



Member Policy Guide

Our Member Policy Guide has been created to make it easy for you to find answers to questions you may have about your Renaissance ClubSport Walnut Creek (RCS) membership. This handy guide outlines general club policies that have been established to ensure your comfort, safety and enjoyment of our facility.

Please take a few moments to familiarize yourself with the contents of the Member Policy Guide. Knowing and observing club rules and policies will help ensure that every visit to the club is enjoyable.

Topics:

[Club Hours](#)
[Physical Activity Readiness](#)
[Parking](#)
[Attire & Footwear](#)
[Club Service Desk](#)
[Guests](#)
[Children & Teens](#)
[Kids World Childcare Center](#)
[Fitness Center](#)
[Group Fitness Studios](#)
[Aquatics Center](#)
[Gymnasium](#)
[Racquetball & Squash Courts](#)
[Bocce Courts](#)

[R Spa](#)
[Dining](#)
[Locker Rooms](#)
[Steam Rooms, Saunas & Whirlpools](#)
[Hotel Guest Rooms](#)
[Banquet & Meeting Space](#)
[Hotel Business Center](#)
[Gift Cards](#)
[Reciprocal Use](#)
[IHRSA Passport](#)
[General Club Policies](#)
[Club Charge Accounts](#)
[Membership Account Policies](#)
[Emergency Procedures](#)

CLUB HOURS

Regular hours of operation for the club are Monday - Friday 5:00am - 11:00pm and Saturday - Sunday 6:00am - 10:00pm. We appreciate your cooperation in planning your workout and shower time so that you are prepared to leave the club promptly at closing time. Occasionally club hours will vary to accommodate holidays or other special occasions. We will post any schedule changes at least one week in advance so that you can modify your workout schedule.

Other Hours of Operation:

Hotel:

Monday - Sunday: Open 24 hours

Membership & Hotel Sales Office:

Monday - Thursday: 9:00am - 8:00pm

Friday - Sunday: 9:00am - 6:00pm

Business Center:

Monday - Sunday: Open 24 hours

Kids World:

Monday - Saturday: 8:00am - 9:00pm

Sunday: 8:00am - 7:00pm

Activities Desk:

Monday - Thursday: 9:00am - 1:00pm; 4:00pm - 7:00pm
Friday - Saturday: 9:00am - 1:00pm
Sunday - Closed

Citrus Fresh Grill:

Breakfast: 6:00am - 11:00am
Lunch: 11:00am - 2:00pm
Dinner: 5:00pm - 10:00pm

Citrus Lounge:

Sunday - Thursday: 11:00am - 11:00pm
Friday - Saturday: 11:00am - 12:00am

Citrus Fresh Market:

Monday - Sunday: 6:00am - 8:00pm

R Spa:

Monday - Friday: 9:00am - 9:00pm
Saturday: 9:00am - 8:00pm
Sunday: 9:00am - 8:00pm

R Spa Boutique:

Monday - Sunday: 9:00am - 9:00pm

Valet Service:

Monday - Sunday: Available 24 hours

Please note that departmental hours of operation are subject to change. Departments will have current hours posted in the club and hotel.

[\[back to the top\]](#)

PHYSICAL ACTIVITY READINESS - Please complete the following pre-activity screening before you use the club, and annually thereafter:

If any of the following factors apply to you now or in the future, consult your physician before increasing your physical activity level or proceeding with a fitness evaluation/test or training program: heart disease, numbness in the shoulders or arms, fainting/dizzy spells, high or low blood pressure, high cholesterol, bone and/or joint pain, unaccustomed to regular exercise, on medication, recent illness, diabetes, epilepsy/seizures, recent surgery, under/overweight, chest pains, pregnant, smoker, male over 45 years of age or female over 55 years of age. While the Club endeavors to create a safe and healthy environment for all members, it does not retain physicians on staff. Therefore, it is up to each member to monitor their own activities and understand their limits. All members and guests are responsible for securing their own health insurance. The Club does not provide medical coverage for injuries sustained on the premises or while participating in Club-sponsored activities and events, whether on the premises or not.

[\[back to the top\]](#)

PARKING

Renaissance ClubSport provides a convenient multi-level parking structure for your use when visiting the club. The club entrance is on the same level as the top parking level of the structure; a stairwell from the lower levels leads you to the club entrance.

- You will be issued a parking card (along with your membership card). We suggest keeping your parking card in your car so that it's always available to open the gate upon entering and exiting the parking garage.

- The parking structure is shared by club members; hotel, restaurant, and spa guests; and adjacent businesses (during weekday business hours only). Please follow the directional signage and park in spaces dedicated to Renaissance ClubSport.
- You receive four complimentary hours of parking per visit.
- Your guests (if arriving in a separate car) may use our valet service at the main hotel entrance (a fee will apply).
- You may choose to use our valet parking service at any time; valet fees are discounted for members.
- If you forget or lose your parking card, you may park your car with valet and receive the member discount. A nominal fee is charged to replace your parking card.

