

## CHECK IN

All members of The Arena Club are asked to present a valid membership card to the hospitality staff each time they enter the club (even if we know you). Checking the status of everyone's membership permits us to ensure that your exclusive membership rights are protected. In order to make it easier to remember to bring your card, each of our members is issued a key tag type card which can be easily placed on a key ring which you use daily. Accompanied by your membership card, each member will be asked to take a picture to properly identify your entrance into the facility. Your cooperation in this matter is greatly appreciated.

## JUNIOR MEMBER USE

In order to ensure the safety of our younger members and to protect the rights and privileges of all members, the following policies must be observed.

All Children 12 years and older: All children must be at least 12 years of age to enter the club without a parent/guardian. Any child under the age of 12 must be accompanied by a parent/guardian. Children 12 years and older are allowed on the fitness floor with the exception of the free weight area. Children 12 years and older may participate in group fitness classes with the exception of BodyPump, BodyJam, and Cycling. If a child passes the swim test, the child may enter the pool without a parent/guardian.

All Persons 15 years and older: Must be at least 15 years or older to enter the free weight area of the Fitness Floor. Children 12—15 years old must be accompanied by a parent or guardian to attend BodyJam

All persons 16 years and older: Must be 16 years or older to accompany anyone to the aquatics complex under the age of 12 years old. Must be 16 to attend BodyPump and Cycling.

## GUESTS

The Arena Club encourages its members to bring their family, friends and associates to the Club to enjoy the facilities as their guests. **Guests must be accompanied to the club by a current member in good standing.** Members must be at least 18 years of age in order to bring a guest. Guest 16 and older must present a valid ID upon entering the club. **Guest fee is \$15.00 for anyone under the age of 60. Guest fee is \$10.00 for anyone 60 years of age or older.**

Guest passes may be used by members to bring their guests for a one time club visit with no additional fee. Members must present a current, valid pass at time of guest check-in which has been authorized by a Member Services team member. **Guest passes are not valid between Memorial Day and Labor Day.** Members are responsible for the conduct of their guests. All guests are required to take a tour with a Member Representative. Members may bring in two guests per adult per day with a maximum of four guests per family membership.

All guests are required to sign a liability waiver prior to use of any club facilities and are asked to observe and follow all applicable club policies and guidelines. Guests who reside in Harford County are limited to one club use per month for a total of 3 visits per year.

We do not accept infant reservations for guests that are touring the facility or using a guest pass due to space limitations, but welcome all children that are walking and/older to visit the nursery while guests are touring/visiting.

## CLUB HOURS

Monday -Thursday  
5:00 AM - 10:00 PM  
Friday-5:00 AM-9:00 PM  
Saturday and Sunday  
7:00 AM – 6:00 PM

The Arena Club will be closed on the following major holidays:

- Thanksgiving Day
- Christmas Day
- Easter Sunday

The Arena Club will have abbreviated hours on the following holidays:

- Christmas Eve
- New Years Eve
- New Year's Day
- Independence Day
- Memorial Day
- Labor Day

## PERSONAL TRAINING

• I understand that by purchasing Personal Training I am taking an active part in my journey to better health and wellness. The Arena Club will partner with me to increase my ability to achieve my fitness goals. I know that Personal Training is non-refundable. I can expect that The Arena Club will make every effort to make my Personal Training as successful as possible. If the arrangement with my original sessions is unsuccessful, The Arena Club will assign another trainer. The purchase of Personal Training sessions is non-refundable.

• Last-minute cancellations are costly to the Arena Club and our staff. For all appointments, please allow 24 hours notice of cancellations for all services. I understand that I may cancel any appointment with my trainer by giving him/her 24 hours notice. I also understand that failure to provide 24 hours cancellation notice will result in my being charged my full session fee. In the event of a "no show" or unauthorized schedule change, I realize that I am responsible for paying for that session.

Also, knowing that abbreviated workout sessions lead to greatly decreased benefits, I understand that lateness or more than fifteen minutes qualifies as a "no show" and I am responsible for paying the full session fee. Completion of the session is left to the discretion of the trainer.

## GROUP FITNESS

• The Arena Club has a tremendous variety of Group Fitness classes and experienced team members to instruct them. Class formats are designed to target specific fitness components including cardiovascular fitness, resistance training to strengthen and tone, and flexibility training. Most classes offer modifications to accommodate all fitness levels unless otherwise noted on the class description.

• Participants can reserve (®) class space online 24 hours in advance- one pass per member. See instructor for details. Cycling class reservations open 36 hours in advance.

• For safety reasons, members/guests arriving after the warm-up segment (generally within the first 10 minutes of class) will be discouraged from participating. Group Fitness Instructors may not permit late arrivals.

