



STONE CREEK

CLUB & SPA

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, pickleball, recovery, aquatic and 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, and 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 website at www.StoneCreekClubandSpa.com.

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

Sincerely,

Marvin Gresse

Marvin Gresse
General Manager

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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 operate on special hours during holiday periods. Any changes to the operating hours will be posted in the Club and on the Club's website at least two weeks in advance.

CLUB

Monday - Thursday | 4:45 am - 9 pm

Friday | 4:45 am - 8 pm

Saturday | 7 am-6 pm

Sunday | 8 am-6 pm

Extended Summer Hours

Friday | 4:45 am - 9 pm

Saturday | 7 am-7 pm

Sunday | 8 am-7 pm

Holiday Hours

Easter Sunday | Closed

Christmas Day | Closed

Modified Hours

New Year's Day

Mardi Gras

Good Friday

Memorial Day

4th of July

Labor Day

Halloween

Thanksgiving

Christmas Eve

New Year's Eve

Hours of operation and holiday hours for all departments are posted in the respective areas of the Club and available on our website.

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.

NEW MEMBER ENROLLMENT

Pre-Activity Screening & Waiver

All new members must complete a pre-activity screening and waiver/release when joining. Read and agree to the terms in the member guide. These forms must be filled out before 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, and services. The benefits include an array of complimentary or discounted Club services and 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 use them within 60 days of joining.

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.

Adult-Only Hours & Facilities

To enhance our members' experience, the Stone Creek fitness floor, cardio floor, and basketball court are restricted to adults 18 and older.

Hours of operation are as follows:

Monday-Friday: 11:00 am – 1:00 pm

Monday-Thursday: 5:30 pm-7 pm.

The executive locker room is always reserved for adult members 18 and older. All others must use the family locker room.

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 cafe may

be used at any time.

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

Children 13 & under participating in club programs or lessons must be escorted to and from their program/lesson by their guardian or an adult employee. Appropriate pick-up and 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. At the conclusion of the lesson/program, the adult employee will release children only 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 aged 11–13 must check in with an adult and always be supervised. They can use the basketball court (supervised) anytime except during adult-only hours. They are permitted to use the balcony fitness area (directly supervised, within arm's reach) at any time, as adult-only hours restrictions do not apply. They are not allowed to take group fitness classes. Use of the strength and cardio floors is restricted and permitted only during Family Workout Times.

Family Workout Times:

Wednesday & Thursday 7:00 PM – Close

Friday 1:00 PM – Close

Saturday & Sunday 12:00 PM - Close

Youth members aged 11-13 who have completed the YEP (Youth Exercise Program) training may work out on the weight floor and in cardio areas, provided an adult member accompanies them during family workout times. Adult members must always supervise youth members.

Please see a fitness team member to schedule your child's YEP certification program. Outside of family workout times, children 11-13 may not use any other area of the club unsupervised.

Children aged 0–10 must check in with an adult and be always supervised. They may access the tennis courts, pickleball, café, and pools only when supervised. They are permitted to use the basketball court with supervision at any time, except during adult-only hours. The balcony fitness area can be used at any time under supervision, regardless of adult hours. However, children are not allowed to access the strength floor, cardio deck, or participate in group fitness classes at any time for safety reasons.

MEMBERSHIP PROGRAMS & SERVICES

Fitness Strength Floor & Cardio Floor

The Stone Creek strength training and cardio areas feature over 120 pieces of the finest equipment from leading manufacturers. The fitness facilities also feature several areas designated for stretching and core work.

Attire

Workout shirts/tops and pants/shorts, as well as closed-toe athletic shoes, must always be worn. Crocs, flip flops, and strapless tops are never allowed in fitness areas.

In some classes, such as yoga and Pilates, socks and shoes may be optional, but must be worn to and from the studio.

Etiquette

Please practice courtesy by sharing machines and equipment. Avoid excessive resting and texting/phone use on any equipment. Phone calls longer than one minute are prohibited in all fitness areas, including the weight room, cardio zone, and fitness balcony. Ensure phone calls do not disturb other members.