[\[back to the top\]](#)

ATTIRE & FOOTWEAR

At Renaissance ClubSport, we strive to create an environment that is upscale and visually pleasing, yet comfortable and safe for all. Please use your best judgment in your choices of attire for the public areas of the club and hotel, and consider safety and performance issues in your choices of athletic gear and footwear for sports participation. Here are our basic attire and footwear standards:

- Shirts and shoes are required at all times in all areas except the locker rooms and outdoor aquatics center.
- Always wear closed-toe athletic shoes in the fitness center and when participating in any sport or Group Fitness class. If participating in a group fitness class such as yoga or Pilates, which are performed barefoot, wear shoes to and from the studio.
- On the racquetball, squash and basketball courts, wear shoes designed for court play, with non-marking soles.
- Exercise attire should not be overly revealing, and fabrics or accessories should not cause damage to the upholstery on fitness equipment.
- Swimwear is appropriate only in the aquatics center and locker rooms.

[\[back to the top\]](#)

CLUB SERVICE DESK

The Club Service Desk is the “hub” of RCS. Service Desk personnel are there for your convenience - whatever assistance or information you need, they can help or point you in the right direction.

- Please check in with the Service Desk receptionist and present your membership card each time you enter the club. For everyone’s safety, we cannot admit anyone into the club without proper identification.
- Membership cards are not transferable and may not be loaned.
- If you lose your membership card, we will gladly replace it for a nominal fee.
- For your convenience, many club transactions such as guest registrations, guest fees and payments on account may be processed at the Club Service Desk.

[\[back to the top\]](#)

GUESTS

Renaissance ClubSport welcomes guests and encourages you to share the experience of the club with your friends, family, and co-workers. To ensure club members enjoy optimum use of the club and to protect the value of your membership, the following Guest Policies apply:

- Members ages 18 and older may bring guests to RCS.
- Local guests (residing within a 25-mile radius of RCS) may visit once per month.
- Your guest must sign in at the Club Service Desk upon entering, present a valid photo ID, and complete a Guest Registration Card in its entirety for security and liability purposes.
- The guest fee may be paid by you or your guest.
- Please accompany your guest in the club at all times, and take responsibility for your guest’s conduct and attire.

- Guests will follow the same club rules, policies and etiquette guidelines applicable to members.
- Day use lockers are available for guests.
- Expelled or suspended members may not visit the club as the guest of another member.
- Extended guest passes or temporary memberships may be purchased for out-of-town visitors (those living outside a 25-mile radius of the club). Contact the Club Service Desk for more information.

[\[back to the top\]](#)

CHILDREN & TEENS

Our facility appeals to families as well as adults without children. Parents should advise your children and teens on appropriate behavior and supervise them (where required) while visiting the club. This is particularly important in the fitness center, restaurant, swimming pools, and locker rooms. The following policies are designed for the overall safety of children and teens while in the club.

Children (Ages 11 and Under):

Children ages 11 and under must be accompanied and directly supervised by a parent or adult guardian at all times while in the club, except when:

- Registered in Kids World (parent must remain on premises); or
- Enrolled in a club-sponsored and supervised program, such as a camp, clinic, class, special event or birthday party (parent may be off premises).

Children may not enter the Fitness Center, and are allowed in Group Fitness Studios only during specially designated children's classes. Children may not use the steam room, sauna, or indoor whirlpool. As of age seven, children may accompany an adult in the outdoor coed whirlpool, but may not use it without adult supervision.

Boys ages three and under may accompany their mother into the women's locker room, and girls ages three and under may accompany their father into the men's locker room. Children must be enrolled on a membership in order to use any club facility (pool, gymnasium, racquetball courts, etc.) or a guest fee may be paid.

Teens (Ages 12 to 17):

Teens ages 12 to 17 may use all areas of the RCS facility without being accompanied by or directly supervised by a parent or adult guardian as long as:

- The club has on file a Teen Results Program Registration Waiver signed by a parent;
- The teen member has completed the club's TeenFit Certification; and
- The teen member follows all club policies and conducts himself or herself appropriately.

Teens must be enrolled on a membership in order to use any club facility, or a guest fee may be paid. Teens ages 12 to 17 may purchase an Individual membership at RCS, with a parent's signature of approval and agreement to pay all dues and fees.

Dependent:

Children members may be on a Couple or Family membership through the age of 25, provided they reside at the same address. Upon their 26th birthday, dependent children may "roll over" into an individual membership, without incurring an initiation fee but must do so within 30 days of their 26th birthday.

Parent Responsibilities:

All parents must take responsibility for following the club's policies for children and teens, and for accompanying or directly supervising children where and when the club requires. Direct supervision means that you are participating side by side with your child in the selected activity or you are watching them from a close distance, and ensuring that your child is performing the activity in a safe,

non-disruptive manner.