Participants in Group Fitness Classes must be 12 years or older. Due to equipment and or intensity issues, participants must be 15 years old in order to participate in Cycling and BodyPump classes. 12– 15 year olds must be accompanied by a parent or guardian to attend classes. Please do not bring children to class. All infants and children must be supervised in childcare during class time.

• Members may utilize the Group Fitness Studios outside of supervised classes with lights on. NO STUDIO EQUIPMENT MAY BE USED. Cycle studio may be utilized provided a manager is notified.

• Group Fitness Class Schedules are typically revised on a seasonal basis but may be updated more frequently, so be sure to check before your trip to the club. Schedules are available in the lobby and on our website.

## PLATINUM CLASSES

• Online registration / space reservation is REQUIRED for class attendance and for PLATINUM members or those who have purchased an approved Drop-In.  
• Registration is available up to 36 hours in advance for PREMIUM Members. You may cancel 1 hour prior to class time.  
Participants may not begin a class more than 5 min late.

• Waitlist: If you are not able to register online due to a full capacity class registration, you can be on standby. For standby, check-in with the class instructor prior to the start of class time. If a registered member is not in class at the start time, then standbys will be allowed to take the spot as a first come, first serve basis.

• Three Strikes Policy: If you reserve a space for a class and you are unable to keep your reservation, you must cancel online or by phoning the hospitality desk no later than 1 hour prior to class time. If you are a no-show 3 times within 60 days, you will not be permitted to reserve class space for 30 days and must attend on a standby basis only during that period.

## CHILDCARE SERVICES

• Childcare Services are available to members and guests from 8:30 AM – 8:00 PM Monday – Friday, and 8:00 AM – 1:00 PM on Saturday and Sunday. Childcare visits are limited to two hours per child per day, infants one and a half hours per day. The child may be placed in Arena Kids or Arena Tots age permitting for up to one hour and still utilize childcare for the two hour maximum time limit. Parents must remain on club premises at all times while children are in the club's care. Children may not be fed by either team members or parents while in the nursery, and only covered "sippy" cups with water or juice are permitted. No diapering services are provided. Team members will make every effort to find a parent in the facility if a child becomes upset for an extended period of time. The club reserves the right to refuse to accept children who are continually unruly or disruptive. The club does not require reservations for toddlers and older children, but we ask for members to reserve spots for their infants in order for us to staff our center properly. Reservations may be made up to 72 hours in advance. We cannot guarantee to accept an infant without a reservation. The club respectfully requests that if you cannot honor your reservation that you cancel with as much notice as possible so that another member can have a reservation opportunity. We do not accept infant reservations for guests that are touring the facility or using a guest pass due to space limitations.

• The Arena Club takes the security of children while in our care very seriously. In order to protect them, we will not release a child to anyone else other than the parent or designated guardian who brought them into the nursery without written authorization.

## CHANGING ROOMS & LOCKER USE

• The club provides fully equipped locker rooms with dry sauna and day-use lockers. Member and guests are strongly encouraged to secure their belongings with a combination or key lock while using day lockers. Locks may not remain on lockers overnight, those that are left will be clipped and belongings inside secured until claimed. The club cannot be responsible for lost of stolen property.

• There are also 2 private changing rooms located in the corridor directly outside the locker areas. These are provided as a convenience for those individuals who wish to have additional privacy, or families who may find it more convenient to change in the same space. Children ages 5 and older are not permitted to use opposite sex changing rooms or showers. If you need help in escorting your opposite sex child through the locker rooms to the aquatics area or vice versa, a team member will be happy to assist, so please ask. No use of cameras are permitted in the locker rooms at any time.

## MEMBERSHIP FEES/CHANGES

Members of The Arena Club who pay their membership dues on a monthly basis should be advised that their financial institution will debit the appropriate fee on the first business day of each month. Membership status changes require 30 days written notice to the club prior to the next billing date. Cancellations must be received 30 days prior to the next billing by certified mail or in person only. For specific information relative to your membership, fees or policies consult your membership agreement, or please contact our Administrative offices.

## INCLEMENT WEATHER

*If Harford County Schools are delayed:*

- Childcare Services available at 10:00am.
- Before/After School starts 8:30am
- Pre-K starts at 10:30am
- Arena Tots will run from 10:30am—12:30pm
- Revised Group Fitness Schedule
  - 5:45 am classes run at the discretion of the instructor
  - 11:15 am—12:30 pm Instructor's Choice
  - 11:15 am—12:00 pm Aqua (instructor's choice)

*If Harford County Schools are closed:*

- Childcare Services will be available at 10:00am.
- Before Care is cancelled
- Pre-K is cancelled
- Arena Tots will run from 10:30am—12:30pm.
- All AM Group Fitness Classes are Cancelled  
**\*ABOVE IS SUBJECT TO CHANGE AT MGMNT DISCRETION\***

Individual instruction or training sessions should be specifically confirmed prior to arrival at the club.