Please do not play audio or music without earphones. When using earphones, the audio should be adjusted so that the sound is not audible to those nearby. Remember to un-rack your weights and return them to their original locations after use. Wipe down all equipment after use. Water bottles and cups should always have a lid.

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

Professional Lifestyle Training

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

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 members ages 14 and older. Schedules and class descriptions are available at the Front Desk and on the Club's website.

Do not enter group fitness classes after they have begun; this is for your safety. Please

ensure that all cell phones are turned off or set to silent mode during group classes to avoid disruption. Taking phone calls, recording videos, taking photos, and texting are strictly prohibited in class.

Members may use Fitness Studios when classes are not in session; however, any large groups or filming must be pre-approved by Stone Creek management. **Members are not allowed to connect to studio audio systems.**

Private and Semi-Private Pilates/FITCORE Training

Pilates provides a total mind-body experience by offering movements that develop core strength, total-body flexibility, balance, functional movement, and endurance. Our qualified instructors will guide you through an innovative system of mind-body exercises, rooted in the principles of Joseph Pilates. Fee-based, 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 Department.

Please remember there is a 24-hour cancellation policy on Personal Training and Pilates Reformer classes. Late cancellations or no shows will result in a full service charge.

Fascial Stretch Therapy (FST)

Fascial Stretch Therapy FST is the gentle and relaxing approach of table-based assisted stretching. FST promotes healing by releasing tension held in the fascia (connective tissue) & has been shown to decrease pain, relieve stress, and improve posture. FST also dramatically improves movement, restores mobility, enhances performance and can provide improvement in as little as one session. Please contact the Fitness Director to schedule a session.

Please avoid congregating in the Zen Zone/Fascial Stretch Therapy area. Please wait for class time to enter the studio.

Indoor Basketball Court

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

Aquatic Facilities

The Club's aquatic facilities include a six-lane, 25-meter lap pool that is temperature-maintained year-round (80-82 degrees in winter and 80-84 degrees in summer) and a recreational resort pool with spray features and a zero-depth entry. Stone Creek's pools feature sophisticated filtration systems and saltwater sanitation systems, providing safe, clean, and refreshing water for members to enjoy.

Lifeguards are on duty from May to September (Labor Day) during peak times. In accordance with American Red Cross rules, when lifeguards are on duty, a children's rest period will be called 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 attend to personal needs while visiting the pool. Lifeguards will begin and end each break.

As a safety precaution, no glass is allowed throughout the Club or on pool decks and tennis courts.

No outside liquor or alcohol is permitted on the premises. Due to our ATC license, all alcohol and liquor consumed on the premises must be purchased on-site.

The Club offers swim lessons for adults and children, water fitness classes, and endurance-style swimming classes.

Please follow all posted pool rules.

Aqua Group Fitness Usage Policy

Lane Allocation: Aqua Fitness classes reserve lanes 1 and 2. Lane 3 will be used only if the class has 8 or more participants, including the instructor, at the start of class. Aqua Fitness classes with 7 or fewer participants, including the instructor, will remain in lanes 1 and 2.

Lap Swimming: During Aqua Fitness classes, lap swimmers may use lanes 4 through 6. Lane 3 remains available for lap swimming unless Aqua Fitness meets the participant threshold of 8 participants. Lap swimmers must wait until after the Aqua Fitness class has started to determine whether Lane 3 is available. Lap swimmers must finish usage of Lane 3 five minutes before class start time.

Swim Fit Classes: Swim Fit (endurance swim) classes may utilize all six lanes of the lap pool as needed.

Tennis & Pickleball Courts

The Stone Creek tennis campus is proud to offer 14 tournament-quality tennis courts - 9 Hydro-Courts and five hard surface courts, seven pickleball courts, a lighted practice court with a hitting wall, two ball machines, and two ball hopppers for member use. The Club’s USPTA Professionals offer a wide variety of programming for children and adults. Stop by the tennis offices or Member Services for information on any tennis programming.

Reservations for courts, ball machines, and hopppers are complimentary for all Stone Creek members. Reservations can be made up to 48 hours in advance, either online through the Stone Creek Member Portal, Member App, or by calling the Club at (985) 801-7100. Members may make one court reservation per day, with a maximum duration of 160 minutes.

