



Calphin Aquatic Club

MEMBERSHIP POLICY

v2.2

Effective 1/1/2010

Membership

Purchasing a membership at Calphin Aquatic Club (CALPHIN) grants you the right to use and enjoy our facilities in accordance with the club's policies. Here is a list of important information regarding your membership account.

Family membership may include a couple or up to two adults, plus up to two youth who must be children of the adult(s). Each additional youth child can be added for a monthly membership fee of \$15 and an annual registration fee of \$15.

Youth is a potty trained child from 4 to 17 years old. Qualified Youth for independent membership must be able to tread water for 1 minute, swim 25yd non-stop in both free style and backstroke. Non-qualified Youth must be accompanied by an adult in the water to access our pools. If Qualified Youth is 12 years or younger, the youth must be accompanied by adult on the pool deck.

Lap swimmers accessing our large deep pool must be approved by our lifeguard on duty.

Fitness room access is open to members who are 18 and older; whereas 14-17 year old member may access if accompanied by parent or legal guardian. 13 and under does not have access to the fitness room. Access is permitted during all membership hours and during your child's swim lesson.

If a member becomes incapable of using the facilities due to disability, upon written request and verification, prepayments should be prorated as the date of the receipt of notice by CALPHIN.

Monthly membership fees will be due by the 5th of the month. Payments received after the 5th of the month are subject to a \$20 late fee. Failure to make the monthly fee by 5:00pm of the last Friday of the month may be considered automatic termination of membership which will result in new member fees on return. A \$25 service fee will be charged for returned checks or drafts

Mid-month enrollment proration: 1st - 10th full monthly fee; 11th - 20th for 2/3; 21st - 31st for 1/3

If any personal information (i.e. address, phone number) changes during the course of your membership, please report this change to the club. Please stop by the front desk or mail us a note with the new information.

The membership rates and hours are subject to change without advance notice.

Membership ID Cards

CALPHIN requires a membership ID card to gain access to the facility. You must check in with the front desk with your ID card to access any of the facilities at any time. You may not let anyone else use it. Use of your card by anyone else will cause it to be confiscated, and a fee will be charged to redeem it. There is a charge for any lost cards. The ID card is CALPHIN property and you must return it immediately if your membership is terminated. Any change in membership type will require a new membership card which is subject to a \$5 fee.

Membership Guest Privileges

CALPHIN encourages you to bring friends, relatives and business associates for a guest visit. A guest of 18 or above must check in at the front desk. A guest of 4-17 year old potty trained minor is OK if the parent or legal guardian is present and signs release form. The guest must fill out an information sheet, sign a medical and injury release form and pay a guest fee before using the facilities. CALPHIN may restrict the number of guests and times you may bring guests. You must inform guests about these and all other policies because CALPHIN will ask them to leave the facilities for any policy violation.

Membership Program Discounts

CALPHIN offers a 10% discount off the lesson programs for customers who have a membership with the club. The lesson swimmer must be a current member in order to receive the discount off their lessons. Membership must start and be paid before or on the starting month of the lesson session in order to receive the 10% discount. If membership is canceled before the end of the session, discount will be voided and Member will be expected to pay the discount difference.

You can prepay your membership to receive certain discounts. Six month prepaid membership will receive 50% off the 6th month and with a prepaid 12 month membership, your 12th month is free. There are no refunds on cancelled prepaid memberships.

Membership Suspension

CALPHIN will suspend your membership only if you are in good standing with all dues paid. You have a maximum of three months during each calendar year to suspend your membership. The three months can be divided into two different periods of time. No half month or mid month suspensions, membership can only be suspended by full month, should a medical condition or temporary relocation keep you from use of the club facilities. The request must be in person no less than ten days prior to the desired suspended period; approval is at the sole discretion of CALPHIN management. Account balance must be paid in full prior to going on inactive status; this includes the returning month fee as well as the reactivation fee. Months are not pro-rated. An extension or early return from a prior requested suspension requires an email request sent to CALPHIN and is at the sole discretion of CALPHIN management. Email request for extension must be received before the first of the month to be valid. Approval will be sent via email from CALPHIN and is required for early return.

Membership Type Change

A membership downgrade request must be completed in person at the club facility. The downgrade will take effect at the following full month. Your account must be current. There are no refunds of previously paid fees. All dropped members from a membership will be considered new members if ever they desire to return.

A membership upgrade request must be completed in person at the club facility. You have two payment and access options for a membership upgrade. Either you can pay the full month difference in fees as well as



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registration fees to have immediate access for new members or the upgrade can be in effect on the first of the following month, of which you would pay the increase in your monthly fees as well as additional registration fees.

Membership Termination

You may resign from membership by filling out a CALPHIN Membership Exit Form, which may be obtained from the front desk. A copy of this Form with a CALPHIN management signature, is the only accepted verification of your cancellation. Notification by telephone or email is not acceptable. You must submit your resignation request ten days prior to pay period; per your direction, it will be effective on the last day of the month. Your membership account must be paid in full in order to cancel.

CALPHIN reserves the right to suspend or terminate the membership or privileges of any Member for failure to comply with CALPHIN rules and regulations, for any conduct we determine to be improper or contrary to our best interests, or for nonpayment of dues or other charges for a period greater than 30 days. Suspended or terminated members remain liable for all dues or other indebtedness incurred prior to and during the suspension or termination, and are not entitled to a refund of any fees, dues, or charges paid.

CALPHIN accepts the following forms of payment: cash, check, and debit card

For further details please contact CALPHIN by phone (510) 790-7946 or email info@Calphin.com



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Statement of Agreement

I acknowledge that I have received a copy of the Calphin Aquatic Club (CALPHIN) Membership Policies dated: January 1, 2010. I understand that these policies, rules, and regulations replace or supersede any and all prior verbal and written communications regarding CALPHIN Membership, policies, procedures, processes, and benefits. I have read and understand the contents of these policies, rules, and regulations and will act in accordance with these policies and procedures as a condition of my Membership Agreement with CALPHIN. I understand that CALPHIN holds the right to make changes to these policies, rules, regulations, procedures, rates, hours and benefits at any time without notice. I understand that if I have questions or concerns at any time about the policies, rules, and regulations I will consult CALPHIN staff for clarification. My signature below represents myself and any family members that are attached to my Membership through CALPHIN.

Print Primary Member Name: (first and last) _____ Primary ID# _____

X _____
Primary Member Signature

X _____
Date