[\[back to the top\]](#)

KIDS WORLD CHILDCARE CENTER

Renaissance ClubSport is proud to offer a professionally supervised childcare center for use by the children (ages 6 weeks to 12 years) of our members and guests. Kids World offers children a variety of enrichment activities, including arts and crafts, organized games, story times, specialty classes, and more. Here are some guidelines for utilizing our childcare services:

- Infants ages 6 weeks to 12 weeks who are on a membership receive one hour and 15 minutes of complimentary child care per day. This is the maximum length of time infants may stay in Kids World.
- Children ages three months to twelve years who are on a membership receive three complimentary hours of child care services per day.
- After three hours, an overtime fee will apply. The maximum continuous amount of time a child may be in Kids World is four hours.
- Service is available for children that are not on a parent's membership and also for children of a member's guest at an hourly childcare fee.
- Prior to a child's first visit, we ask you to complete a Medical Release Form, which will be kept on file in Kids World for use in the event of an emergency.
- Only parents or authorized adults may check children in and out of Kids World, and escort them between Kids World and other club activities.
- Each child on a membership will have his or her own membership card (makes them feel important! and will use it to check in to Kids World. Children will only be released to the adult supplying the proper membership card.
- For the health and well being of all children, those who are sick cannot participate in Kids World. If your child becomes sick or shows signs of illness while in Kids World, you will be notified to pick up your child.
- Please ensure that diapered children are dry and clean before bringing them to Kids World. You are welcome to use our diaper changing station or to provide us with extra diapers for your child so we can take care of it.
- Lunches or snacks may be brought into Kids World, but may only be consumed during designated times and in the designated snack area. Beverages must be in plastic, non-spill containers.
- Please place your diaper bag, backpack or other personal items in a cubby. Children's belongings should be labeled. We recommend that children not bring items of value to the club.
- You must remain on RCS premises while your children are in Kids World.
- Children must follow the direction and instruction of the staff. Behavioral problems, such as biting or fighting, or other incidents that require discipline and compromise the safety of other children may result in suspension of childcare privileges for a defined period. Appropriate action will be determined on a case-by-case basis.
- If a child is upset or uncomfortable for a period of twenty minutes or longer, the staff may request parental assistance.
- Further specifics on our childcare center policies are available in Kids World.

[\[back to the top\]](#)

FITNESS CENTER

Constantly growing to meet the changing needs of today's health and fitness-conscious member, Renaissance ClubSport features one of the most contemporary and diverse Fitness Centers in the industry. Along with a wide variety of equipment for cardiovascular, strength, and flexibility training, we offer a great selection of wellness programs and services, led by educated, certified instructors and trainers. For the safety and comfort of all members, we've put together the following fitness policies and etiquette guidelines:

- There is a Fitness Instructor on duty in the Fitness Center during all hours of operation. They are there to help you, so if you have any questions, please ask. If you're unfamiliar with any piece of

equipment, they'll be glad to show you how to use it properly and safely.

- Please comply with any request made or instruction provided by a Fitness Instructor.
- All new members are encouraged to complete the New Member or Teen Results Program.
- Beverages in plastic, non-spill containers are permitted in the Fitness Center, food items are not permitted.
- Cell phones must be placed on mute or vibrate mode when used in the Fitness Center. Cell phones may be used for text messaging, checking emails or listening to music with head phones. They may not be used for placing or taking calls, taking pictures or recording video.
- Please use a locker in the locker room to store your athletic bag or other personal items, and do not bring them with you into the Fitness Center.
- The Fitness Center is equipped with televisions. Please bring your own headphones if you'd like to listen to TV while working out.
- Please adhere to a 30-minute time limit on cardio equipment when others are waiting.
- The club provides assorted magazines and newspapers for those interested in reading while working out on the cardio equipment. Please return reading materials to the magazine racks after use.
- Return all cardio equipment to zero speed and elevation (where applicable) after use. Never exit a treadmill with the belt still moving, or step onto a treadmill with a moving belt. Stand on the sides of the treadmill before you step onto the belt in order to ensure that the belt is not moving.
- Perform weightlifting exercises properly, safely, and under control at all times. Please do not drop or slam weights.
- Towels and sanitizing wipes are provided; please wipe off each piece of equipment after use.
- Please return all dumbbells, weight plates, and handles to racks after use.
- When performing more than one set on weight equipment, allow others to "work in" between your sets.
- No equipment (i.e., dumbbells, physio balls, stretching mats, etc.) in the Fitness Center may be taken to other parts of the club.

[\[back to the top\]](#)

GROUP FITNESS STUDIOS

Renaissance ClubSport boasts a highly experienced, talented, and professional team of Group Fitness Instructors - second to none in the bay area. Our Group Fitness schedule features a wide variety of classes daily, offering something for all fitness levels and interests. The following guidelines are in place to ensure the safest and best possible Group Fitness experience for everyone:

- Please do not bring personal belongings, except a towel and plastic, non-spill water bottle, into the studios. Cell phones are not allowed.
- All studio equipment must stay in the studio or storage area. Body bars, tubing, weights, and so on may not be taken to other areas of the club.
- Specific instructors are assigned to each class. However, should illness or emergencies arise, another highly skilled instructor will substitute.
- Please wait for a class in progress to officially end before entering the studio for the next class.
- When you arrive for class, you may set up your equipment (step, mat, etc.) but not save a space or set up for another participant.
- Please be prompt for class. For safety reasons, do not enter a class more than ten minutes late. If you are late, please do not interrupt the flow of the class, and take responsibility for your own warm-up.
- Please follow the instructor's direction and the class format, with allowances for modifications due to physical limitations or fitness levels.
- As a courtesy to the instructor and fellow participants, please do not carry on long or loud conversations during class.
- For classes with sign-up requirements, you may sign in only for yourself.
- If you are just beginning an exercise program or have any medical concerns, please inform your instructor prior to class.
- The studio is a group programming area, and is open only during scheduled class times.
- Classes may be canceled or rescheduled due to low participation.

