please keep this in mind when reserving a ball machine online). This allows us to serve our members in a more timely manner, and allows us to move the ball machines under cover quickly in case of inclement weather. It is also helpful to members who may wish to avoid playing next to a ball machine.

### *Ball Machine Rules*

- Check in at the Front Desk upon arrival to club
- If you are not able to make your reservation, please call us as soon as possible (at least 4 hours in advance) so that we may make the court and machine available for someone else. Too many no shows could result in loss of ability to use ball machines.

## **The Spa at Stone Creek**

The Spa at Stone Creek creates an escape from the activities that occupy your day. The Spa features nine treatment rooms, fully appointed men's and women's locker rooms, a tranquil relaxation area and a secluded private garden exclusively for Spa clients. Enjoy the use of a luxurious robe, slippers, and a full array of toiletries before or after your Spa visit. Services include Swedish massage, Hot Stone Therapy, Aromatherapy, Salt scrubs, facials, body scrubs, manicures, pedicures and vichy shower services. Spa parties are available for children and adults – please see a Spa Coordinator for details.

**Stone Creek members receive a discount on all Spa services.** Non-members who schedule a Spa service are invited to enjoy full access to the club's facilities on the service date (excluding childcare). The Menu of Services is available at the Spa or on the Club's web site.

## **Pebble Creek**

Children ages 6 weeks to 13 years who are included on a family membership receive up to two free hours per day in Pebble Creek. (up to a max of 12.5 hours per week). Pebble Creek is designed to allow children to have a rewarding and enjoyable time, allowing our adult members to enjoy the Stone Creek experience worry-free.

Our friendly & professional staff is dedicated to ensuring that your children are well-cared for. We select activities that are entertaining, educational and developmentally appropriate for your child, including arts & crafts, story time, educational games, face painting, Wii Fitness, computer time, fitness activities and outdoor play.

Parents must remain in the Club or Spa while the child is in child care. Video recording is used in the club for security and quality operations. Select Pebble Creek camera feeds are available for member viewing on the cardio machines.

Complete policies and rules are available at Pebble Creek. Pebble Creek birthday parties are also available for our youngest members – please see the Pebble Creek Manager for information.



## **Executive Locker Rooms**

Our executive locker rooms are reserved for members and guests 18 & older. Each locker room features luxurious locker and wet therapy areas, including a whirlpool, cold plunge, and wet sauna, as well as a lounge with television and sitting area. Locker rooms are stocked with towels and a full array of complimentary toiletries such as shampoo, conditioner, shaving cream and deodorant.

Daily lockers are complimentary for all members, and all lockers are equipped with digital locks. All items must be removed from daily lockers each day. Personal items should always be secured in a locked locker. The Club is not responsible for lost or stolen items. Private rental lockers are also available and include laundry service for your workout clothes. See Member Services for availability and pricing.

### *Cold Plunge, Whirlpool & Wet Sauna*

Both the men's and women's executive locker rooms feature a cold plunge, whirlpool and wet sauna. Please shower before entering whirlpools &/or cold plunge and dry off before leaving the wet area of the locker room. Please see the Wet Area Guidelines posted in each locker room for usage recommendations.

Proper bathing attire must be worn in the cold plunge and whirlpool, and towels or proper bathing attire must be worn in the wet sauna. Please follow all other posted signage in the locker room wet areas.

Please help us maintain your locker room by placing towels in the towel drops and properly disposing of used razors, combs and other trash. Personal items should always be secured in a locked locker. The Club is not responsible for lost or stolen items.

## **Family Locker Rooms**

The family locker rooms are designed for family or assisted use. Lockers are provided for daily storage of your belongings, and private changing rooms with restrooms and showers are also available. The family locker area is stocked with towels and complimentary toiletries. Daily lockers are available at no charge, and items must be removed from them each day. Personal items should always be

secured in a locked locker. The Club is not responsible for lost or stolen items.

