

## GENERAL POLICIES



•**Proper Conduct.** We strive to uphold a safe, fun, family-oriented environment. As such, we expect proper, respectful conduct on the premises at all times. We do not permit disrespectful conduct toward members, guests, employees ("team members") or vendors, including but not limited to vulgar, profane, indecent, offensive, violent, hostile, aggressive, threatening, harassing, stalking, fraudulent, or other inappropriate conduct or language.

•**Weapons.** You may not bring or use weapons of any kind on the premises for any reason.

•**Proper Attire.** You must wear proper attire at all times, including shirts and shorts, unless noted in a specific area.

•**Membership Cards.** As a member, you may not enter the center without your membership card, which you must present to the first impression desk to be swiped upon entry. Because access to Crystal Spa varies by membership level, you must have the required membership, in good standing, in order to access a spa. If you lose your membership card, you may have to pay a fee to replace it. Please return your membership card on your last day of access.

•**Personal Belongings.** You must store all workout bags, coats and personal belongings in a locker. Be sure that your locker is secured before you leave it. You must keep your locker key with you at all times without exception, including while showering or receiving body treatment; do not leave your locker key unattended at any time, such as by pinning it to a towel. You may use our lockers only while you are on the premises; you may not leave any personal belongings in a locker overnight. Do not bring or store any valuables on the premises, including watches, jewelry or large amounts of cash. Do not leave valuables in plain view in your vehicle. Be sure your vehicle is locked. We are not liable or responsible for any lost, stolen or damaged personal property, whether from lockers, vehicles or other locations on the premises. Please inquire in person at the Member Services desk for lost articles that may have been found.

•**Locker /Co-Ed (JJim Jil Bang) Rooms.** We expect proper etiquette in our locker rooms. You may not spit, sleep (locker room only) or engage in any sexual conduct in our locker rooms or any other rooms. You may not shave in the locker room or steam/dry room or co-ed rooms. You may not work out or wear rubber suits or excessive clothing in the sauna or steam/dry room or co-ed rooms. You must dispose of towels in the designated container. You may not use a cell phone or any camera in our locker rooms or steam/dry room or co-ed rooms. Our locker room is for use by a parent, legal guardian or responsible adult (such as a nanny, au pair, or grandparent) with his or her same-sex small children only.

•**Injuries.** If you are injured while on the premises, please seek immediate assistance from a Crystal Spa team member. A team member can provide or arrange for appropriate medical assistance and complete an incident report.

•**Physical Examination.** We strongly encourage that you have a complete physical examination prior to beginning any new exercise or nutrition program.

•**Training Services.** Our personal training services include instruction, coaching, advice, lessons or demonstration concerning physical exercise, physical fitness, exercise strategies, nutrition, wellness, fitness products, fitness equipment and other fitness-related activities by personal trainers, nutrition coaches, teaching pros or other instructors ("personal training"). Personal training services are available to members, typically for a fee per session, upon completion of a Fitness Program Agreement.

•**No Personal Training by Members or Guests.** You may not solicit or conduct on the premises any personal training as defined above, with or without compensation. Crystal Spa retains sole discretion to determine whether a member or guest is engaged in personal training.

•**Leagues.** You may not organize your own informal or formal sports leagues, tournaments, or programs, including but not limited to basketball, tennis, racquetball, or squash leagues. We employ our own team members and online tools to facilitate league play at our centers. Crystal Spa retains sole discretion to determine whether a member or guest is engaged in organizing or participating in non-Crystal Spa league play.

•**Solicitation.** Unless expressly authorized by Crystal Spa Communications, you may not solicit—whether in person or in writing—any members, guests or team members on the premises or during off-premises events, including but not limited to solicitations for political or religious purposes, media interviews, business opportunities, or competitive products or services.

•**Cell Phones.** You may not use cellular phones in any locker rooms, sauna, steam room, or while using any health or fitness equipment. Please use common courtesy when using cell phones in other areas of the center.

•**Photography.** You may not take photographs or video on the premises without the advance approval of the Crystal Spa Communications Department or, in the case of birthday parties, the general manager or manager on duty.

•**Food.** You may not bring your own food & Beverages into the center, but you may bring clear non-alcoholic liquids in closeable, unbreakable bottles. Unless purchased for consumption outside the center, food from our Cafe must remain in those areas. No outside food or beverage allowed in the Cafe or Jjim Jil Bang(Co-Ed area). Our Cafe uses peanuts and other products that may cause allergic reactions.

•**Alcohol.** You may not consume alcohol on the premises unless it is purchased from or otherwise provided by a center, and only then in designated areas. You may not use our equipment, services or programs while under the influence of alcohol.

•**Drugs.** You may not use, possess or sell any illegal drug on the premises, including but not limited to anabolic steroids or other illegal growth-enhancing substance. You may not use our equipment, services or programs while under the influence of illegal drugs. You should not use, or should stop using, any equipment, service or program if your prescription medication adversely impacts or influences your ability to safely use it.

•**Smoking.** You may not smoke, chew or use any other tobacco products on Crystal Spa's premises including any outdoor areas (e.g., sidewalks or stairs), or at Crystal Spa's events.

•**Center Closure or Access Restrictions.** We reserve the right to close or restrict access, without advance notice, to any area of or the entire center or premises for any reason, including but not limited to closures or restrictions related to construction, remodeling, repair, or maintenance (whether planned or unplanned) or for health or safety reasons, including but not limited to weather, natural disasters, power outages, and medical issues. Your obligation to pay membership dues is not dependent upon usage, availability or access to the center.

•**Illness.** You may not enter the premises if you have a contagious illness that may be transferred through ordinary use of our equipment, services or programs. You must cover exposed lesions or rashes.

•**Animals.** You may not bring any animal on the premises unless it is a service animal performing its duties in the care of a person who requires its assistance or is an on-duty law enforcement animal ("exempt animals"). All exempt animals must be licensed, vaccinated and have identification tags (where applicable); must remain leashed or caged and under a non-Crystal Spa responsible person's control at all times; and must be removed immediately if it causes a disturbance, interrupts the work of others or poses a health or safety risk to those who are exposed to it. The animal's owner must promptly remove animal waste and is liable for any damage caused by the animal.

•**Damage to Center.** You may not damage the center in any way, including but not limited any damage to, or theft of, exercise equipment, towels, supplies or other center property, such as balls breaking lights. If you, or a guest, youth member or junior member on your membership, damages the center, you must pay for it.

•**Non-members.** Excluding Crystal Spa Café, Spa, and Service Area, Crystal Spa Fitness centers and its programs, services, amenities, benefits, programs, classes, events, are for members only or guests of members as permitted by our Guest Policy. Non members who wish to use Crystal Spa Fitness centers must sign in or register at the first impression desk by executing an assumption of risk and waiver/release of liability agreement prior to entry onto the premises.

•**Refund Methods.** Unless otherwise required by law, we will issue refunds only to the payor as follows:

- **Credit Card.** Payments made via credit card will be refunded to the same credit card account used at the time of purchase.
- **Cash or Check.** Payments made via cash, check or bank withdrawal may be refunded by means of a Crystal Spa gift card, membership dues credit, or check. Refunds for payments by check will be processed within 30 days, unless the payor provides a copy of the cleared bank draft or check from his or her financial institution in which case the refund may be made more quickly.
- **EFT from Bank Account.** Payments made via electronic fund transfer from a bank account (EFT or ACH) may be refunded by means of a Crystal Spa gift card, membership dues adjustment credit, or credit to the payor's original bank account. Refunds will be processed within 30 days.
- **Gift Card.** Payments made via gift card will be refunded to a Crystal Spa gift card.