If weather conditions remain severe, please contact The Arena Club via phone or on our website for updates on evening classes and services.

### Inclement Weather Pool Policy

In the event of thunder and lighting, patrons will be asked to clear the aquatics complex. The aquatics complex will remain closed for 30 mins after the last sign of thunder or lighting is witnessed and the pool is deemed safe for patron usage by the lifeguards. The pool may also be closed from patron usage if the drains at the bottom of the pool are no longer visible to the lifeguards

### LOST & FOUND

Items left or unclaimed by members are bagged and dated and put into a secure space. If items are unclaimed after one month they will be donated to Goodwill. If you have lost an item please come to our front desk and a hospitality team member will escort you to the closet to help you search for your item. Valuable items such as watches, jewelry, wallets, etc. will be placed in the club safe.

### MEMBERSHIP UPDATES

Many aspects and benefits of your membership change frequently. Most of these updates can be accessed most quickly by using our website [www.thearenaclub.com](http://www.thearenaclub.com). Members must be current and in good standing to receive member discounts.

### POOL HOURS

Lap Pool, Therapy Pool, Beach, and Spa Opening Times

Weekdays: 5:30am Weekends: 7:00am

Recreation Pool Opening Times

Weekdays: (Harford County Schools in session) 10:00am  
(Harford County Schools Summer Break) 12:00pm

Weekends: 10:00am

### SWIM TEST

Children 12 and under must pass the swim test to enjoy the slides, the diving board area, as well as be in the deep end of the lap pool. The swim test consists of swimming one length of the pool (swim must be continuous and always show forward progress), Tread water for one minute, and float on their back. Children unable to master the swim test must be within arm's reach of a parent at all times. Children that do not pass the swim test will not be permitted in ANY areas of ANY of the pools where water reaches past their shoulders while standing flat footed. Your child's safety is our number one priority! Children that do not pass the swim test will not be permitted on the slides, diving board and diving well.

## BASIC POOL RULES

1. Absolutely NO diving from the sides of the pool
2. Absolutely NO running, pushing or flips
3. All swimmers must shower before entering pools
4. Glass and porcelain are not allowed on the pool grounds
5. The club is a tobacco free environment
6. Suitable swimming attire must be worn at all times
7. Do not litter- Please clean up after yourself
8. No animals will be permitted
9. No soaps or similar materials are allowed in the swimming pool
10. Drugs and alcohol are not tolerated
11. Anyone with an infectious or contagious disease may not enter the water
12. Children 12 and under must have an adult on deck with them
13. All swimmers 12 and under must pass a swim test or be within arms reach of a parent
14. Foul, abusive or inappropriate language is not permitted
15. Patrons must not damage pool property
16. No person may use the pool unless it is officially open
17. Patrons must follow any instructions given by any authorized person
18. The Manager or Lifeguard may enforce any non-written rule as deemed necessary
19. No flotation devices are permitted including arm swimmies. Only coast guard approved Type 2 devices.
20. All children 12 and under must pass the swim test to access the slides and diving well.

### SLIDE RULES

1. Riders will only be permitted when a lifeguard is present
2. All riders 12 and under must pass a swim test
3. All jewelry must be removed before using the slide
4. Pockets must be empty to use the slide
5. Riders must enter slide in a sitting position and wait for instructions from the lifeguard stationed at the top of slide
6. All riders must ride feet first while lying on their backs. Absolutely NO riding on stomach or head first
7. Only 1 rider at a time. Absolutely NO trains or chains of riders are permitted
8. No tubes, mats or lifejackets are permitted on the slide
9. Riders must wait on stairs/deck in a single file line, 1 per stair, holding onto the handrails at all times
10. Riders must be in good health. Pregnant woman or individuals with heart or back conditions should not use slide
11. Follow instructions of the flume attendant
12. No running, standing, kneeling, rotating, tumbling or stopping in the flume. Arms and hands must remain inside the flume
13. No diving from the flume
14. Leave the flume area promptly after exiting the slide
15. **WARNING:** Water depth is 4ft at the bottom of slide

### DIVING BOARD RULES

1. Only one person on the diving board/ladder at a time
2. Each person must wait at the bottom of the diving board ladder until the previous diver has exited the pool
3. Only one bounce per dive is permitted
4. Cartwheels and handstands off the board are prohibited
5. All patrons must go off the board forward and straight out. NO flips or back dives
6. Immediately after surfacing, divers must forward swim directly to the ladder and exit the pool
7. Playing or swimming in the diving area is not permitted while board is open for diving
8. Mask, goggles that cover nose, toys, or flotation devices may not be used while diving
9. The lifeguard may restrict certain dives based on safety concerns

**WARNING:** Failure to follow the rules can result in the removal from the facility and/or serious injury



# CLUB POLICIES AND GUIDELINES

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2304 Churchville Road  
Bel Air, MD 21015

Phone: (410) 734-7300

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