Prime Time Court Reservations

Stone Creek’s prime-time tennis hours are

Monday - Thursday | 9 am-12 pm & 5 pm-8 pm

Friday - Saturday | 9 am-12 pm

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

Ball Machine Reservations

Courts 5 and 15 (alternatively, courts 14, 11, or 12) are the courts for ball machine usage. Please keep that in mind when reserving a ball machine online. This 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.

One ball machine booking per membership per day.

All complimentary bookings will incur a no-show fee if not canceled within two club operating hours. After 15 minutes have passed and you are not here, your scheduled booking will be released.

For more information, please contact the front desk at (985)801-7100.

The Spa at Stone Creek

The Spa at Stone Creek is your escape from every day. The spa features nine treatment rooms and offers a range of treatments, including massages, signature body treatments, custom facials, waxing, and nail services. Our experienced staff provides professional care tailored to your individual needs. Enjoy the use of our fully appointed Executive locker rooms, tranquil relaxation area, and private garden. Our spa menu is available online and in the spa.

Please remember there is a 24-hour cancellation policy for all services. Late cancellations or no shows will result in a full-service charge.

Pebble Creek

Pebble Creek is designed to provide children with a rewarding and enjoyable experience, allowing our adult members to enjoy the Stone Creek experience worry-free. Children ages 6 weeks through 13 years who are active members receive up to two free hours per day in Pebble Creek.

Parents must remain in the Club or Spa while the child is in childcare. Reservations are required for Pebble Creek and can be made up to 5 days in advance through the Club's app or member portal, or by calling Pebble Creek at (985) 801-7130.

Our friendly and 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 children.

Late Pick Fee Policy

Pebble Creek hours are listed below. Children are to be picked up promptly at closing. There is a 5-minute grace period; once it is exceeded, a team member will call or come to the club to retrieve you.

An additional hour of care is permitted for a fee, subject to the Pebble Creek Director's approval. (Must not exceed 3 hours)

Pebble Creek Guest Fees – Members receive priority for reservations; guests will be permitted if space is available.

Guest Fee 0-24 minutes, \$10.00

Guest Fee 25-59 minutes, \$15.00 per child

Guest Fee 1 Hour, \$18.00 per child

Pebble Creek Member Extended Care Fees

Extended Care 10-29 minutes, \$7.00

Extended Care 30-59 minutes, \$10.00

Extended Care 60 minutes, \$14.00

Hours of Operation for Pebble Creek

Monday - Thursday | 8 am – 8 pm

Friday | 8 am – 6 pm

Saturday | 8 am - 3 pm

Sunday | 9 am – 2 pm

Complete policies and rules are available in Pebble Creek. Pebble Creek birthday parties are also available for our youngest members; please see the Pebble Creek Director for more information.

Executive Locker Rooms

Our executive locker rooms are reserved for members and guests 18 and older. Each luxurious locker room features wet therapy areas, including a whirlpool, cold plunge, and wet sauna. Locker rooms are stocked with complimentary towels and essential toiletries.

Daily lockers are complimentary for all members and are equipped with combination locks. All items must be removed from daily lockers each day. Private rental lockers are also available, including laundry service for your workout clothes. See Member Services for availability and pricing.

Members should always towel dry after showering, using the cold plunge, whirlpool, or sauna, and cover up with a towel or cover-ups when walking to the lockers. Please consider others and limit unnecessary time spent without clothes.

Please limit cell phone usage in the locker room. Photos and videography are strictly prohibited.

Cold Plunge, Whirlpool & Wet Sauna

Both the men's and women's executive locker rooms feature a cold plunge, whirlpool, and wet sauna.