- Participants must be at least 12 years of age (and must have completed the club's TeenFit Certification) to attend adult classes on the Group Fitness Schedule.
- Please turn any personal electronic devices off or to silent alert mode during class.

[\(back to the top\)](#)

AQUATICS CENTER

Renaissance ClubSport offers a resort-style outdoor aquatics center, featuring a 25-yard five-lane lap pool, an exercise pool, a children's pool, and a coed whirlpool. We offer swim lessons for all ages, and a varied schedule of aquatic exercise classes. All swimming pools are open year-round and heated during the winter months. To ensure a safe and enjoyable aquatics experience for all, please follow these policies when using the aquatics center:

- Lifeguards are not on duty at all times. All persons using the pools do so at their own risk.
- When lifeguards are on duty, please follow their instructions at all times.
- Please wear proper swimwear; no cut-offs, shorts, leotards, or thong suits.
- Beverages in non-spill plastic containers are permitted in the pool area; please no glass bottles or containers.
- Infants and toddlers must wear swim diapers. Regular diapers are not allowed in the pool.
- Parents must watch your children and assist us with enforcing pool rules. Please be in the pool within contact of your non-swimmer child, even if the child is using a flotation device.
- Please shower and rinse off any sun tan oils before entering the pool.
- For everyone's safety, we do not permit running, pushing, dunking or general rough play in the pools or on pool decks.
- Please don't bring rafts, tubes, balls or water guns to the RCS pool.
- Kickboards, pull buoys, and hand paddles are permitted if used properly.
- No diving at any time.
- Please do not stand or sit on the lane lines at any time.
- Lap lanes are for continuous lap swimming. When the lap pool is busy, swimmers must share lap lanes, and should circle swim when more than two swimmers are sharing a lane.
- Persons wearing adhesive bandages or those with skin infections, open wounds, or any communicable disease may not enter the pool.
- RCS reserves the right to schedule programming (Group Fitness classes, swim lessons, birthday parties, camps, summer BBQ's, etc.) or private rentals in the pools or deck areas. Lap or open swimming may not be available at all times on all days.
- Do not use the pools alone.

[\(back to the top\)](#)

GYMNASIUM

Renaissance ClubSport features an NBA-regulation size basketball court with two adjacent half courts. The gym is convertible for volleyball play. Besides open play in these sports, we also offer leagues, tournaments, camps, and clinics. Court space is also programmed with selected fitness classes and other special activities. For the benefit of all gym users, please abide by these guidelines:

- Water in a plastic, non-spill container is permitted in the gym; please no food, gum or other drinks/containers.
- To protect the wooden gym floor surface, please wear non-marking athletic shoes.
- RCS provides a full supply of basketballs and volleyballs in the gym. Please do not bring any personally owned balls to the club. Balls may not leave the gym.
- Please use a locker in the locker room to store your athletic bag or other personal items, and do not bring them into the gym.
- Unsportsmanlike conduct, including foul language, is prohibited and is cause for expulsion from the facility.
- Do not hang on the basketball rims or volleyball nets.
- Throwing or kicking balls against the walls or ceiling causes damage to the facility - please don't do it.

- When court monitors are on duty, courteously abide by their direction and instruction. They are there to help ensure a good playing experience for all players.
- Please follow all posted policies for pick-up play.
- RCS reserves the right to schedule programming (leagues, tournaments, camps, etc.) or private rentals on the courts. Open play courts may not be available at all times on all days.

[\[back to the top\]](#)

RACQUETBALL & SQUASH COURTS

Racquetball and squash court time is complimentary for all club members. RCS offers a full menu of court sports programs, from private and group lessons, to in-house leagues and tournaments. Challenge courts and ladders are also available to encourage play among a variety of members.

Court reservations may be made in one-hour increments at the Activities Desk up to three days in advance (for example, you would call on Tuesday to get a court reservation for Friday). Phone and in-person reservations are taken as of 10:00am daily.

All players' names and the membership number of the reserving member must be provided to complete a reservation. You may have your name (and may play) on one reserved court per day. If you desire additional playing time, you may participate in a club activity (lesson, league, challenge court) or you may request a "walk-on" court.

Check in at the Activities Desk to claim your court; cancellation fees are charged for no-shows. A reserved court may be reassigned to walk-on players if the reserving member does not claim it within ten minutes of the starting time. Abuse of court reservation privileges may result in suspension or termination of your membership. Please follow these policies and court etiquette guidelines when playing on our racquetball and squash courts:

- Only RCS-employed racquetball and squash teaching professionals may provide instruction on club courts.
- Water in a plastic, non-spill container is permitted on the courts (but preferably left outside the court); please no food, gum or other drinks/containers.
- Proper court sport attire must be worn. No street clothes, crop tops, aerobic attire or jeans allowed. Shoes designed for sport court play, with non-marking soles, are required.
- Racquetballs and squash balls travel FAST - for your safety, we require you wear protective eyeguards.
- Racquetball, handball, and wallyball may be played on racquetball courts. Squash may be played on squash courts. No other sports permitted.
- When claiming a court, please wait until the exiting players have finished a point or rally, then knock on the door to alert them you are entering.
- As a courtesy to players with a reservation following yours, please be ready to exit the court at the exact end of your reserved time.
- Racquet abuse or other unsportsmanlike conduct is prohibited.
- RCS reserves the right to schedule programming (leagues, tournaments, camps, etc.) or private rentals on the courts. Open play courts may not be available at all times on all days.

