



## THE PACIFIC CLINIC POLICIES AND PROCEDURES

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**TERMS OF SERVICE AGREEMENT:** PLEASE READ THE FOLLOWING TERMS OF SERVICE AGREEMENT CAREFULLY. BY ACCESSING OR USING OUR PHYSICAL PREMISES AND AFFILIATED WEBSITES, APPLICATIONS, PROGRAMS, EVENTS AND SERVICES, YOU HEREBY AGREE TO BE BOUND BY THE TERMS AND ALL TERMS INCORPORATED HEREIN BY REFERENCE. IT IS THE RESPONSIBILITY OF YOU, THE ACTUAL OR PROSPECTIVE MEMBER, USER, GUEST, PATIENT, CUSTOMER, TO READ THE TERMS AND CONDITIONS BEFORE PROCEEDING AT THE PACIFIC CLINIC. IF YOU DO NOT EXPRESSLY AGREE TO ALL OF THE TERMS AND CONDITIONS, THEN PLEASE DO NOT ACCESS OR USE OUR FACILITIES OR SERVICES. THIS TERMS OF SERVICE AGREEMENT IS EFFECTIVE AS OF 12/08/2022.

**ACCEPTANCE OF POLICIES AND PROCEDURES:** The following Policies and Procedures are a legally binding agreement that shall govern the relationship with our members, guests and others which may interact or interface with The Brae LLC dba Pacific Clinic, located at 1350 N. Grant St, Kennewick, WA 99336 and our subsidiaries and affiliates, in association with the use of our Services, which shall be defined below.

**INTRODUCTION:** The policies are for your benefit and help make the Pacific Clinic (PC) an enjoyable family health and recreation facility. Although the Clinic is a family Clinic and children of clients are welcome, they remain at all times the responsibility of the parents or guardian unless they are involved in a supervised activity. Pacific Clinic is not an “all day” day-care provider. Children under age 12 MUST be accompanied by an adult when entering the Clinic, and the accompanying adult must remain in the Clinic the entire time their child(ren) are in the Clinic. An adult is defined as an individual 18 years of age or older.

**VIDEO AND PICTURES OF OTHER MEMBERS, GUESTS OR STAFF WITHOUT PERMISSION IS NOT PERMITTED.**

**NO SMOKING OR E-CIGARETTES, CHEWING TOBACCO, FIREARMS OR ALCOHOLIC BEVERAGES.**

**ASSUMPTION OF RISK AND RELEASE OF LIABILITY** – The Pacific Clinic encourages all members and qualified guests to obtain a physical examination from their physicians prior to the use of any exercise equipment or participating in any athletic events at the PC. In recognition of the possible dangers connected with any physical activity, by agreeing to our policies and procedures, you hereby and voluntarily waive your right or cause of action of any kind whatsoever arising as the result of such activity from which any liability may or could accrue to The Pacific Clinic, The Brae, their agents, employees, staff members, officers, directors, partners, contractors, instructors, trainers or members (Collectively the, “Released Parties.”). You further acknowledge and understand that all exercise and participation is done at your own risk and that of your guests and therefore you shall not hold The Released Parties liable for any damages arising from personal injuries sustained by you and/or your guests in or about the premises. Additionally, you assume full responsibility for any injuries or damages which may occur to you in, on or about the premises, and do hereby fully and forever release and discharge The Released Parties from any and all claims, demands, damages, rights of action or causes of action present or future, whether the same be known or unknown, anticipated, resulting from or arising out of your use or intended use of the said facilities and equipment thereof. You represent yourself, and/or your minor child(ren), to be physically capable of participating in The Pacific Clinic’s programs and activities and understand that The Pacific Clinic has no obligation or duty to conduct a physical exam before you, or your minor child(ren) use the facility. Finally, you

release The Pacific Clinic and additional Released Parties from any injury arising from its good faith acts or omissions in emergency situations.

**WELLNESS PLAN PRIVILEGES** for security reasons clients must scan their wellness plan card upon entering the Clinic and must have a picture on file. Three types of wellness plans are offered. They entitle you to the following privileges:

- **WELLNESS MEMBERSHIP + PICKLEBALL, RACQUETBALL & TENNIS:** use of the tennis courts, racquetball courts, pickleball courts and health clinic.
- **WELLNESS MEMBERSHIP + PICKLEBALL & RACQUETBALL:** use of the racquetball courts, pickleball courts and health clinic.
- **WELLNESS MEMBERSHIP:** use of the free weight room, fitness center, cardio center, rock climbing wall (no climbing alone – see rules at climbing wall entrance), kids’ fitness, SplashDown Cove Water Park, gymnasium, Recovery Zone, two 25-yard indoor pools, whirlpools, sauna, steam room, tanning and lockers. Group fitness & water exercise classes are included. Personal training, personal training classes and lessons are an additional fee.

**FAMILY WELLNESS MEMBERSHIP** provides Clinic privileges for head of household, spouse and their (up to 3) unmarried dependents living at home (or away at college) through age 25. Additional children may be added for a fee per child, per month. Dependents that become ineligible for the family wellness plan may have their own individual wellness plan without having to pay an additional joining fee (offer extended 90 days). Proof of guardianship of dependents may be required.

**COUPLES WELLNESS MEMBERSHIP** provides Clinic privileges for head of household and spouse or significant other. To be eligible for a couple’s wellness plan the two people must reside together, must have a joint checking account or both names on a home mortgage. This wellness plan is not for roommates. Both parties for couples not married must sign a financial “couples agreement”. Should children wish to use the Clinic, nursery or kids programs a family wellness plan is required.

**ADULT + ONE CHILD WELLNESS MEMBERSHIP** provides Clinic privileges for one parent and one unmarried dependent (child) living at home (or away at college) through age 25. Proof of guardianship of dependents may be required.