Please see the Wet Area Guidelines below:

- Showering before entering is required for the Cold Plunge and Whirlpool.
- Proper swimsuit attire must be worn in the Cold Plunge and Whirlpool.
- Sweaty workout clothes are not allowed in the Cold Plunge or Whirlpool.
- In the wet sauna, we recommend wearing suitable swimwear or exercise clothes. Towels are allowed only when they can provide appropriate coverage.
- While shower shoes are recommended, tennis shoes should not be worn while utilizing the wet areas.
- Do not enter the Whirlpool or cold plunge if you have an open wound or similar condition that might expose bodily fluid to the water.
- No running or horseplay around or in the wet area.
- If you experience an emergency and/or witness an emergency, locate the nearest club phone and dial 0 to reach the Front Desk.
- In the event of a sudden cardiac event, the club has an AED located at the fitness desk.
- Computers and Tablets of any kind are not allowed in the wet area. Phones are permitted for silent use only, such as texting, scrolling, or listening to music with headphones.
- Persons with high blood pressure, heart problems, health conditions and/or pregnant women should not use the Cold Plunge, Whirlpool, and Wet Sauna.
- Time Usage
 - Limit usage in the Cold Plunge to a maximum of 5 mins.
 - Limit usage in Whirlpool to 5-15 mins.
 - Limit usage in the Wet Sauna to a maximum of 15 mins
- Exercising in the Wet Sauna is prohibited.
- Shaving is not allowed in the Wet Sauna, Cold Plunge or Whirlpool.
- Alcohol is prohibited from the locker room.
- Be aware that the wet areas present an increased risk of experiencing a slip and fall incident due to the presence of water. As a result, caution should be taken whenever you are walking in these areas. You are highly encouraged to use non-slip shower shoes.

Proper swimsuit attire must be worn in the Cold Plunge and Whirlpool. Sweaty workout clothes are not allowed in the Cold Plunge or Whirlpool. As stated in the Wet Area guidelines, showering before entering the cold plunge and whirlpool is required.

In the wet sauna, we recommend wearing suitable swimwear or exercise clothes. Towels are allowed only when they can provide appropriate coverage.

While shower shoes are recommended, tennis shoes should not be worn while utilizing the wet areas.

Please help us maintain a clean locker room by placing your towels in the designated towel drops. 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 families or those requiring assistance. 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.

The Cafe

The Cafe is available for both members and non-members. We feature a variety of breakfast, lunch and dinner choices, including daily specials, nutritional smoothies, salads, sandwiches, wraps and grab-and-go items. We also proudly brew PJs coffee.

The Tower Bar, located between the pools and tennis courts, is open seasonally and offers our full cafe menu. If the Tower Bar is closed, you may use the phone at the bar to place your order with the cafe. Poolside service is available.

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. Cafe and catering menus are available at the Cafe and on our 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, balcony or tennis viewing areas.

As a safety precaution, glass is prohibited anywhere on the Club property.

Event Lawn, Focus Suite & 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 event lawn, focus suite and conference room are all available for member rental. Catering services are also available. For rates and options, contact the Food and Beverage Director.

Retail Shop

The Stone Creek Retail Shop is your go-to destination for premium sports and fitness essentials, signature logo merchandise, and boutique apparel.

Return Policy

Regular-priced items with an original receipt may be refunded, exchanged, or returned for full store credit within 14 days of purchase. All items must be in their original packaging, complete with original sale tags, to be accepted.

Regular-priced items with a gift receipt may be exchanged or returned for store credit

only within 14 days of the purchase date.

Jewelry, Shoes, Clearance items, and seasonal/holiday items (within 14 days of the holiday) are final sale.

Wi-Fi Access

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

CLUB ACCOUNTING POLICIES

Member Accounts, Dues and Credit Limits

Enrollment fees are due upon joining and are non-refundable. 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 to all members in good standing. Members may request an increase, decrease, or restriction of their credit limits through Member Services or the Business Office.

Monthly statements and daily purchase activity can be viewed on the Club website and the Club app. To view your account statements, log in to the website with your account information or contact Member Services for assistance.

Monthly dues are processed via EFT (electronic funds transfer) from an established credit card or bank 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, and the draft takes place between the first and the fifth of each month. 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 your new credit card or checking account information to Member Services or The Business Office prior to the first of the month.

Accounts that reach 60 days past due will result in the termination of the members' Club privileges. Accounts 90 days or more past due will be forwarded to a collection agency.