[\[back to the top\]](#)

BOCCE COURTS

As a special addition to our beautiful outdoor aquatics area, Renaissance ClubSport offers two Bocce courts. Bocce originated in Italy and is one of the oldest of all lawn bowling games, enjoyed by people of all ages. Along with open play (court time is complimentary for all members), the club will organize leagues and tournaments. The following are our basic policies for using the Bocce courts; pick up a

- "Rules of Bocce" handout from the Activities Desk to learn how the game is played.
- Members and hotel guests may reserve Bocce courts in one-hour increments, on a walk-on basis (no

advance reservations). Inquire at the Activities Desk.

- The Bocce balls and Pallino may be signed out at the Activities Desk, and must be returned at the end of your court time. A fee will be charged for unreturned, lost or damaged balls.
- Sportsmanlike conduct is expected. The Bocce courts are located within earshot of the aquatics center and the Bistro's outdoor patio seating.
- Proper attire must be worn. Workout, casual or street clothes are fine; please no swimwear, aerobics attire or heeled shoes.
- As a courtesy to players with a reservation following yours, please be ready to exit the court at the exact end of your reserved time.
- RCS reserves the right to schedule programming or private rentals on the courts. Open play courts may not be available at all times on all days.

[\[back to the top\]](#)

R SPA

At R Spa, our goal is to pamper and relax the body, soothe and calm the mind, and delight and uplift the senses. Through the provision of an extensive menu of massage, facial, and body treatments, R Spa is dedicated to enhancing your life - mind, body and spirit. R Spa features nine treatment rooms and is located adjacent to the atrium lobby.

- R Spa is open to club members, hotel guests and the general public.
- R Spa is available for appointments from 9:00am - 9:00pm Monday - Friday, from 9:00am - 8:00pm on Saturday and 9:00am - 8:00pm on Sunday.
- Appointments may be booked by calling 925-942-6379 or stopping by the Spa Reception Desk.
- We recommend that you schedule spa services at least one week in advance in order to secure the time that is most convenient for you.
- R Spa brochures, with complete descriptions of and pricing for all treatments and services, are available in the Spa.
- R Spa features a wide variety of massage techniques, body treatments, facial treatments, wet treatments, and specialized services such as microdermabrasion, and hair removal. Spa packages are available with an assortment of treatments.
- Please arrive twenty minutes before your appointment and check in at the Spa Desk. We recommend that you remove any make-up or jewelry prior to your treatment. If you would like to shower and enjoy the whirlpool, sauna or steam room to help begin the relaxation process, we suggest arriving forty minutes early.
- When you check in, you will receive a towel, robe, sandals, and a locker for your personal belongings. Please do not bring valuables to R Spa.
- If you are running late, please call ahead to let us know. Your late arrival will determine the length of your appointment. Your service will end on time so that the next guest is not delayed.
- Treatments you select are reserved especially for you. We require a minimum of 24 hours advance notice for canceling or rescheduling a single treatment, and 48 hours advance notice for spa packages. Without notification, full payment will be charged.

R Spa Boutique:

The R Spa Boutique features a wide variety of skin care and spa products; fitness, aquatic, and casual apparel, sandals, and accessories for men, women and children; and hotel sundries. The boutique is conveniently located in R Spa, adjacent to the atrium lobby.

- R Spa Boutique is open 7 days a week from 9:00am - 9:00pm.
- The boutique carries other specialty items, including Renaissance ClubSport logo gear, workout bags, sunglasses, racquetballs, squash balls, and gift items.
- Complimentary gift wrapping is available for gifts purchased in the Boutique.
- Returns are gladly accepted (for store credit, exchange or refund) when merchandise is returned in new condition within 30 days of purchase, accompanied by the receipt and original tags.

[\[back to the top\]](#)

DINING

Citrus Fresh Grill:

A distinctive feature of Renaissance ClubSport's social experience is found in the heart of the atrium, at Citrus Fresh Grill. Citrus Fresh Grill features extraordinary fusion cuisine served from an exhibition style kitchen, with a menu that blends the exotic and unique flavors of Asia, South America and California. Citrus Fresh Grill is the focal point of the dynamic union of our four-diamond hotel and first-class fitness resort.

- The Citrus Fresh Grill is open to hotel guests, club members and the general public.
- The Bistro will offer a breakfast buffet and menu service for lunch and dinner, seven days a week.
- Breakfast is served from 6:00am - 11:00am daily. Stop by for lunch between 11:00am and 2:00pm. Dinner service begins at 5:00pm and continues through 10:00pm.
- Seating is available indoors or outdoors on the patio overlooking our bocce courts and beautiful swimming pools.
- Dinner reservations are recommended.