**INDIVIDUAL WELLNESS MEMBERSHIP** provides Clinic privileges for one person 18 years of age or older.

**COLLEGE/JUNIOR WELLNESS MEMBERSHIP** is for one person 12-25 years of age and enrolled in high school or college. Must show current school I.D. Parental consent and signature are required if under 18.

**CHANGE OF WELLNESS MEMBERSHIP** wellness plan may be upgraded at any time. An additional joining fee or a service charge may apply. See wellness plan services for assistance and for specific details. When adding family members, the charge is the difference in the regular priced joining fees. When adding dependents proof of guardianship may be required. Additional restrictions may apply.

**DUES** – Monthly dues are assessed regardless of the number of times the facilities of the Clinic are utilized. Periodic shut downs and annual maintenance of facilities do occur. We strive to keep shut downs to a minimum. When these shutdowns occur, we do not adjust wellness plan dues. Should the dues become delinquent the client is not entitled to use the facility. However, monthly dues continue to accrue even when privileges are suspended for non-payment of dues. Wellness plan dues must be paid through electronic funds transfer (EFT) or credit/debit card. Discounts apply when paying via EFT. There is a \$40.00 charge for returned non-sufficient funds & a \$15.00 late fee if dues are not paid in full each month.

**MEMBERSHIP PROFILES/PICTURES** – Information collected on profiles is not public information and used for business purposes only. For safety and security reasons profile pictures are required for all members and can be requested to be updated at any time.

**CHARGES** – Lessons, merchandise and concession items may be charged to your Clinic account. Clients are billed and drafted monthly. It is the parent’s responsibility to monitor their children’s charges to the wellness plan account.

**CLINIC HOURS** – See website for up to date hours. Pool 1 closes 30 minutes before closing. Pool 2, hot tubs, cold pool, sauna and steam room close 1 hour before closing.

**GUESTS** – Only guests of clients are allowed to use the Clinic. Guests must be accompanied by the client inviting them to use the Clinic or have a pre-paid guest pass given to them from a client. Guests may not walk in the Clinic and purchase a guest pass without a client present. Local guests of clients may only use the Clinic 4 times over the course of a calendar year. All guests of clients must sign-in and show proof of I.D. Children **under age 12** MUST be accompanied by an adult when entering the clinic, and the accompanying adult must remain in the clinic the entire time their child(ren) under age 12 are in the clinic. Children under 12 must be directly supervised by an adult unless in a PC supervisor activity.

**Out-of-town guests** who live 25-miles or more from the Pacific Clinic may purchase a guest pass and use the Clinic. Guests must show proof of out-of-town residence. Groups with 10 or more guests must call and schedule their visit in advance. Please call 509-783-5465 and ask for the Kids' Program Director. Being a private Clinic, Pacific Clinic reserves the right to turn away out-of-town guests based on capacity limitations.

Guest Prices: See website or call 509-783-5465 for up to date pricing.

**EXERCISE RULES** – Pacific Clinic is not an “all day” day-care provider. Children under age 12 may not be dropped off at the Clinic without adult supervision. Children **under age 12** MUST be accompanied by an adult when entering the Clinic and the accompanying adult must remain in the clinic the entire time their child(ren) are in the clinic. Children under 12 must be directly supervised by an adult unless in a PC supervised activity. The intent of supervised activities is to provide a fun activity while the parents utilize the Clinic. Please do not leave children in a supervised activity for more than two hours. *\*Exceptions to this policy are made for specialty Clinic programs, such as Kids’ Night Out, swim team practices, private lessons and Jungle Gym Preschool. Kids participating in Kid’s Karate may enter without an adult present.*

Children under 12 years are not permitted in the weight room, fitness center on the cardio equipment or in the exercise areas. 12 & 13-year olds may use these areas on a restricted basis. Kids ages 12 and 13 must acquire a wristband from the service desk signifying they are of proper age to be in the fitness center. See weight room rules for specific details. Additionally, children are not allowed to **RUN** around the Clinic, they must be in a supervised activity. Children are not allowed to wait outside the studios or play in the hallways. Loitering teens are asked to leave the Clinic if they present a problem or if they are hanging around the Clinic for more than 2 hours. Infants and small children are not permitted on the exercise / fitness center floors.

Kids attending group exercise classes must be at least 14 years of age to attend without a parent. Kids ages 12 and 13 may attend with adult supervision, and they must acquire a wristband from the service desk signifying they are of proper age to be in the class. The supervising adult must remain in the class the entire time the kid is in the class. All kids attending group exercise classes must be able to participate for the entire class. If participating in Group Ride the youth must be able to fit on the Group Ride bike properly (approx. 5’ tall). Adults have first priority for classes that fill up. Children are not allowed to wait outside the studios or play in the hallways.

**POOL RULES** – Refer to the “Pool Policies and Programs” section for a complete definition of the policy.

**Proper swimming attire (swimming suit)** must be worn in the pool areas (please keep it modest, we are a family facility). Refer to the “Pool Policies and Programs” section for a complete definition of swimsuit attire. Outdoor hot tub is for adults only. Clients are required to shower before entering the pool area Washington state law WAC 24898060. See pool policies for more details.

**JUNGLE GYM NURSERY** – We offer a 2-hour limit per visit, with a maximum of 3 hours per day, per child **FREE**. Children must be on a wellness plan and under age 6. See website for hours, extended rates, community rates and more details. The room is designed for children under the age of 6. However, if a parent needs/wants their older child in the nursery, over the age of 6, they can fill out a Nursery Permissions form (the children CAN NOT leave on their own to go to kids

climb or kids' connection etc.) If approved the child can remain in the nursery as long as behavior doesn't impact the nursery in a negative way.