### **Creekside Café**

The Creekside Café is available for both members and non-members. We feature a variety of breakfast, lunch and dinner choices, including daily specials, nutrition shakes, salads, sandwiches and wraps & grab-and-go items. We are proud to offer the full selection of coffee & beverage items from PJ's Coffee of New Orleans!

The Tower Bar, located between the pools and tennis courts, is open seasonally and offers your favorite beverages and poolside or courtside snacks. If the Tower Bar is closed, you may use the phone at the bar to place your order with the kitchen or call 801.7135. A staff member will be happy to bring your order to you poolside.

Catering for on-site functions or take-out is available. Members may also rent the club or a portion of the club for special events and functions. Contact the Food & Beverage Director for details. Café and catering menus are available at the Café and on the Club's website.

No outside food or beverage is allowed in the Club. Food & beverage items may only be consumed in the dining area, lobby, pool deck or tennis viewing areas. Only closed top drink containers are allowed in fitness areas.

### **Event Lawn & Conference Room**

The event lawn is situated adjacent to the pool deck and has been designed to host special events, parties and socials for Club members. The lawn may be reserved for special events and organized activities.

The event lawn and conference room are both available for member rental. Catering services are also available. For rates and options, please contact the Food & Beverage Manager.

## **Retail Shop**

The Stone Creek Retail Shop is your destination for high quality sport and fitness products, classic logo merchandise and forgotten items to make your workout complete. See the front desk for assistance.

## **Wi-Fi Access**

Complimentary high-speed wireless internet access is available at the Club. For instructions on connecting please see the front desk.

## **IHRSA Club Reciprocity Program**

IHRSA – The International Health, Racquet, and Sportsclub Association – is an organization established to grow and promote the industry. Their Passport program allows Stone Creek members access to over 2,000 clubs worldwide while traveling. Certain restrictions apply. See Member Services or [www.healthclubs.com](http://www.healthclubs.com) for more information.

## **NEW MEMBER ENROLLMENT**

### **Pre-Activity Screening & Waiver**

All new members are required to complete a pre-activity screening and waiver/release at the time of joining. These forms must be completed prior to gaining access to the club.

Members whose pre-activity screening indicates they may have a health condition that poses an increased risk to their health with the onset of physical activity will be asked to obtain clearance from their healthcare provider before taking part in any club activities. Although club management strongly recommends that these members visit their healthcare provider before beginning an exercise routine, members may choose to decline that recommendation by signing the appropriate release and waiver.

### **New Member Benefits**

Stone Creek's New Member Benefits are designed to introduce each member to Stone Creek's variety of activities, programs & services. The benefits include an array of free or discounted club services & products. New members are also encouraged to meet with one of Stone Creek's fitness and/or tennis professionals to help you jump-start or improve your workout routine or tennis game. These

benefits do expire, so please take advantage of them within 60 days of joining.

## **CLUB ACCOUNTING POLICIES**

### **Member Accounts, Dues and Credit Limits**

Enrollment fees are due upon joining and are non-refundable (except during the first 30 days of membership). Members may pay the enrollment fee by credit card, debit card, check or cash.

Members may purchase club products and services by cash, check, credit card, debit card or by charging to their membership account. The club will extend a standard credit limit of \$750.00 to all members in good standing. Members may request increased, reduced, or restricted credit limits through Member Services.

Monthly statements and daily purchase activities may be viewed on the Club web site at [www.stonecreekclubandspa.com](http://www.stonecreekclubandspa.com). To view your account statements, log in to the web site with your account information or contact Member Services for assistance.

Monthly dues are processed by EFT (electronic funds transfer) of an established credit card or banking account. The monthly draft includes the current month's dues and the previous month's member charges. The billing cycle runs from the first to the last of each month. Credit/debit cards are drafted on the 1st of the month, and checking accounts are drafted on the 5th. Members have 45 days to dispute any member charges or purchases made on their account.