Citrus Lounge:

Centrally located within the open, airy expanse of our beautiful atrium, the Citrus Lounge is the perfect rendezvous spot to meet a friend or business associate. Enjoy casual conversation, signature spirits, and a hearty appetizer menu. Sports enthusiasts may take in one of many televised sporting events.

- The Citrus Lounge is open to hotel guests, club members and the general public.
- The lounge offers a fine selection of spirits, wines, beers, and signature specialty libations, along with a mouthwatering appetizer and light fare menu.
- On Sunday through Thursday, the Citrus Lounge is open from 11:00am - 11:00pm. On Friday and Saturday, we are open 11:00am - 12:00am.

Citrus Fresh Market:

Citrus Fresh Market is open from morning to night to offer snacks and light fare to members on the go. For breakfast, choose from hot and cold cereals, fresh baked goods, fruits, yogurts, and specialty smoothie and coffee drinks. All day, Citrus Fresh Market features a variety of deli sandwiches, wraps, salads, and soups.

- Citrus Fresh Market is open to hotel guests, club members and the general public.
- Express menu items may be taken to go, or you may "eat in" too; feel free to take a seat at one of the tables in the adjacent Citrus Lounge.
- Stop by Citrus Fresh Market any time between 6:00am and 8:00pm daily.

[\[back to the top\]](#)

LOCKER ROOMS

Renaissance ClubSport's luxurious men's and women's locker rooms provide many amenities for your convenience. Large fluffy bath towels are complimentary; showers are stocked with shampoo, conditioner, and liquid soap; and vanity counters feature hair dryers, lotion, and hair spray. Scales and member telephones are also available. Please keep in mind the following policies when using the locker rooms:

- Any use of cell phones and electronic devices with photography or video recording capability is NOT permitted in the locker rooms and restrooms – no exceptions.
- Regular lockers are for day use only. Please do not leave your belongings in lockers overnight.
- To operate the "digilock" day use locker, place your belongings inside, close the door and press "C" then a four digit code and the key symbol - this will lock the door. To unlock, go through the same process - of press "C", input your four digit code and press the key symbol. If the "digilock" pad has a blinking red light, it is already in use.
- Do not leave valuables in day-use lockers. The club is not responsible for any items lost or damaged on club property.

- Please be neat; place used towels in bins and close locker doors.
- When you have children with you, please closely supervise them and ensure behavior that is respectful of other locker room users. Boys ages 3 and under may be in the women's locker room with their mother, and girls ages 3 and under may be in the men's locker room with their father.
- Selected locker bays will be designated for "Adults Only"; members and guests must be 18 or older to use lockers in these areas.
- Be considerate of others waiting when using the showers, restroom stalls or hair dryers. Do not use the showers or restroom stalls as changing booths.
- If shaving in the shower, please carefully dispose of your used razor.
- Locker room amenities are provided for your use while at the club. No amenities or containers may be removed from the locker rooms.
- Water in a plastic, non-spill container is permitted in the locker room; please no food or other drinks/containers.
- Use caution when walking on tile surfaces as floors may be slippery when wet.

Family Locker Rooms:

For the convenience of parents with children, and recommended for use by teens through age 17, our Family Locker Room is located adjacent to the men's and women's locker rooms with easy access to the aquatics center. This coed space has day-use lockers, combination restroom-changing rooms, and combination shower-changing rooms. Children through age 11 should be accompanied by a parent or authorized adult while in the Family Locker Room. Teens ages 12 and above may use the Family Locker Room on their own.

Executive Locker Rooms:

For those who desire a permanent locker in a more private, adults-only locker room, we offer Executive Locker Rooms for men and women. Executive Locker Room users pay an additional monthly fee that includes rental of a personal locker (full or half-length), daily laundering (wash, dry and fold) of workout clothing, and upgraded locker room amenities. Personal lockers are limited in number, and available for rental on a first-come basis. If you are interested in upgrading to the Executive Locker Room, please inquire at the Activities Desk.

[\[back to the top\]](#)

STEAM ROOMS, SAUNAS & WHIRLPOOLS

Located in the men's and women's locker rooms, the steam room, sauna and whirlpool are great places to relax after a workout or before a spa treatment. Please keep the following safety and courtesy guidelines in mind when enjoying these facilities:

- **Lifeguards are not on duty. All persons using the steam room, sauna or whirlpool do so at their own risk.**
- **Due to high temperatures and/or humidity, the steam room, sauna and whirlpool can be dangerous to your health. Staying too long in a heated area is capable of causing overheating, unconsciousness and death. It is recommended that you consult your physician before use.**
- **Prolonged exposure is capable of inducing hyperthermia. Because there is no lifeguard on duty, you must monitor your own time and exit immediately if you experience any of the signs of hyperthermia, including an increase in internal body temperature, dizziness, lethargy, drowsiness and fainting.**
- Do not use if you are pregnant or have high/low blood pressure, heart disease, kidney disease, respiratory or circulatory problems, and/or other medical conditions that might be adversely affected by high heat and/or humidity.
- Do not use if under the care of a physician, if on medication or under the influence of alcohol.
- Persons with skin infections, open wounds or any communicable diseases may not enter the steam room, sauna or whirlpool.
- The steam room, sauna and whirlpool are open to members and guests ages 12 and above.
- Recommended use is three to five minutes. Limit use to no more than 10 minutes. Please use clock to

monitor your own time.

