

Club Policies

Hours and Operation and Service

1. The current KCF Club hours are listed on each Club's home page on this website.
2. Hours are subject to change based on demand and/or holidays.
3. The Club, or certain facilities within the Club, may be temporarily closed from time to time for repairs, refurbishing, holidays or due to damage by fire, flood, earthquake, storm, catastrophe or act of God. Such closures do not entitle the member to an extension of this Membership Agreement or a reduction in membership dues or fees.

Guests

1. Daily Guest Fees are \$20; \$15 when accompanied by an active member.
2. Guests must be 18 years or older or accompanied by a parent/legal guardian and complete the Guest Registration Waiver.
3. Guests under 18 years of age, must have the parent member/guest complete and sign the Guest Registration Waiver.
4. All Guests are to follow the Club Policies and the Youth Policies, particularly as it relates to Club access for those under 18 years old.
5. Guests 18+ must present photo identification.

Club Use

1. To check in, members are required to show/scan your membership card every time.
2. Reservations are recommended and/or required for designated group exercise classes, court sports, indoor swim lanes (Atascadero) and outdoor swim lanes (Arroyo Grande).
3. Shirts and/or cover-ups and shoes must be worn at all times while in the Club or going to and from the pool area.
4. When in the pool, long hair is to be tied up or in a cap. Showers are to be taken prior to entering the pool or whirlpool.
5. Glass containers are not allowed in the pool area.
6. Non-marking soles only may be used on the floors of all courts and group exercise studios.
7. Members are to be mindful of those around them and careful not to interrupt the experience or concentration of others by loud and boisterous behavior or profanity.

Youth Policies

In addition to the Club Policies above, the following further applies to youth members:

1. Children ages ten (10) through seventeen (17) may join for a discounted child rate under their active parent's membership plan.
2. Child-monitoring is available through Kidz Club for children ages six (6) weeks up to ten (10) years of age for a nominal fee. Parents/guardian must stay on the premises while children are in Kidz Club. Contact your Club's Kidz Club for rates and details.
3. Child members/guests, ages ten (10) and eleven (11) must be accompanied by an adult member/guest at all times, unless the child is participating in a KCF supervised activity or program.
4. Child members/guests, ages twelve (12) and thirteen (13) may use all areas of the Club (except for the pool, steam, sauna and whirlpool) providing the adult member/guest is on the premises.
5. Child members/guests ages fourteen (14) to eighteen (18) may use all areas of the Club without the adult member/guest being on the premises as long as the club policies are followed.

Membership Policies

1. Your membership cannot be cancelled without the proper notice outlined in your membership agreement and also below (see Membership Cancellation) unless one of the following exceptions apply: a) Death of the member; b) Confirmation by a physician of a disability of the member making use of the facility impractical; or c) Relocation to a residence more than 25 miles from any club-owned facility.
2. Month-to-Month and Commit-to-Get-Fit membership plans are non-transferable.
3. Prepaid membership plans with one month or more of membership time may be considered for transfer as follows:
 - a. If the receiving party is a current member in good standing, a \$25 transfer fee is required in advance of the transfer to be paid to the membership business office during office hours
 - b. If the receiving party is not a current member, a \$50 restart fee (for former members) or \$99 enrollment fee is required to be paid to the membership business office during office hours. There is no additional transfer fee required.
 - c. Membership promotions reducing the enrollment fee do not apply to transferred membership transactions.
 - d. The member transferring the membership must pay any outstanding account balances due KCF prior to the final approval by KCF to transfer the membership.

Membership Freeze Policies

As a courtesy, membership plans (excluding Corporate or Passes) may be frozen for a period of non-use.

1. Freeze requests must be made in person during membership business office hours or by email request, in advance and not retroactively.
2. It is the member's responsibility to make sure that the freeze request has been received and applied to their membership account.
3. Prior to approval of the freeze request, the member's account must have a zero balance due KCF.
4. When the freeze time ends, the membership automatically resumes according to the terms or time left on the membership.

Prepaid membership plans may be frozen a minimum of ten (10) days and maximum of six (6) months during the membership term.

1. There must be at least one (1) month of membership time to freeze.
2. There is a \$10 freeze fee required at the time of the request. This amount may not be charged to the KCF account.
3. Membership time automatically resumes after the freeze period ends.

Month-to-Month and Commit-to-Get-Fit membership plans may be frozen for a minimum of thirty (30) days and maximum of three (3) months in a calendar year.

1. Freeze request must be received by the membership business office no later than the 20th of the month (unless the 20th falls on a weekend/holiday then it is business day before) in order for the deduction scheduled on the following 10th to reflect the \$5 freeze fee (\$10 for 2 or more on the account).
2. Monthly membership dues according to the terms of the membership contract resume automatically after the freeze time ends.

It is the member's responsibility to note when the regular membership dues resume

Account Changes to a Month-to-Month or Commit-to-Get-Fit Membership Plan

Month-to-Month and Commit-to-Get-Fit dues are electronically deducted monthly on the 10th of every month via Electronic Funds Transfer (EFT). If the 10th falls on a weekend or holiday, dues may be drawn on the business day prior to the 10th.

1. **Commitment:** See your copy of your Membership Agreement for the required monthly deductions to satisfy your commitment. After this period, your membership automatically renews on a month-to-month basis until you cancel your membership following the Cancellation Requirements below
2. **Cancellation Requirements:** To cancel after the number of deductions noted on your agreement are satisfied, a written notice in advance of thirty (30) days prior to the 10th of the month shall be received by KCF via first-class mail, email from an address on file with KCF or delivered in person to one of the addresses/email address noted on this website. Prior to approving your cancellation, your membership account must have a zero balance due KCF. Your membership is non-transferrable and cannot be cancelled without the notice required in this agreement unless one of the following exceptions apply: (a) Death of the member; (b) Confirmation by a physician of a disability of the member making use of the facility impractical; or (c) Relocation to a residence more than 25 miles from any club-owned facility.
3. **For Commit-to-Get-fit membership plans,** if cancellation is requested within six (6) months of the date below a **\$100 early cancellation fee is required** with your cancellation request. If cancellation is requested after six (6) months and before the eleventh (11) month of the date below for any reason other than death or disability, a **\$50 early cancellation fee is required.**
4. **Returns: Dues returned for any reason will incur a \$10 return fee.** It is your responsibility to keep your account updated by contacting the membership business office at your location of choice.
5. **Account Changes:** Any changes to banking must be completed in person by the undersigned with the membership business office during membership business hours.
6. **Rate Changes:** All rates are subject to change after the minimum commitment has been satisfied. Written notice via first-class mail or email to the address on record will be provided by KCF to the member thirty (30) days prior to the scheduled increase.

House Account Charges

1. Members may set up a KCF House Charge Account with a credit card to charge food, beverages and/or services.
2. House Account balances will be billed and expected to be paid in a timely manner. Finance charges are assessed on unpaid balances.
3. Balances not paid within ninety (90) days will be charged to the payment method on file

KCF is a family-oriented club and facility, serving members and authorized guests of members. We reserve the right to refuse service to those not willing to abide by the policies described here and in your membership agreement.. KCF also reserves the right, at its sole discretion, to terminate any membership at any time for any reason.