Membership Dues Adjustments

Stone Creek is dedicated to delivering exceptional value, luxurious amenities, and high-quality service to its members. To maintain these standards, management regularly evaluates staffing levels, facility maintenance, repairs, and both current and long-term improvements.

To support ongoing operations and enhancements, membership dues are typically adjusted annually by a nominal percentage, generally ranging from 2% to 5%, based on current market conditions. Following the Membership Agreement, members will receive 30 days' written notice prior to any adjustment to dues.

While dues changes are typically part of the annual cycle, there may be occasions when an increase is necessary outside of the regular schedule to ensure the Club maintains proper operating margins and fully funds the facilities, staff, and programs that define the Stone Creek experience.

Membership Upgrades, Holds, Cancellations, and Reinstatements

Upgrading your membership will result in an upgrade or enrollment fee. Fees vary by member type. See Member Services for more information.

Members may remove dependent members by making a request 30 days in advance to Member Services. The removal will take effect on the first of the following month. Dependent members can be added to a membership at any time by the primary membership holder.

Any hold request must be submitted 30 days prior 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 \$75 monthly hold fee (plus tax) will apply. This fee reserves your membership and ensures you will not pay an enrollment fee when reactivating your account.

If you wish to put your membership on hold, please contact member services and request a hold form. Make sure to submit the form with a 30-day notice. This will ensure that your hold takes effect for the following month. Please keep in mind that any outstanding charges you've incurred up to the effective date must be settled in full.

Memberships may be put on hold at no charge for medical reasons for up to 3 months. Proper documentation from a physician is required to waive the hold fee. Please see Member Services for additional information.

If you wish to terminate your membership, please contact Member Services and request a cancellation form. Please submit the request at least 30 days in advance. This will ensure that your cancellation takes effect for the following month. Please keep in mind that any outstanding charges you've incurred up to the effective date must be settled 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 the front desk.

MANAGEMENT OPERATIONS, CLUB RULES AND REGULATIONS

Club Management is authorized and empowered and shall have the sole right in its discretion to make the 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 or maintenance, some areas and services may be closed.

Amenity, Area & Club Closures

At Stone Creek, the safety of our members and staff is always our top priority. From time to time, certain areas or amenities may be temporarily unavailable for preventive maintenance, repairs, upgrades, or improvements. We appreciate our members' understanding during these periods, as our goal is always to restore service as quickly as possible. Membership dues will not be credited during these closures.

Select areas of the Club may also be reserved for member events, socials, programs, athletic sessions, private rentals, or other special functions. We will make every effort to communicate these closures in advance and minimize any impact on general member activities.

In the event of a full Club closure due to weather, utility failures, government directives, or other circumstances beyond our control, dues credit will not be issued. For any forced closure lasting 14 consecutive days or longer, Club management will review the closure.

Club Access

Each member is provided with a membership card or key tag. Please present your card, key tag or your member ID on the Member App to the Front Desk each time you enter the Club, when registering guests, and when charging throughout the Club. 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 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 the replacement card will incur a fee.

Guest Policies

Stone Creek enforces the following guest policy to protect the members' experience and environment. Stone Creek is a private club intended for the use and enjoyment of its members. Members may bring guests to the club, and each guest may visit up to 6 times per calendar year. The member is responsible for their guest during each visit. Guests under 18 must have a liability waiver completed by a guardian. All guests ages 16 and older must present a government-issued photo ID card. Guests under 14 must always be closely supervised by an adult (within arm's reach). Members may bring up to 4 guests per day, per membership. If you wish to bring more than four guests at a time, please contact Member Services. Approval will be based on club usage and requested access times.

Guest usage may be restricted or prohibited during special events, such as Memorial

Day and Independence Day (July 4th), and others as posted. As member usage and demand necessitate, guest usage may be restricted at the club management's discretion.

Guests not accompanied by a member must speak to a Member Services representative before admittance to the Club.