**LOCKERS** – Lockers are available at the west end of the Clinic for daily use at no additional charge. Client supplies a padlock to secure the locker. Items left in the locker overnight are removed nightly and put in lost and found. Women and Men's Private east end rental locker room is for adults only (18+). Locker rentals need to have all belongings kept inside of the locker. Items hung outside, put on top or left on the floor may be removed by management. Please do not alter lockers in any way. Temporary, removable shelves are fine. Rental locker fee per month: \$18.50 long locker, \$12.50 short locker. Contact the service desk or wellness plan services to rent a locker. Please supply your own towels as we do not have a towel service. For privacy reasons please no cell (camera) phones in locker rooms.

**TANNING** – Tanning is reserved for adult clients only with proof of age and must show your photo ID. Only one person in the tanning room per visit. Children under the age of 18 are not allowed to tan without parental consent and a written prescription from a doctor (per Washington State Law). If you arrive 10 minutes late for your appointment your time may be cancelled. Trade your keys at the service desk for the key to the tanning bed door.

**DRESS REGULATION** – Shirts, appropriately-length shorts/pants and shoes are required in all areas except in the aquatic areas and some group fitness classes. Tank tops must cover the chest and back. Midriff is to be kept to 2 inches or less. Black-soled running shoes are not allowed in the gymnasium or on the tennis, pickleball or racquetball courts. Proper swim attire is required in the aquatic areas.

**CO-ED** – The entire Clinic is co-ed with the exception of the locker rooms. Children 6 years and older should use proper locker rooms. The family/handicap changing room is available for young children and handicapped people.

**MEMBERSHIP ELIGIBILITY AND SAFETY POLICY** –The Pacific Clinic is committed to providing a safe and secure environment for all our members, including the many families and children who utilize our services. To uphold this commitment, The Pacific Clinic reserves the right to terminate or deny any membership, at our sole discretion, if it is ***determined that any other member reasonably fears for their safety based on credible allegations against any other member including but not limited to a history of criminal convictions such as theft, indecent exposure and other lewd conduct, kidnapping, rape, child molestation, murder, or other concerning criminal charges and/or convictions.*** Our primary concern is the safety and well-being of our members, and we believe it is imperative to maintain a community where all members feel safe and protected. We take this responsibility seriously and will take necessary actions to ensure our environment remains secure.

**VIOLATION OF RULES AND REGULATIONS** – Failure to observe reasonable standards of deportment or violation of posted rules and regulations may result in immediate suspension or termination of Clinic privileges at the sole discretion of management. Pacific Clinic patrons are expected to conduct themselves in strict accordance with the PC's Policies and Procedures. Abusive or vulgar language will not be tolerated. There will be no spitting, fighting or physical behavior that is threatening or otherwise in violation of PC's Policies and Procedures and any non-compliance will be further grounds for immediate dismissal from the Pacific Clinic at the sole discretion of management. Conduct should not distract or disrupt the recreational pursuits of other participants. Participants not following policies and procedures may be asked to leave the PC by supervisors or staff. If cooperation is not immediately obtained, the Police may be contacted, and the member or guest may be referred for disciplinary and/or criminal action.

**FIRE DRILLS AND ACTIVE THREAT DRILLS** – We conduct both fire drills and active threat drills throughout the year to ensure everyone's safety. Here's how they work:

#### Fire Drills

- **Frequency:** These drills are conducted two times a year at varying times.
- **Purpose:** To practice evacuation procedures and ensure everyone knows how to safely exit the building in case of a fire.

- **During the Drill:** Clients do not need to evacuate and can continue with their activities. However, if you have a child in the nursery during a fire drill, they will not be available for pickup until the drill is complete. The children will be safely evacuated as part of the drill.
- **What to Expect:** You may hear whistles and commands during the drill as part of the evacuation process.
- **Additional Information:** Nursery parents can refer to the nursery bulletin board for more details about fire drill procedures and what to expect.

### Active Threat Drills

- **Frequency:** These drills are also held two times a year at varying times.
- **Purpose:** To prepare for situations involving an active threat and ensure everyone knows how to respond appropriately.
- **During the Drill:** Clients are not required to participate and can continue with their activities.
- **What to Expect:** Whistles and commands may be used during the drill to simulate the situation and guide participants through the necessary responses.

Both types of drills are crucial for maintaining safety and preparedness. We appreciate your understanding and cooperation during these exercises.

**LOST ARTICLES** – The Clinic is not responsible for lost or stolen items. **Please do not bring large sums of cash into the Clinic. Please lock your valuables while working out and while showering.** If you see suspicious behavior in or around the Clinic please report it promptly. Lost and found items are saved for one week. Contact the service desk in order to retrieve your lost item.

**COURT RESERVATIONS** – The following rules are in place to ensure all clients with court privileges have equal opportunity to reserve courts. Clients who do not follow the court reservation rules may have their reservation privileges suspended.

- Tennis courts may only be booked by clients with a Full Clinic wellness plan. Pickleball courts may be booked by clients with Full Clinic or Racquetball/Pickleball wellness plans.
- Reservations can be made up to three days in advance. Court reservations are for 90 minutes.
- One reservation must be played before a second reservation can be made.
- Must be 8 years or older to reserve a court online. For reservations involving children 4-7 years please call the service desk.
- Only one name is required to reserve a court. The client's name listed on the court reservation **MUST** be playing and check-in at the service desk to avoid a **NO SHOW** fee. Using alternative names as a placeholder is not allowed.
- If you have not arrived by 30 minutes after your reserved court time, your reservation will be forfeited, and the court will be made available to others on a walk-in basis.
- **NO SHOW FEE:** There is a \$10 plus tax "no show" fee charged to the player who is listed on the reservation but does not check in at the service desk.
- **LATE CANCELLATION FEE:** Court cancellations, or edits to the players listed on the court, must be made at least 1 hour prior to the court reservation start time, otherwise there is a \$10 plus tax cancellation fee charged. This fee is split evenly over each player listed on the reservation.
- **WALK-ON RULE:** A court cannot be reserved once the reservation start time has passed. Thirty minutes past the start time of a reserved court, open courts are available on a walk-on basis, first come, first served.