- Wait at least 10 minutes after exercising before entering.
- Please shower before use.
- Please sit on a towel when using the steam room or sauna.
- Please do not use steam room or sauna for changing or drying clothes.
- Please do not use steam room, sauna or whirlpool for exercising or stretching.
- Please do not sleep in the steam room, sauna or whirlpool and do not use alone.
- The following are not permitted: shaving, eating and drinking, street/workout clothes and shoes, oils fragrances (including eucalyptus) and other body or facial treatment products.
- Lights are to remain on while in use.
- Please do not place combustible materials on the sauna heater at any time.
- Please do not pour water on sauna rocks or heating elements.
- Please pick up paper cups, newspapers and towels after use.
- Use caution when walking as floor may be slippery when wet.

[\[back to the top\]](#)

HOTEL GUEST ROOMS

Renaissance ClubSport Walnut Creek features 175 spacious, tastefully decorated guest rooms, including five luxurious suites. Guest rooms include exquisitely comfortable beds, a “spa style” bathroom with oversized tub, and a large work desk with high quality lighting, complimentary high-speed wireless internet access, and a two-line speaker phone.

Our four-diamond hotel is part of the Marriott family of fine hotels and resorts worldwide. Marriott brands include Marriott, Renaissance, Ritz-Carlton, Courtyard, Residence Inn, Fairfield Inn & Suites, TownePlace Suites and SpringHill Suites.

When friends and family visit, or when corporate clients come to town, arrange for them to stay with us ... we guarantee they'll be impressed and delighted. And during their stay, they'll have full membership privileges at the club alongside you.

As an added benefit for club members, Renaissance ClubSport will periodically offer special room rates for your family, friends, and business associates. Inquire in the Hotel Sales Office, adjacent to the Hotel Front Desk and Lobby.

[\[back to the top\]](#)

BANQUET & MEETING SPACE

We offer 4,000 square feet of flexible meeting and banquet space that can be partitioned into six rooms - ranging in size from 500 to 2,082 square feet. Our banquet and meeting rooms are located on the lobby level of the hotel. In tandem with our meeting rooms, we have a resort-style outdoor patio and pool area, facilitating cocktail receptions and other outdoor functions.

Along with banquet and meeting space, select club facilities, such as studios, the gymnasium, or the sport courts may also be rented for private or corporate events. Our general policy for club facility rentals is to schedule them during off-peak times in order to minimize any impact on members' use and enjoyment of the club.

Our experienced banquet and event staff are available to assist you in event planning, coordination, promotion and direction. We have gourmet catering menus perfect for any event, from meetings and seminars to receptions and parties. Our audio/visual services partner can meet all your A/V needs and ensure the success of any function you book with us.

Club members receive special pricing when booking a function or renting facilities at Renaissance ClubSport. Contact our Event Manager for more information.

[\[back to the top\]](#)

HOTEL BUSINESS CENTER

Our Business Center services are available to both hotel guests and club members. It's located adjacent to the Hotel Front Desk and offers all standard business services, including photocopying, faxing, printing, and shipping. Our PC workstation has internet access. Service rates are posted in the Business Center.

[\[back to the top\]](#)

GIFT CARDS

Renaissance ClubSport gift cards make great gifts for birthdays, anniversaries, and special holidays like Christmas, Valentine's Day, Mother's Day, and Father's Day. You can give the gift of health, fitness and fun with a gift card for just about any program or service RCS offers. Ideas include: spa packages, dinner for two at Citrus Fresh Grill, hotel room nights, private training sessions, nutrition consulting, boutique merchandise, racquetball or squash lessons, and club memberships. Gift cards may be purchased in R Spa.

[\[back to the top\]](#)

RECIPROCAL USE

With GoldPLUS membership, you have unlimited access to ClubSport and Renaissance ClubSport properties. If you are not a GoldPLUS member and are interested in using other ClubSport locations, please contact a membership representative to upgrade.

[\[back to the top\]](#)

IHRSA PASSPORT

Renaissance ClubSport is a member of the International Health, Racquet and Sportsclub Association (IHRSA), an association of quality clubs throughout the U.S. and internationally. As a member of our club, you have access to over 3,000 clubs worldwide. Guest fees may apply; at many clubs, they are reduced for IHRSA club members. If you are planning a trip and you want to include working out in your travel plans, stop by the Activities Desk to get a list of participating clubs in your destination area or search www.healthclubs.com.

[\[back to the top\]](#)

GENERAL CLUB POLICIES

Our Club Policies have been established for the benefit of all members and guests. The rules contained herein are not all inclusive. We reserve the right to add, amend, or delete the rules from time to time. Additional rules may be posted in the club or on printed notices.