If you wish to change your billing method, please provide Member Services with your new credit card/checking account information or update it online through our web site's member portal prior to the first of the month.

Accounts reaching 60 days past due will result in the member's privileges to the club being terminated. Accounts 90 days or more past due will be forwarded to a collection agency.

## **Membership Upgrades, Holds, Cancellations and Reinstatement**

Upgrading your membership will result in a one-time enrollment fee equal to the difference between your original enrollment fee and your upgraded category enrollment fee.

Members may delete dependant members by making a request to the Member Services department. The deletion will take effect the first of the following month. Dependant members can be added to a membership at any time.

Any hold requests must take place before the first of a month, and will go into effect on the first of the following month. Memberships may be placed on hold for a minimum of 1 month and a maximum of 3 months per calendar year. A \$50 fee per month (plus tax) will apply. This fee reserves your place as a member and ensures that you will not pay an enrollment fee when reactivating the account.

Memberships may be put on hold at no charge for medical reasons. Proper documentation is required. Please see Member Services for additional information.

Members who wish to terminate their membership must do so in writing prior to the first day of the month in which the cancellation will take place. All charges incurred up to the effective date must be paid in full.

## **Program Registration & Cancellation**

Registration for club programs and services can be made through the front desk or, in some cases, on the Club's website. For specific program rules and policies, see the registration form or contact the Program Director or front desk.

## **MANAGEMENT OPERATIONS, CLUB RULES & REGULATIONS**

Club Management is authorized and empowered, and shall have the sole right in its discretion, to make changes in the management of Stone Creek, and to update and change the Schedule of Charges, Rules and Regulations, membership categories, membership rights and privileges, guest policies, benefits, hours of operation, member usage, and facilities to best meet the needs of the Club and its

members. The listing of programs, services and amenities contained in this guide does not imply any guarantee that any particular Club Facility or service of the Club will always be made available. During periods of renovation, maintenance or special events &/or activities some areas and services may be closed.

### **Club Access**

Each member is provided with a membership card or key tag. Please present your card or key tag to the Front Desk each time you enter the Club, when registering guests, and when charging throughout the Club. In order to provide the best and most efficient service to our members, we ask members to bring their card or key tag with them. All members are required to maintain a current picture in our membership system for club admittance.

Your membership card may not be given to or be used by any other person. Misrepresentation or misuse could result in the cancellation of your membership. Lost or stolen cards should be reported to Member Services immediately. Members may be asked to show a photo ID to receive a replacement card, and replacement cards will incur a replacement fee.

### **Guest Policies**

Stone Creek is a private club intended for the use and enjoyment of its members. Members are allowed to bring guests to the club. The member is responsible for their guest during each visit, and is responsible for paying the applicable guest fee. Guests under 18 must be signed in by an adult 18 or older. Guests under 14 must be supervised by an adult at all times. Members may also pre-purchase a guest pass through Member Services if they are unable to accompany their guest to the Club. Members may bring up to 4 guests per day. If you wish to bring more than four guests at a time, please contact Member Services.

Each Membership will be given a limited number of complimentary guest passes each year. Standard guest fees apply for any additional guests. Guest usage may be restricted or prohibited during special events. Guests not accompanied by a member must speak to a Member Services Representative prior to admittance to the club.

Guests with the IHRSA Passport will be admitted and charged the applicable guest fee.

### **Emergencies**

In case of an emergency, dial 0 from the nearest house phone to reach the front desk. All Stone Creek team members are CPR and AED trained. The club's AED and first aid kit are located at the Fitness Desk.

### **Parking**

For the safety and convenience of all members, please park only in appropriate, lined parking spaces. Parking in loading zones and on the grass is prohibited. The driveway in front of the Club entrance is only to be used for picking up and dropping off passengers. Parking in the driveway is otherwise prohibited. We advise you to secure all valuables and lock your vehicle. The Club is not responsible for damaged or stolen vehicles.