### ETIQUETTE

- Please use the tennis corridor when accessing courts and keep talking to a minimum.
- Players on a court without a reservation may be bumped by players with a reservation.
- Appropriate tennis or pickleball clothing required. No black soled running shoes.
- Children should not be on the courts unless they are playing tennis or pickleball.

- Ball machine is available for a fee. When done, return the ball machine to the storage area, lock up & return the key to the service desk.
- Reservations can be made through the PC APP, online or at the service desk.

Tennis and pickleball courts may only be used for appropriate tennis/pickleball play. Alternative activities are not allowed on these courts.

Racquetball courts may only be used for racquetball and Squish play during prime-time hours. Prime time hours are Monday through Thursday, 4:30pm – 7:30pm. The courts may be used for alternative activities other than racquetball and Squish outside of prime-time hours.

**COURT RESERVATION TIME SLOTS – 1 ½ hour increments**

4:30am – 6:00am	1:30pm – 3:00pm
6:00am – 7:30am	3:00pm – 4:30pm
7:30am – 9:00am	4:30pm – 6:00pm
9:00am – 10:30am	6:00pm - 7:30pm
10:30am – 12:00pm	7:30pm – 9:00pm
12:00pm – 1:30pm	

**INSTRUCTIONAL OR GUIDED SERVICES** - Unauthorized personnel are strictly prohibited from providing instructional or guided services—such as tennis, pickleball, swimming lessons, or personal training—within the facility. This policy is designed to ensure safety, reduce liability risks, and uphold operational standards. All instructional or guided services must be conducted by trained and authorized staff who follow the facility's guidelines, procedures, and safety protocols. Failure to comply with this policy may result in suspension or termination of facility privileges.

# POOL POLICIES AND PROGRAMS

## 25 YARD POOL - 72 LENGTHS EQUAL 1 MILE

To keep the pool area a fun and safe place for everyone please abide by the following rules:

1. **Only proper swim attire is allowed:** clothing specifically designed for swimming – one or two-piece swimsuits for girls and lined swim trunks for boys; only Lycra® swim shirts allowed. Inappropriate bathing suits or street clothes, basketball shorts or workout shorts are not allowed in the swimming pools, hot tubs, cold plunges or steam room. We do allow Muslim full coverage Lycra swim attire.
2. Showers must be taken before entering the pool area. Rinse off showers must be taken after using the hot tubs, cold plunges, swimming pools, steam room, sauna and sun deck. Please do not apply sun tan lotion inside on the pool decks.
3. **During non-lifeguard hours**
  - a. Pool 1- An adult (18+) must supervise children under 14 years old. The child must be within the adult's view at all times. Please do not participate in a workout while supervising children.
  - b. Pool 2- Children under 18 are not allowed to swim in Pool 2 unless a lifeguard or swim coach is present.
4. **During lifeguard hours**
  - a. Pool 1- is for ages 6 & up who know how to swim. Please do not leave children in lifeguard swim for more than two hours. During lifeguard swim children under age 6 or non-swimmers must be supervised by a responsible person age 16+ who is in the water within arm's reach when the child is using the pools or hot tubs.
  - b. Pool II- swimmers under 16 years of age must pass a swim test and a lifeguard or coach must be present and act as lifeguard while the child is swimming. To schedule a swim test contact the aquatic director. The swim test consists of swimming two lengths of the pool. This test must be supervised and approved by the aquatic director.
5. **Indoor Hot Tub/Indoor Cold Plunge/Sauna/Steam Room**
  - a. An adult (16+) must supervise children 7-15 years old.
  - b. Children under 6 years old are not allowed to use the sauna and steam room and are not advised to use the hot tub.
6. People under the influence of alcohol or drugs are prohibited from using the pools, hot tubs and spa area.
7. People with communicable diseases, open sores and bloody noses are prohibited from using the pools, hot tubs and spa area. People who are ill – experiencing flu or diarrhea symptoms are not allowed to use the pools or hot tubs.
8. Absolutely NO DIVING in Pool I. Diving is only allowed in designated areas in Pool II.
9. FOR SAFETY: horseplay is not allowed. Please do not run on the pool deck. Only soft balls are allowed in the pool area and cannot be thrown during swim lessons or Aquatic Fitness classes.
10. Children not toilet trained must wear a "swim diaper". Please take your children to the restroom prior to swimming. Fecal accidents require us to close the pool. Life jackets and water wings are allowed only when parents are within arms' reach of their child. Please no floatation toys that children may fall through.
11. No smoking or food on the pool deck. No glass containers of any kind!
12. Please do not pull on swim team flags. Diving platforms are for swim lessons and swim team only. Equipment on the deck for swim lessons, swim team and water fitness classes are not to be taken for personal use. Kick boards are for adults only.
13. Designated lanes on the west half of Pool 1 and those in Pool 2 are marked off for lap swimming. Lap lanes are for anyone 16+ using them for aquatic fitness or lap swimming. Proper lap swimming should be performed as follows.
  - Swimmers are expected to share lanes.
  - Swimmers should stay to the right side of the lane markings that appear on the bottom of the pool.
  - Swimmers stopping to rest should stay to one side of the lane allowing others to turn and continue.
  - Up to 6 people can share a lane utilizing the "circle swimming" pattern.
  - Children are not allowed in the lap lanes unless the lap lane rules are followed.
  - Please do not hang on the lap lanes.