- For the health and well being of our members, RCS observes a no smoking policy. Smoking is not permitted in the club or on RCS property.
- We do not allow solicitation of any kind (i.e., charitable, religious, political, business) toward any club member, guest or associate on RCS property. Outside materials may not be posted or distributed in the club, unless authorized by management.
- We employ a team of trained experts to provide our members with safe health and fitness training. Therefore, instruction or training by unauthorized personnel is prohibited.
- All members and staff are entitled to a respectful and courteous environment — loud, offensive, abusive, profane or bothersome behavior will result in expulsion from the club.
- Please do not spit or leave gum in the water fountains.
- This is your club and your assistance in identifying destructive behavior is greatly appreciated. Vandalism or mistreatment of club property is costly and will not be tolerated. Violators will be financially responsible.
- The use, exchange or sale of anabolic steroids is strictly prohibited on the premises. Use of steroids to increase strength or growth can cause serious health problems. Steroids can keep teenagers from growing to their full height; they can also cause heart disease, stroke, and damaged liver function. Men and women using steroids may develop fertility problems, personality changes and acne. Men can also experience premature balding and development of breast tissue. These health hazards are in addition to the civil and criminal penalties for unauthorized sale, use, or exchange of anabolic

steroids.

- Members are reminded to keep your belongings safe. RCS is not responsible for the loss of or damage to personal property brought into the club or onto club property.
- All members and guests are responsible for securing their own health insurance. The Club does not provide medical coverage for injuries sustained on the premises or while participating in Club-sponsored activities and events, whether on the premises or not.
- We maintain a Lost and Found system. If you have misplaced an item please inquire at the Club Service Desk. Also, if you find a misplaced item please give it to an RCS associate. We take pride in reuniting lost items with their owners. All found items will be held for a minimum of 15 days. Unclaimed items will be donated to charity.
- Telephones available for member use are located in the locker rooms and executive locker rooms. Local calls may be dialed directly.
- Any member failing to abide by club policies may be subject to membership suspension or termination. RCS staff has the final decision regarding any problems or disputes.
- Club Management reserves the right to suspend or terminate the membership or membership privileges of any member or guest for any conduct that is contrary to the Club's best interest and/or presents a conflict of interest.

[\[back to the top\]](#)

CLUB CHARGE ACCOUNTS

We provide club charge privileges to members with individually owned memberships on the EFT (Electronic Funds Transfer) authorization payment plan. This payment plan gives you the flexibility to charge purchases of goods or services throughout RCS to your membership account. Per your choice, your RCS in-house purchases will be charged to your credit card or checking account - the only card you need to carry in the club is your membership card.

[\[back to the top\]](#)

MEMBERSHIP ACCOUNT POLICIES

Purchasing a membership at Renaissance ClubSport grants you the right to use and enjoy our facilities in accordance with the club's policies. Membership does not grant or carry with it any interest in the property or assets of the club, and does not give any right to members to participate in the management of the club, financially or otherwise. Here is a list of important information regarding your membership account.

- Your monthly dues are set by RCS management, and will typically be adjusted on an annual basis. Your obligation to pay dues is not dependent on the availability of all the club's facilities or your frequency of use. Tournaments, repairs, maintenance of some facilities, and/or other occurrences may make it necessary for RCS to restrict the use of one or more of the facilities or to close the club temporarily. RCS will not reduce or suspend dues during times when facilities are not available.
- If any of your personal information (i.e., address, phone number, checking or credit card account) changes during the course of your membership, please report this change to the club. Please stop by the Activities Desk or mail us a note with the new information.
- A membership downgrade must be completed at the club by the 10th of any month to be effective the first of the following month. Your account must be current. A service fee for the status change will be charged.
- Live Healthy. A Member may request to put his/her membership on inactive status, for no less than two and up to six months, should a medical condition or temporary job relocation keep him/her from use of the Club facilities. The request must be submitted in writing along with appropriate verification of his/her medical or business related condition. Approval is at the sole discretion of the Club management. A monthly inactive fee will be charged, and any account balance must be paid in full prior to going on inactive status. A Member may place his/her account inactive only once per calendar year. No access to the Club will be permitted while the account is inactive.
- Membership Resignation. A member with a zero account balance may resign from membership at any time by completing the official membership Cancellation Request Form in person at the Club

or by providing written notice of termination via email at info_rcswc@clubsports.com. Voluntary terminations become effective 30 days from which the written notice is received by the Club. A pro rata refund for any unused services will be made within ten (10) days of termination.

- RCS reserves the right to suspend or terminate the membership or privileges of any member for failure to comply with club 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.
- RCS accepts the following forms of payment: cash, check, MasterCard®, Visa®, American Express®, Discover®, Optima®, Carte Blanche®, Diner's Club®, and JCB®.

[\[back to the top\]](#)

EMERGENCY PROCEDURES

Your safety is our first concern. Please take a moment to review these emergency procedures.

- If you witness an emergency or accident, please advise a staff member immediately. You may also dial 911 on any club phone, which will connect you with our "Delighted To Serve" Operator.
- Should a member or guest become injured while at RCS, club staff is not permitted to provide transport. RCS reserves the right to call emergency rescue services.
- In the event of a facility-wide emergency (i.e., fire, bomb threat, earthquake, etc.), we require the cooperation of all members in the club to follow the direction of club staff, and to evacuate the building immediately, if requested to do so.
- All members are encouraged to be CPR certified.
- First aid kits are located at the Front Desk and in Fitness. Facilities are equipped with an AED unit.

[\[back to the top\]](#)