Bicycle racks are located along the north east side of the building. We recommend that you secure your tires and the frame with a bike lock. Bicycles left more than three days will be considered abandoned and will be removed from bicycle racks. The Club does not assume responsibility for damaged, stolen or abandoned bicycles.

### **Lost & Found**

If you find a lost item, please bring it to the Front Desk. If you lose something, visit the front desk to see if it has been turned in. Because so many items are similar, we cannot positively identify them over the telephone. If identification is attached to an item, we will do our best to contact the owner. Valuable items will be secured in the Business Office, and may be claimed in person during Business Office hours.

Valuable items are held in safekeeping for 30 days. Clothing and other items are stored in the Club for up to one week. After the appropriate time has passed, items will be donated or discarded. Wet or soiled items will not be kept. The Club is not responsible for lost items.

## **Dress Code**

Members are asked to dress appropriately for the activity they are engaging in while using the club's facilities. The club considers the following as appropriate attire:

- *General indoor club spaces:* acceptable workout shirt/top and pants/shorts and workout shoes. In some classes, such as yoga and Pilates, socks and shoes may be optional. Workout clothing is permitted in the café, but please towel dry before walking through or sitting down. Shirts and shoes must be worn in the cafe.
- *Tennis courts:* Men and women are expected to wear appropriate tennis attire consisting of shirt, pants/shorts/skirt, socks and tennis shoes.
- *Aquatic Facilities:* Swim suits may only be worn at the pools and in locker room wet areas, and should be conservatively appropriate. Members in swimming attire cannot use the indoor areas of the club without first covering up. Suits are required in the whirlpool and cold plunge, and we suggest wearing shower shoes in the locker room.

Attire other than what is listed above may be considered inappropriate by management. If you have questions as to whether your attire is appropriate, please contact the Club Manager.

## **Facility Policies & Guidelines**

Policies and guidelines regarding the safe and enjoyable use of all areas of the club are posted in appropriate areas. We highly encourage all members to read these policies and guidelines before engaging in the use of a specific area. If you have any questions or concerns regarding these policies or guidelines, we encourage you to seek out one of our team members and they will be glad to help you.

Video recording is used in the club for security and quality operations.

## **Club Conduct and Etiquette**

- Please conduct yourself with dignity and grace at all times.
- We ask that members respect their fellow members and refrain



from the use of inappropriate language and/or behavior with their fellow members.

- Consider others around you when using your cellphone in the club. If you must use your phone in workout areas, please try to minimize the interruption to others by keeping your voice low and stepping away from any equipment in the weight room.
- Please do your part to keep your Club clean – deposit used towels in the provided towel drops, and throw trash in the appropriate receptacle.
- Photography and videography on the premises must be pre-approved in writing by management and is strictly prohibited in the locker rooms.
- Smoking, e-cigarettes, vaping and the use of chewing tobacco are prohibited in the club and on the club grounds.

### **Disciplinary Action**

The Club has the right to suspend or terminate membership privileges for any member who violates Club rules, conduct, etiquette, regulations, or acts in a reckless or inappropriate manner that may endanger the safety or enjoyment of other members or employees in the Club. Inappropriate behavior may result in the member being asked to leave the facility immediately. Any member asked to leave the Club will not be allowed back on premises until being contacted by Club management. A member who has been terminated by Club management will not receive reimbursement or repayment of any part of their enrollment fees, dues or any other fees incurred.

### **Member Comments and Concerns**

The Club's management team is here to listen to and serve members. In an effort to best serve you, we provide several means by which you can share your comments, compliments, complaints and suggestions with us –

- You may reach us at any time by stopping by the club offices or checking in at the front desk and asking for management.
- You are welcome to share your thoughts with us by completing a comment card (located at the Front Desk).

- We also provide a comment section on our web site for you to submit your comments via email.

All comments will be reviewed by management and appropriate action will be taken within 5 days.