14. People refusing to obey the pool rules are subject to removal from the premises.
15. Guest Policy: One adult may supervise a maximum of 3 children that are under the age of six and non-swimmers regardless of age. Birthday parties must be arranged in advance and are hosted by Pacific Clinic staff.

**RESERVATIONS** – The following rules are in place to ensure all clients have equal opportunity to reserve swim lanes. Clients who do not follow the lane reservation rules may have their reservation privileges suspended.

1. The following swim lanes may be booked by all clients.
2. **SWIM LANE**
  - a. Pool 1: Lane 1 and 2 (1 client per lane)
  - b. Pool 2: Lane 2 and 3 (1 client per lane) and Lane 4 and 5 (2 clients per lane)  
\*Pool 2: Lane 1 is not available to book and is a walk-on basis only.
3. Reservations can be made up to one day in advance. Swim lane reservations are for 60 minutes.
4. One reservation must be used before a second reservation can be made.
5. Must be 16 years or older to reserve a swim lane.
6. Only one name is required to reserve a swim lane. The client's name listed on the lane reservation **MUST** be swimming. Using alternative names as a placeholder is not allowed.
7. **WALK-ON RULE:** A lane cannot be reserved once the reservation start time has passed. Once the start time has passed, open lanes are available on a walk-on basis, first come, first served.

### **HOT TUBS, SAUNA AND STEAM ROOM**

1. Sauna attire – a swim suit or light clean clothing may be worn. Please no street shoes or heavy clothing. Please no scented oils or lotions.
2. Steam room – swim attire required. A t-shirt may be worn in the steam room. To prevent odors when wearing a t-shirt, it must be clean. Due to allergies please no eucalyptus oils.
3. Children 6 years and under cannot use the sauna or steam room and are advised to limit use in their hot tub usage. Children under 3'6" tall must be within arms reach of an adult while in the hot tub. Swimming is not allowed in the hot tubs.
4. People suffering from heart disease, diabetes, high blood pressure or pregnant women should consult a physician before using the hot tubs, sauna or steam room.
5. People who are ill – experiencing flu or diarrhea symptoms are not allowed to use the pools or hot tubs.
6. **OUTDOOR HOT TUB:** is restricted to adults only (18+). The indoor hot tub is available for all ages.
7. Please do not walk or sit on the ledges or steps dividing the hot tub and Pool I.

### **POOL TOY / POOL PARTY RULES**

To keep our pool parties fun, safe and enjoyable for our clients and guests the following rules must be observed:

1. The **POOL TOY** is for children ages 6-14 **who know how to swim.**
2. Non-swimmers **MUST** wear a lifejacket. Non-swimmers and children under 6 must have an adult in the water and within arm's reach in order to play on the **POOL TOY**.
3. **NO** diving off the **POOL TOY**.
4. Please do not swim under the **POOL TOY**.
5. Dangerous play and bullying are not allowed and may result in a timeout.
6. No pulling, swinging or hanging on the **POOL TOY** tether ropes.
7. Please remove jewelry, watches, metal grommets and locker keys before playing on the **POOL TOY**.



# SPLASHDOWN COVE WATER PARK SAFETY RULES

**ZERO ENTRY POOL AND PLAY POOL RULES** - To keep our pools fun and safe please abide by our safety rules.

Clients and guests may be removed from the premises if they don't follow the rules.

1. No swimming when lifeguards are not present.
2. Children under 8 years must be supervised by an adult at all times. If the child is a non-swimmer the parent must be within arm's reach of the child. A swim test is offered for children ages 6 and 7 who want to swim without a parent in the water. If they pass the swim test, they get a wristband to identify that they can swim. A ratio of one adult to every 3 children is required for children under 8.
3. Children must be 8+ years old and know how to swim to use the water park without an adult supervisor. However, we recommend adult supervision at all times – children can tire out.
4. Shower before entering the pools.
5. NO diving allowed.
6. Clothing specifically designed for swimming is required – one or two-piece swimsuits for girls and lined trunks for boys. Swim shirts (Lycra) are ok. Please no cut off shorts, workout shorts, basketball shorts, exposed zippers, buckles, rivets or metal ornamentation in the water or on the slides.
7. If you have open sores, bloody noses or communicable diseases - experiencing flu, vomiting or diarrhea symptoms (within 2 weeks) you may not use the pools.
8. Swim with a buddy if you have seizures, heart or circulatory problems.
9. Children not potty trained must wear a swim diaper. Swim diapers are available for purchase at the service desk or the concession stand. **Please take children to the restroom prior to swimming. This is extremely important because fecal accidents require us to close SplashDown Cove.**
10. Change diapers only in family change rooms.
11. Life jackets and water wings are allowed only when parents are within arms reach of their child.
12. Please no running or rough playing. Play nice.
13. No food or drink allowed while swimming in our pools.
14. Please no outside food or beverages except water or baby formula.
15. If you are under the influence of alcohol or drugs you are prohibited from entry into the water park.
16. In an **Emergency, call 9-1-1. Emergency phone** is located inside the lifeguard office.
17. First aid kit is located in the lifeguard office.
18. Maximum bather load in the play pool is 273.
19. We are a non-smoking facility

**Please see water slide rules and play structure rules near entrance to these areas.**

## PLAY STRUCTURE RULES

1. Play unit waterslides are intended for children.
2. Children under 8 must be supervised by an adult.
3. **WARNING: WATER DEPTH IS SHALLOW.**
4. Only one rider per slide at a time.
5. Slide feet first, sitting up with arms and hands inside the flume. Leave the plunge pool promptly after entering.
6. Landing area must be clear before entering the slide.
7. Follow the instructions of the lifeguards at all times.
8. No running.
9. No tubes, mats or water wings are permitted on the waterslide.
10. Only approved swimsuits allowed.
11. No diving or jumping from the play unit. No climbing on walls.
12. Rider assumes all risk of injury due to misuse of the play unit or waterslide.