Guest Fees per calendar day:

When accompanied by a member

- 1yr-13yr \$20
- 14 yr and over \$40
- Member Account Guest Pass (if available)

Guest

- 1yr-13yr \$25
- 14 yr and over \$50
- Members of Health & Fitness Association affiliate clubs \$40

Unregistered or unauthorized guests will be asked to leave the Club immediately, and the members will be subject to disciplinary action. Expelled or suspended members may not be the guest of another member. Unauthorized use of the Club by a non-member may result in criminal trespass charges.

Emergencies

In case of an emergency, dial zero from the nearest club phone to reach the front desk. Stone Creek has team members who are certified in CPR and AED. The Club's AED and first aid kit are located at the Fitness Desk.

Parking

For the safety, convenience, and enjoyment of all members, please follow these guidelines when parking at Stone Creek Club & Spa:

General Rules

- Drive slowly, please be cautious of pedestrians and children entering and exiting the club.
- Park only in lined, designated parking spaces.
- Do not park on the grass, landscaping, or curbs—this causes property and irrigation damage.
- Each vehicle must fit within one legal parking space. Oversized vehicles and trailers (including boats, ATVs, golf carts, etc.) are not permitted.
- Parking in the front driveway is allowed only for active passenger pick-up and drop-off. No standing or unattended parking is allowed.

Prohibited Parking

- No parking across multiple spaces.
- No parking in loading zones.

- No overnight parking of trailers, oversized vehicles, or recreational vehicles.

Enforcement

- If a vehicle violates these rules, a parking violation notice will be placed on the vehicle.
- Stone Creek staff do not regulate handicap parking. This is handled by the St. Tammany Parish Sheriff's Office. Any concerns should be directed to them.

Security & Liability

- We recommend securing all valuables and locking your vehicle.
- Stone Creek is not responsible for theft, damage, or accidents in the parking lot.
- The Sheriff's Office may respond to vehicle accidents at its discretion.
- Stone Creek will not review or release security footage for individuals. Management may review footage to share relevant information with law enforcement if appropriate. Video footage is released only upon a subpoena.

Bicycle racks are located along the northeast side of the building. We recommend securing your tires and frame with a bike lock. Bicycles left for more than 24 hours 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 and may be claimed in person.

Valuable items are held in safekeeping for 30 days. Clothing and other items are stored in the Club for up to two weeks. 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 appropriate attire:

General Indoor Club Spaces: Acceptable workout shirt/top and pants/shorts and closed-toe athletic shoes. In some classes, such as yoga and Pilates, socks and shoes may be optional, but must be worn to and from the studio. Workout clothing is permitted in the cafe, but please towel dry before walking through or sitting down.

Tennis courts: Men and women are expected to wear proper tennis attire, including shirts, pants, shorts, skirts, skorts, socks, and tennis shoes. No one is allowed to play on the courts in non-regulation tennis attire, such as cutoffs, jerseys, blue jeans, tank tops, swimsuits, bikini tops, or sleeveless shirts. Full-length tank tops and

racerbacks worn by women as part of a tennis outfit are considered appropriate tennis and pickleball attire.

Aquatic facilities: Swimsuits may only be worn at the pools and in locker rooms, wet areas, and should be conservatively appropriate. Members in swimming attire are not permitted to use the indoor areas of the Club without first covering up and wearing shoes. Suits are required in the whirlpool and cold plunge, and we suggest wearing shower shoes in the locker room.

Offensive and provocative attire is not permitted. 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 Member Services.

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 procedures before using a specific area. If you have any questions or concerns regarding these policies or guidelines, we encourage you to contact one of our team members, and they will be happy to assist you.

Service Animals

Members and guests may not bring any animal to any part of the Club (including the parking lot) unless it is a service animal performing its duties in the care of a person who requires its assistance ("service animal"). A service animal must always be under the direct control of its owner and must be removed immediately if it causes a disturbance, interferes with the activities of others, or poses a health or safety risk. At no point may a service animal be left unattended by its owner. The owner of a service animal must promptly remove the service animal waste and may be liable for any damage caused by his/her service animal. Service animals are not permitted in pools, whirlpools, saunas, or steam rooms for health and safety reasons. Additionally, service animals are not allowed to use the Club's amenities (e.g., showers, towels).

