

# STONECREEK

CLUB & SPA

## 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 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](http://www.StoneCreekClubandSpa.com).

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

Sincerely,

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 have special operating hours for 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

Hours of the Spa, Childcare, Food and beverage services, 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.

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## **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, Monday-Friday, 11 am-1 pm, and 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.

## **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 Thursdays from 7 pm to close, Fridays from 2 pm to close and Saturdays and Sundays from 1 pm to close, youth members ages 11-13 who have completed the YEP (Youth Education Program) training may work out in the strength training and cardio areas if accompanied by an adult member. Youth members must be closely supervised by the adult member at all times.

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 13 and younger** 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 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 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 cafe may be used at any time.

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## **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, are iPod compatible 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.

Please avoid talking on the phone or playing music without earphones while exercising. Remember to unrack your weights and place them back where they were found after use.

Wipe down all equipment after use.

Our trained fitness staff will be happy to help you get the most out of your workouts by coaching you on 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 members ages 14 and older. Special classes for younger members are available through Pebble Creek. Schedules and class descriptions are available at the Front Desk and on the Club's website.

Please refrain from entering group fitness classes until the previous class has fully exited. Please ensure that all cell phones are silenced when in group classes to avoid disruption.

Fitness Studios may be used by members if the class is not in session, but any large groups or filming must be pre-approved by Stone Creek management. Members are not allowed to connect to studio audio systems.

### **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.

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## **Private and Semi-Private Pilates Training**

Pilates provides a total mind-body experience by offering movements for developing core strength, total body flexibility, balance, functional movement and 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.

Please remember there is a 24-hour cancellation policy on personal training and Pilates Reformer classes.

## **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 activities. (Please see the Member Access section for adult-only hours.

## **Fascial Stretch Therapy**

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.

## **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 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 to September during peak times. 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 take care of personal needs while visiting the pool. Lifeguards will begin and end each break.



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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 ATF license, all alcohol and liquor consumed on the premises must be purchased on-site.

### **Tennis Courts**

The Stone Creek tennis campus is proud to offer 14 tournament-quality tennis courts - 9 Hydro-Courts and 5 hard surface courts, 7 pickleball courts, a lighted practice court with a hitting wall, 2 ball machines and 2 ball hoppers 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 hoppers are complimentary for all Stone Creek members. Reservations can be made up to 48 hours in advance, either online through the Stone Creek website or by calling the Club at (985) 801-7100. Members may make one court reservation per day, and reservations can be up to 160 minutes long.

### **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 else 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 preferred 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 covering quickly in case of inclement weather. It is also helpful to members who may wish to avoid playing next to a ball machine.

For more information, please contact the front desk at 985-801-7100 or the tennis desk at 985-801-7140.

### **The Spa at Stone Creek**

The Spa at Stone Creek is your escape from every day. The Spa features nine treatment rooms and offers an array of treatments such as massage, signature body treatments, custom facials, waxing, and nail services. Our experienced staff provides gentle, professional care that is completely customized to your individual needs. Before or after your services, enjoy the use of our fully appointed locker rooms, tranquil relaxation area or our private garden. Our spa menu is available online or in the spa.

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## **Pebble Creek**

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. Children ages 6 weeks through 13 years who are included in a family membership 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 strongly encouraged for Pebble Creek and can be made up to 5 days in advance through Pebble Creek or the Club's website.

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 child.

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 Director for information.

## **Late Pick-Up Policy**

Children ages 6 weeks through 13 years who are included in a family membership receive up to two free hours per day in Pebble Creek. After 2 hours, extended care fees apply (up to a total of 3 hours) \*\*Must not exceed 3 hours

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

## **Pebble Creek Guest Fees**

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

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### **Executive Locker Rooms**

Our executive locker rooms are reserved for members and guests 18 and 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 a sitting area. Locker rooms are stocked with towels and a full array of complimentary toiletries such as shampoo, conditioner, shaving cream and deodorant. Please consider others and limit unnecessary time without clothes on.

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. Private rental lockers are also available and include laundry service for your workout clothes. See Member Services for availability and pricing.

Please limit cell phone usage in the locker room. Photos and videography are 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 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. 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. Additional family restrooms are available near the poolside entrance to the adult locker rooms. 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 Cafe**

The Creekside Cafe 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, wraps and grab-and-go items. We also proudly brew PJs coffee.



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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. A staff member will be happy to bring your order to your 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. Cafe and catering menus are available at the Cafe 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 the fitness areas.

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

### **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 event lawn and conference room are both available for member rental. Catering services are also available. For rates and options, contact the Assistant General 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 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.

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## **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 and services. The benefits include an array of free 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 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 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 website. To view your account statements, log into the website 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, and the draft takes place between the first and fifth of each month. Members have 45 days to dispute any member charges or purchases made on their account.

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If you wish to change your billing method, please provide Member Services with your new credit card/checking account information 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 collections agency.

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

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 dependent members by making a request to the Member Services department. The deletion will take effect the first of the following month. Dependent members can be added to a membership at any time.

Any hold requests must take place before the 25th of a month and will go into effect 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 hold fee of \$75 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 for up to 3 months. Proper documentation from a physician is required to have the hold fee waived. Please see Member Services for additional information.

Members who wish to terminate their membership must do so in writing by the 25th 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 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.

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### **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 cards or key tags 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 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. Guests are only allowed to visit the Club 6 times per calendar year. 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 (Front Desk or MS) 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.

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. A guest may visit the club up to, but no more than 6 times in a calendar year.

### **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

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and lock your vehicle. The Club is not responsible for damaged or stolen vehicles.

Bicycle racks are located along the northeast side of the building. We recommend that you secure your tires and the frame with a bike lock. Bicycles left for 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 lost something, visit the Business Office 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 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 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 cafe, but please towel dry before walking through or sitting down.
- Tennis courts: Men and women are expected to wear appropriate tennis attire consisting of a shirt, pants/shorts/skirt, socks and tennis shoes.
- Aquatic facilities: Swimsuits 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



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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.

### **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.
- 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 is 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 the premises until 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 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.
- We conduct an annual survey which allows you to tell us about your experience at the Club.

All comments will be reviewed by management, and appropriate action will be taken within a 72-hour time period.