## **WATERSLIDE RULES**

1. **All riders must be at least 42” tall. See our Gecko height sign at the bottom of the staircase.**
2. **Maximum rider weight is 300 pounds.**
3. **WARNING: Water depth is shallow**
4. Non-swimmers are not permitted.
5. All riders must ride feet first while lying on their back with arms crossed across their chest. Do not go down the slide head first. Do not sit up while riding the slide.
6. Riders must enter the slide in a sitting position and wait for instructions from the lifeguard stationed at the slide starter tub.
7. Do not propel yourself into the ride.
8. Only one rider at a time. Absolutely no trains or chains of riders are permitted.
9. No running, standing, kneeling, rotating, tumbling or stopping in the flume. Arms and hands must remain inside the flume at all times. Riders should remain in proper riding position until forward movement is terminated. At no time should the rider attempt to stand up while on the slide or prior to coming to a complete stop in the splash out area.
10. No tubes, mats or life jackets are permitted on the waterslide.
11. No combs or foreign objects are allowed in pockets and no jewelry can be worn while riding the slide. No cut-off jeans or swimwear with exposed zippers, buckles, rivets or metal ornamentation; only approved swimsuits allowed. Grommet covers are available.
12. The line should form on the deck with one rider on each landing and one rider in the starter tub. Wait until the landing area is clear before entering.
13. Riders must be in good health. Elderly persons, those suffering from heart disease, high blood pressure, epilepsy or persons using prescription medication should consult their physician before using this slide. Individuals with medical conditions including, but not limited to, pregnancy, heart or back problems should not ride.
14. Do not use the slide while under the influence of alcohol or drugs.
15. No diving from the slide.
16. Leave the run-out area promptly after entering.
17. Rider assumes all risk of injury due to misuse of this slide or failure to follow these rules.

## **WEATHER POLICY & CLOSURE**

If lightning is spotted in the surrounding area, we are required to close for a minimum of 30 minutes from the last sighting. If we experience inclement weather such as rain storms, high winds, dust storms or temperatures below 70 degrees SplashDown Cove will not open or may close early. For the safety of our clients and employees if the air quality is smokey and the pollution index is over 150, we do not open SplashDown Cove or we may have to reduce hours. Please watch our website, Facebook, our app or call the service desk for the most current updates.

**WARNING:**  
**Failure to follow rules can result in serious injury.**

# FITNESS CENTER / WEIGHT ROOM

The Pacific Clinic weight room is designed to provide our clients a high-quality workout. We have established policies and procedures to help you accomplish this goal. We hope that by adhering to these policies, you have a safe and productive workout.

For health and safety reasons, please DO NOT use equipment without proper instruction. Please consult with a physician before starting an exercise program. To learn how to use the weight equipment and the cardio equipment please sign up at the service desk for a weights / cardio orientation. New clients are eligible for a complimentary personal training consultation and a complimentary weights and cardio equipment orientation. Stop by the Results Personal Training studio or the service desk to book your appointments. We strongly recommend that clients attend a weights & cardio orientation prior to using the equipment.

## **ELIGIBILITY REQUIREMENTS FOR YOUTH 12 & 13 YEAR OLDS**

1. Children **under the age of 12** are not permitted in the weight room, cardio-center, fitness center or Total Solution area.
2. Youths 12 & 13 years old must go through a weights & cardio orientation with their parents and review the fitness center / weight room rules prior to using these areas.
3. Youths 12 & 13 years old must have direct parental supervision at all times while working out in these areas.
4. Youths 12 & 13 years old must check in at the service desk and obtain a bracelet prior to working out.
5. Weight room / fitness center policies must be obeyed. If there are discipline problems with youth, one verbal warning is given. If there is a second occurrence, they lose their privileges.

## **GENERAL INFORMATION**

- Over training can result in injuries. Please use caution! To prevent injuries, always warm up and stretch before working out.
- Stop exercising if you become faint, light headed, experience shortness of breath, pain, discomfort or illness. Please consult a physician before resuming your exercise program.
- Please limit your workout on cardio equipment to 30 minutes during prime time, 4:30 p.m. - 8:00 p.m. weekdays and peak times on weekends.
- Please do not leave valuables unattended. The Clinic is not responsible for lost or stolen items.

## **GENERAL AND SAFETY RULES**

When you adhere to proper lifting techniques and utilize common sense, weight lifting is an enjoyable and safe activity. Most injuries result from either carelessness or ignorance.

1. Shirt and athletic shoes must be worn at all times. No sandals or high heels allowed.
2. Plate collars are required when using free weight equipment. When loading or unloading one side of a barbell, load or unload the other side evenly. Use spotters as required. Please do not slam or drop weights on the floor. Repeat offenders may have their wellness membership suspended or terminated at our discretion.
3. For the safety and courtesy of others please return weights to their proper place. To help keep the equipment clean and dry, carry a towel with you when you work out and wipe off equipment after each use.
4. Profanity and inappropriate language, behavior and clothing are not tolerated. The weight room is not a playroom; horseplay is not tolerated and results in expulsion.
5. No food allowed in the weight room. Drinks are allowed in spill proof bottles only.
6. We only allow personal headphone music devices.
7. Please report maintenance problems to the staff immediately.

### **WARNING:**

**THE PACIFIC CLINIC IS NOT LIABLE FOR INJURY INCURRED  
WHILE USING THE WEIGHT ROOM OR CARDIO CENTER EQUIPMENT**



Our mission is to provide a relaxing environment focused on recovery so that you can maximize your results. Enjoy our special blend of equipment designed to help your mind and body recover from the stresses of life, exercise and injury.

The following guidelines have been established for your health and safety.