Club Conduct & Etiquette

- We ask that members respect their fellow members and refrain from the use of inappropriate language and/or behavior with their fellow members.
- At no time should a member's actions infringe upon another member's enjoyment or experience of the club.
- 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.

- Smoking and the use of chewing tobacco are prohibited in the Club and on the Club grounds.

Solicitation

People may not use any portion of the Club to solicit or accept solicitations for their own personal business or account, including, but not limited to, fitness training, tennis coaching, sports coaching, physical therapy, medical consultations, nutritional advice, dieting advice, multi-level marketing, life coaching, and swimming lessons. All training and coaching services will only be performed by Stone Creek employees.

CELL PHONE AND DEVICE POLICY

To maintain the comfort, focus, and privacy of all members, we ask that you please respect the following guidelines regarding cell phone and device use:

Silent Mode

All cell phones must remain silent at all times while inside the club. Please silence your phone before storing it in a locker. Speakerphones are prohibited for Phone calls, playing videos, and/or music. When using earphones, the audio should be adjusted so that the sound is not audible to those nearby.

Weight & Cardio Floor

Talking on the phone and playing music aloud are not permitted while exercising. If you choose to listen to music, headphones or earbuds must be used. When using earphones, the audio should be adjusted so that the sound is not audible to those nearby.

Group Fitness Classes

To avoid disruption, all cell phones must remain on silent mode during group fitness classes. Taking phone calls, texting, recording videos, or taking photos during class is strictly prohibited.

Wet Areas in Locker Rooms (pools, sauna, steam room, whirlpool, etc.)

Computers and tablets of any kind are not permitted in the wet areas. Phones are allowed for silent use only (e.g., texting, scrolling, or listening to music with headphones). Please limit cell phone usage in the locker room. Photos and videography are strictly prohibited.

The Spa

The Spa is a relaxation zone; therefore, phone calls are not permitted. To keep a calm environment, please use soft voices in the spa. The use of cell phones may not infringe on any other guests.

Photography and Videography

Photos and Videos are banned in The Locker Rooms; violations will result in disciplinary action. If you wish to take pictures or videos outside of the locker rooms, please ensure that no other members or guests are in the background. Tripods, lighting

equipment, and photography gear are not permitted. Any Professional photography and videography on the premises must be pre-approved in writing by management. To preserve the privacy, safety, and elevated experience of all members, video recording within the club must be conducted with discretion and respect. Any footage that is inappropriate, intrusive, or captures individuals without their explicit consent is strictly prohibited. This includes content that may be considered offensive, harassing, or misaligned with the club's values. Members found in violation of this policy may be subject to disciplinary action.

Photography by the Club

From time to time, the Club will take photographs or videos of people using the Club or at Club events. Stone Creek may use these photographs or videos in its promotional materials, including posting them at the Club or on its website, or as appropriate Internet sites. Stone Creek shall not owe any form of compensation for such use.

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 recklessly or inappropriately. Any behavior that may endanger the safety or enjoyment of other members or employees in the Club 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 the premises until contacted by Club management. If a dependent member violates any Club rules, the primary member will be notified immediately. 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 dedicated to listening to and serving its members. To best serve you, we provide several means by which you can share your comments, compliments, complaints, and wishes 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 provide a comment section on our website for you to submit your comments via email.

All comments will be reviewed by our management team and followed up upon within three business days.

Social Media Feedback

Our social media platforms are an essential tool for marketing the Club and communicating with both our members and the broader community. To maintain a respectful and supportive online environment, any negative, unsupportive, or disparaging comments about members, Club staff, programs, services, or amenities will be removed.

Stone Creek welcomes constructive feedback and offers multiple channels for members to share concerns, suggestions, or questions:

- Direct message via any official Stone Creek social media account
- Email to **info@stonecreekclubandspa.com**
- Feedback form on our website
- Email directly to any member of the Club Management Team
- In-person discussions with a member of the Management Team or the Manager on Duty, available at all times during Club operations

Our goal is to address feedback promptly and professionally, while ensuring that our public platforms remain positive and accurately represent the Stone Creek experience.