



MEMBERSHIP POLICIES & PROCEDURES

Chancellors Family Center (CFC) is a 501(c)3 non-profit organization. Our mission is to provide a facility for safe recreational usage of several community fitness and educational programs for all and special programs assisting seniors, disabled adults, children, and disadvantaged youth and families of Southwest Houston, funded by donations and the operation of a full service fitness athletic complex.

CFC policies and procedures are in place to allow us to better serve you and to provide an enjoyable, rewarding experience for all. By accessing our facility, you consent to have read, understood and agree with all terms in CFC's membership policies and procedures.

General Policies:

1. All members and guests are required to check in at the court desk.
2. All members must have their picture taken for their membership account.
3. Members must be current on their dues to be considered a member in good standing and gain entrance into the facility.
4. Members are asked to please observe facility closing times and be prepared to leave promptly at that time.
5. CFC will make every attempt to remain open in inclement weather, however, we reserve the right to delay opening, close early, or remain closed if the weather is serious enough to put staff and members at risk. Furthermore, memberships will not be refunded or prorated due to such event.
6. Memberships are non-refundable and non-transferrable.
7. Membership rates are subject to change with 30 days notice.
8. Memberships will not be refunded, prorated, or extended due to lack of usage, travel, or failure to provide proper documentation according to membership holds and cancellation policies.
9. Temporary lockers are available in both the main building and indoor pool locker rooms. Temporary lockers are free of charge and for daily use only.
10. Permanent lockers are only available in main building locker rooms (not indoor pool). Permanent lockers are complimentary with any membership. Locker selection is based on a first come, first serve basis.
11. Members and guests under 16 years old must be accompanied into the locker room by an adult at least 18 years old.
12. Food and drinks are allowed in designated areas only.
13. CFC is not responsible for personal property lost, damaged, or stolen while members and/or guests are using the facilities or participating in a program.
14. Video recorders, cameras or any other visual recording devices are not allowed within the facility without the express written consent of the Executive Director or other management staff. Anyone caught taking pictures of another person without their permission and knowledge will be prosecuted to the full extent of the law by CFC and will lead to termination of membership.
15. Improper sexual behavior will not be tolerated. Membership will be terminated.
16. For your well-being, NO SMOKING or use of tobacco products of any type is allowed in the building or on the CFC property.
17. No pets allowed on property. Service animals trained to aid a person with a disability are welcome.
18. Action, activities or language that is disrespectful to others or abusive will not be tolerated. Youth and Adults unmindful of others will be counseled and appropriate action taken.

Members 13 & Younger:

All members under age 14, must be in a structured activity, such as swim lessons, Jr. Tennis Academy, Tennis Lessons or directly supervised at all times by an adult 18 or older. CFC does not provide formal supervision of children.

Members 14 & Older:

Members age 14 and older may use CFC facility without parental/adult supervision.

Membership types:

Fitness memberships allows access to everything except indoor tennis courts. Tennis membership allows access to everything including indoor tennis courts.

Membership Holds:

1. Member may request in writing to put their membership on hold for medical reasons only. A doctor's note must accompany all requests in order to be considered.
2. All membership holds must be approved by management.
3. Membership holds must start on the 1st of the month and go through the end of the month. Membership dues will not be prorated.
4. Membership holds are limited to 3 months. After 3 months, the membership will automatically be reinstated unless member requests more time and management approves extension.
5. Anytime during the hold period, a member may reinstate their membership upon written request.
6. Member may not be a guest of other members while their account is on hold.

Membership Changes & Cancellations:

1. All membership status changes (address, phone number, membership type, holds, cancellation, etc.) must be in writing. Members may pick up a change of status form at the court desk. Please complete & return to the court desk. Verbal request changes will not be accepted.
2. Memberships automatically renew (annual, semi, or monthly) unless membership request changes have been submitted in writing according to required notice.
3. Downgrades to membership type must be submitted prior to the month the change is to take effect.
4. Upgrades to membership type can be done any time during the month. Membership dues will not be prorated.
5. Membership cancellations require at least 45 days written notice prior to your membership renewal. Members are responsible for all charges including dues during the 45 days period.

Credit Card Transactions:

1. On the 2nd of each month, credit cards will be charged for membership dues, plus balance owed on CFC account.
2. All credit cards in our system have the authority to be charged if any activity takes place which includes but not limited to private tennis lessons, group tennis lessons, personal training, Jr. Tennis Academy, Jr. Team Tennis, tournaments, fundraiser event/activity, pro shop, and snacks.