#### **GENERAL RULES:**

- Please consult your physician and read all warnings prior to using the equipment.
- Stop using the equipment if you feel faint or have discomfort. Please follow station guidelines to avoid detoxing or injury.
- Prior to using the recovery zone, we strongly recommended you schedule a recovery zone orientation, to learn how to use the equipment. This can be scheduled with recovery zone staff, service desk or wellness membership services.
- Please follow posted scheduling policies and follow the maximum time slot for each recovery station.
- You must be 14+ years old to use this area. Age 14-17 must come during staffed hours or be accompanied by an adult.
- For additional assistance with recovery stations please come during staffed hours. These can be found on our website and posted on the door.
- To prevent odors and to keep our recovery stations clean please wear dry clean clothing.
- Please remove shoes. Socks required on all recovery stations in the main room.
- Please stow your bags in a locker.
- Please no food allowed in the recovery zone. Drinks are allowed in spill-proof bottles only.
- Wipe stations after each use. Put away equipment after use.
- To maintain a relaxing recovery environment, please take phone calls outside of the recovery zone. Headphones required for listening devices.
- Please report maintenance problems to staff immediately.
- The Recovery Zone is monitored by cameras, except for private rooms.

**EQUIPMENT RESERVATIONS** – The following rules are in place to ensure all clients have equal opportunity to reserve recovery equipment. Clients who do not follow the recovery equipment reservation rules may have their reservation privileges suspended.

- The following pieces of equipment may be booked by all clients.
  - Hydromassage 1 and 2
  - BEMER 1, 2 and 3
  - NormaTec 1 and 2
  - Sound Pod 1 and 2
  - Cocoon 1 and 2
  - Body Sculpting Lights

\*Massage Chair is not available to book and is a walk-on basis only.
- Reservations can be made up to one day in advance. Equipment reservations are for 30 minutes, except for Hydromassage which is 15 minutes.
- One reservation per piece of equipment must be used before a second reservation can be made.
- Must be 14 years or older to reserve.
- Only one name is required to reserve. The client's name listed on the reservation **MUST** be using the equipment. Using alternative names as a placeholder is not allowed.
- **WALK-ON RULE:** A piece of equipment cannot be reserved once the reservation start time has passed. Once the start time has passed, open equipment is available on a walk-on basis, first come, first served.

# GYMNASIUM PROGRAMS

**ADULT CHALLENGE BASKETBALL** - Full court open play. No signup required. Lunch hour play is designed for adults 18+ (16+ during summer months.) Evening play minimum age is 16+ with a running 8-minute clock. See website for current times and dates.

**GYMNASIUM RULES** - Open gym is any time that the gym is not scheduled for programmed activities. During OPEN GYM the following rules apply:

1. Full court basketball may be played using the side baskets during non-challenge court times. Half the gym must be left available for non-participants.
2. 3-on-3 basketball games must use the side baskets if there are people waiting.
3. The gymnasium may be used for other activities, such as indoor soccer and volleyball, during scheduled times. Other kids' activities may also be allowed. During open gym times basketball takes priority over other activities.

**FULL - COURT CHALLENGE** - Full Court Challenge is a scheduled time when full-court basketball is allowed.

1. Games are limited to first to 11 points (when teams are waiting a 5 to 8-minute time limit may be used).
2. No team stays on the floor for more than two consecutive games (when teams are waiting).
3. Players sign up for the games on the chalkboard. You must finish one game before signing up for another.

**GENERAL RULES** - The following rules apply so clients have an enjoyable experience.

1. No food allowed in the gym. Only drinks in spill-proof containers are allowed.
2. No black-soled running shoes allowed.
3. No abuse of the equipment or profane language.
4. No dunking (except during basketball league)

# CLIMBING WALL RULES

These rules and guidelines are designed to mitigate risk while maintaining a positive and enjoyable environment for the participants.

## GENERAL RULES

- No **climbing** above the 1<sup>st</sup> panel on the main wall without a belay.
- No **bouldering** on the main wall without properly deployed crash pads and a spotter.
- Only The ROCK belay qualified climbers may belay a climber.
- Belay qualified climbers must wear their belay qualified climbers' badge at all times.
- You must be 15+ years of age to belay.
- Shirts and closed toed shoes must be worn at all times.
- Inappropriate and distracting behavior is not tolerated.
- Do not let other climbers in The ROCK during non-supervised hours.
- Only PC staff may belay climbers during kids' climb, birthday parties and family climb.

## CLIMBING DURING NON-SUPERVISED HOURS

- Only belay qualified climbers with current belay badges may belay a climber.
- No climbing alone. Adults may climb as long as a second belay certified adult is in the room to provide safety checks before climbing.
- Adult spectators may be present but they may not climb unless there is more than one belay qualified climber in the room (see rule #2).

## LEAD CLIMBING RULES

- Only climbers with a BELAY QUALIFIED CLIMBER LEVEL 3 may lead climb.
- Only belayers with a BELAY QUALIFIED CLIMBER LEVEL 2 OR 3 may belay a lead climber.
- Lead climbing is permitted only during LEAD SUPERVISED TIMES.
- Lead climbers must provide their own ropes.

## BOULDERING RULES

- No bouldering above the 3-meter line without a spotter and properly deployed crash pad.
- No hands EVER above the 4-meter line (top of 4<sup>th</sup> panel on Imprint wall)
- Boulderers must yield to rope climbers.
- Never EVER boulder over another climber.
- Ages 13 or under may NOT climb ABOVE the line on the bouldering wall.

## EVERY TIME BEFORE YOU CLIMB - USE THE BUDDY SYSTEM

- Check both harnesses for proper adjustment and double-back of the waist belt.
- Check both carabiners to make sure they are securely locked.
- Check the knot and the back-up knot.
- Check the belay device for proper threading.

**NOTE: Indoor Rock Climbing is INHERENTLY DANGEROUS and cannot be made completely safe.**

# THE JUNGLE GYM NURSERY

## **JUNGLE GYM POLICY**

We offer **2 hours of free childcare**, with a maximum of **3 hours per day**, per child. Children must be on a family or adult plus one wellness membership and under age 6 to qualify. Once the **3 hour limit** is reached, a **\$1 plus tax per minute** fee is charged per child. For children not on a wellness membership, they may still be checked in to the Jungle Gym for a fee of **\$6 plus tax per hour** per child.

The nursery is designed for children ages 5 and younger. If a parent needs to have an older child (age 6 or older) checked into the nursery, they can submit a request form (available at the nursery check-in desk) to our Family Programs Director for approval. Please note that if approved, the older child/children **cannot leave the nursery on their own** to go to Kids' Climb, Kids' Connection, or other areas.

## **Late Policy**

The first instance of being late to pick up a child will result in a verbal warning. After that, a **\$1 per minute late fee** will be charged. Continued late pickups and unpaid fees can result in suspension.

## **SICK CHILDREN**

**CHILDREN ARE NOT ALLOWED IN THE JUNGLE GYM WHEN THEY ARE ILL.** If your child has any flu symptoms or illness, where they are contagious, please keep them at home. These symptoms include running a temperature of 100.4 or higher, coughing, rash, runny nose, vomiting and diarrhea. For the protection of other children, please use good judgment. The staff may ask clients to remove their sick child from the nursery if they feel this is necessary. Your cooperation is greatly appreciated.

## **Hygiene Policy**

For the health and safety of all children, we require that parents and caregivers ensure their child practices good hygiene before entering the Jungle Gym Nursery. This included washing hands, using tissues, covering coughs and sneezes and avoiding contact with others when feeling unwell. Additionally, children should be clean and wear appropriate, comfortable clothing. Hand sanitizer is available throughout the facility, and we encourage regular use. We ask for your support in maintaining a hygienic environment to ensure everyone's well-being.

## **CHILD SECURITY**

To identify children coming in and out of The Jungle Gym nursery we use the computer check in system. Nursery staff are the only people allowed to open and close the entry gate. Clients need to get their picture taken prior to using the nursery. Because children grow quickly, their pictures need to be updated at least once a year. Only parents and guardians listed on the child's wellness membership may pick up and drop off children. To add additional guardians, contact wellness membership services.

## **OUTSIDE WORKOUTS**

Parents may not drop off children and leave the premises unless involved in an "outside" workout within close proximity (meaning - you can't drive away from the Clinic for your workout). If you are going outside for a workout please let our staff know and carry your cell phone.

## **PLAN AHEAD**

It is important that your children feel comfortable. Take some extra time to check them in. Only the parents and guardians listed on the child's wellness plan are allowed to pick them up. If someone other than a listed guardian is going to pick up your child that person must first be added to the account, via wellness plan services. Only the primary adults on the wellness plan may add additional guardians to their account. Contact wellness plan services for more information.

### **CHECK- IN PROCEDURES**

- a) Scan in with your wellness plan card. Children are tagged / labeled for security purposes.
- b) Hang up your child's coat & diaper bag. Please label diaper bags, bottles, and water bottles before handing them to staff.
- c) Remove your child's shoes or sandals. Socks are required – no bare feet please. If needed, socks can be provided for a \$3 fee. The Clinic is not responsible for any lost or stolen items.
- d) Inform the staff of any special instructions, including medical needs or behavioral details, to help us care for your child efficiently.

### **CHECK- OUT PROCEDURES**

- a) Only a parent or guardian listed on the wellness plan is allowed to sign a child out of the nursery.
- b) Collect your child's belongings.
- c) Scan your wellness plan card to check out.

### **FOOD**

Please no food or gum allowed in the nursery. In consideration of children with food allergies, this policy is strictly enforced.

### **TOYS**

Toys from home are not allowed. Some objects big or small may be dangerous to other children. If they must bring toys the parent will need to take them or they will be placed high on a shelf.

### **PARENTS PROVIDE**

Parents are responsible for providing their own diapers and bottles. If a child requires a diaper and one has not been provided, a \$2 fee will apply. Please ensure all diapers and bottles are labeled before handing them to staff.

### **POTTY TRAINING**

The staff is more than willing to assist in this area. Please bring a change of clothing in case an accident occurs during this transition time. If accidents continue to occur, we will ask you to use a pull up for a while and try again at a later date.

### **PERSONAL ITEMS**

Please DO NOT leave wallets or purses in The Jungle Gym while using the Clinic. Lockers are available in the locker rooms and locks may be purchased at the service desk. The Clinic is not responsible for lost or stolen articles.

### **LOST & FOUND**

Items left in the nursery are bagged at the end of each day and taken to the Clinic's lost and found area.

### **DISCIPLINE POLICY**

Disruptive behavior can affect the Jungle Gym environment. Behaviors such as spitting, hitting and biting are not tolerated. Our goal is to resolve issues through positive discipline and short time-outs. If disruptive behavior continues, our Family Programs Director will contact the parents. We believe that by working together, we can quickly address and resolve these issues. However, if the behavior persists, the child may be suspended from The Jungle Gym.

#### ***The following is a list of our discipline policy procedures:***

1. Verbal reprimand and an incident report.
2. Sit-out: The child will sit in a chair for a designated period of time.
3. Call parents for pick up.
4. Parent conference and potential Jungle Gym suspension (2 days or more, depending on the issue).

### **CHILDREN OUTSIDE STUDIOS**

Children are NOT ALLOWED to sit outside of a classroom while parents are in exercise classes. Children must be in the nursery or in another supervised area.