Refund Policy:

1. Refunds are at management's discretion unless otherwise stated within your CFC membership agreement, CFC membership policies and procedures, on registration form, communication source or during online registration process.
2. **Paid membership dues, summer camp fees and donations are non-refundable.**

3. If a refund is granted, refund will be in the same form as original payment method or an account credit may be issued on the member's account for future programs, activities or dues. Refunds will first be applied to any outstanding balance, including membership dues, when applicable.

Guests:

1. Members age 18 and older may bring guests to CFC by purchasing guest passes or paying a one day fee.
2. Guest Passes may be purchased at the court desk. Guest passes are non-refundable and non-transferrable.
3. All guests must sign in at the court desk along with their accompanying member. Guests must present a valid photo ID when signing in with the member.
4. Members that fail to sign in guests at the court desk will forfeit their guest privileges.
5. Tennis guests, paid or free, are limited to no more than TWICE a month. After an individual has been a tennis guest 2 times in one month then they are welcome to play tennis by paying the appropriate walk-in fees.
6. Fitness guests are not limited to a set number of visits per month.
7. CFC reserves the right to limit the number of guests on property without notice.

Pool Rules:

Please observe all pool rules posted at CFC indoor and outdoor pools. If you have any questions, or need further assistance, please contact management.

Top Pool Rules:

1. When there is no lifeguard on duty or "Swim at your Own Risk", children under 16 years old and non-swimmers must be supervised/accompanied by an adult at least 18 years old. When there is a lifeguard on duty, Children from ages 8-14 years & non-swimmers must be supervised/accompanied by an adult at least 18 years old. Children under the age of 8 must be supervised/accompanied by an adult at least 18 years old at all times.
2. Appropriate swim attire must be worn at all times.
3. No glass or alcohol.

Tennis:

1. Tennis members may reserve indoor tennis courts 3 days in advance starting at 8am. When reserving a court, please give the names of all players.
2. Tennis court reservations are limited to 1 ½ hours on the front courts (1-4) and 2 hours on the back courts (6-10).
3. Tennis members may not book more than 1 court during the same time.
4. We require a 3 hour notice to cancel your court reservation.
5. Tennis court reservations will automatically be cancelled 15 minutes past reservation time if no member on the reservation is present.
6. It is at management's discretion to charge applicable court fees to any tennis member who fails to cancel a court at least 3 hours in advance (this includes no shows).
7. Complimentary tennis drills for adult tennis members only every Monday from 7:30pm-8:30pm (all levels).
8. Complimentary ball machine usage for all tennis members. Reservations required (only courts 6-10) with a maximum of 1 hour.
9. Tennis lessons only allowed by CFC tennis pros at an additional cost. All tennis lesson fees must be paid at the court desk (not directly to the pro).

Racquetball:

1. CFC has 4 racquetball courts available to members at no charge.
2. Courts are on a first come, first serve basis. No reservations taken.
3. Black soled shoes not permitted.
4. Protective eye protection required.
5. No food or drinks on courts.

Fitness Center/Fitness Classes:

1. No one under the age of 14 allowed in fitness center.
2. Daily guests under the age of 18 are not allowed in the fitness center.
3. It is recommended that all members have a fitness orientation prior to using the fitness center. New Members receive a complimentary orientation. Orientations are by appointment only.
4. Please report any equipment problems/concerns to court desk or management staff.
5. Shirts and closed toe shoes must be worn at all times. Midriiffs should be covered. No wet bathing suits, sandals/flip flops, or provocative clothing permitted.
6. Personal training only allowed by CFC personal trainers at an additional cost. All personal training fees must be paid at the court desk (not directly to the trainer).
7. Do not drop or bang weights.
8. No food allowed.
9. No open containers. Only containers with a secure lid are allowed in fitness center.
10. Rack weights after use.
11. Wipe down equipment after use.
12. Please be courteous and limit your time/loitering on equipment when others are waiting.
13. Please keep your cell phone on vibrate or low ring volume as well as keep your conversations quiet and short.
14. Headphones required at all times when listening to any personal electronic device.
15. Fitness class schedules are available on a monthly basis. CFC reserves the right to cancel or make schedule changes to any class at any time.
16. Please refrain from entering a fitness class after it has started because it is unsafe and disruptive. Members should notify the instructor prior to class if they are plan to leave early.
17. CFC reserves the right to ask you to leave the fitness center or any fitness class if you fail to abide by the above policies.

Thank you for taking your time to read and understand the above policies and procedures.

Chancellors Family Center is the place where family and fun come together.