



CLAREMONT CLUB & SPA  
A FAIRMONT HOTEL

## **Club Guidelines & Protocols**

We are delighted to welcome you to the Club at the Claremont. Prior to visiting, please carefully review the following Club protocols and guidelines.

### **CLUB HOURS:**

Daily 6:00 a.m. to 9:00 p.m.

### **CONTACT US:**

Club Reception Desk: 510-549-8517

Website: <https://www.claremont-hotel.com/the-club-at-the-claremont/>

### **CHECK IN**

All Club check-ins occur at the Club Front Desk. Please plan to arrive 10 to 15 minutes before your reservation time. Masks are optional and surgical masks are available at the Reception Desk if you forget yours.

**Food & Beverage:** Outside food and coolers are not permitted within the confines of the Club property. Food and Drinks are available at the Reception Desk or East Bay Provisions located by the Carriage Entrance for take-out or indoor dining.

**Pets:** Pets are not allowed at the Club. You're welcome to bring your pets to the hotel and outdoors to the gardens.

### **POOLS**

**When:** The Main Pool, Lap Pool, Children's Pool and Outdoor Whirlpool are open daily at 6:00 a.m. until 8:45 p.m.

Lap swimming will be open on a first come first serve basis. Please be courteous and share your lane when asked.

**Recreational Swimming:** Available in the Main Pool. During busy periods, lane lines may be removed in the Main Pool for expanded recreational swimming.

**Scheduled Programming:** Lanes are reserved in the Main Pool at various times throughout the week for Aqua Aerobics classes and Streamliners workouts. Schedules are posted by each pool. Please be courteous and exit the lanes prior to the start of each class and lesson.

**Children:** Children must be toilet trained to use the Main Pool, Lap Pool and Outdoor Whirlpool. Children who are not toilet trained will only be permitted in the Fountain Pool. Parents must actively supervise their children at all times.

**Parental Supervision:** Parents are required to attend to their children at all times even with lifeguards on duty. Children under 14 years of age must be accompanied by an adult.

**Outdoor Whirlpool:** Open to ages 3 and older. Children under 14 years of age must be accompanied by an adult when using the Outdoor Whirlpool. For safety reasons, no toys or under water swimming by children is permitted.

**Pool Toys & Equipment:** Pool toys including balls, flying plastic discs, water guns, large inflatable toys and air mattresses are examples of items not permitted. Small toys such as diving rings or noodles may be permitted. Kickboards, pull buoys and other swim training accessories are kept in separate bins exclusively for lap swimmers. Proper behavior will be monitored by Club staff to ensure safety of all guests and enjoyment of the facilities.

**Happy Feet:** With the start with every summer season, children's feet will be highly sensitive when spending extended periods in the pools and walking barefoot on the pool deck. We strongly suggest children using water socks. For your convenience, you may purchase a pair at Club Reception.

**Towels:** Guests may prefer to bring towels from their hotel room or use Club towels located on the pool deck. All Club towels used must be dropped by the user into the towel bins. Any personal towels left behind will be disposed of.

**Restrooms:** The two restrooms at the south end of the Lap Pool are available for use. As a courtesy, please do not use restrooms as changing rooms.

**Family Locker Rooms:** Family locker rooms by the Lap Pool are open to families and children ages 16 and under only. All other swimmers please use the locker rooms on the bottom floor by the Membership Office. For your convenience, you may access the locker rooms via the entrance next to the outdoor whirlpool when entering from the pool deck.

**Outdoor Showers:** Showers will be limited to a quick two-minute rinse. Please stay in your swimsuit while rinsing and be respectful of other others by socially distancing yourselves for privacy.

**Pool Deck Furniture:** Lounge chairs and umbrellas are not to be moved. Please ask a Club staff member if you need assistance.

**No Glass:** Glass is not permitted anywhere on the pool deck or pools. A water fountain by the Lap Pool is available.

**Sustainability:** In an effort to continue our sustainable practices, please bring a non-glass water bottle to refill at the water stations located throughout the Club and hotel.

## **TENNIS COURTS**

**When:** Tennis hours are 6:00 a.m. to 9:00 p.m. daily

**Attire:** Athletic shoes and proper top and bottom fitness attire are required while in the all tennis courts. No dark sole tennis shoes, no open toe shoes or bare feet while on the courts. Swimwear is not allowed.

## **BALL MACHINE**

**When:** Ball machines are available for reservation between 8:00 a.m. to 8:00 p.m. daily, except between 9:00am and 5:00pm on weekends.

## **RESERVATIONS:**

Tennis courts may be reserved starting at 8:30 a.m. for same day and next day reservations.

Ball machine fees are as follows:

- 30 minutes: \$20
- 60 minutes: \$30

- Monthly Pass: \$60

### **OUTDOOR FITNESS PAVILION:**

**When:** Outdoor Pavilion hours are 6:00 a.m. to 9:00 p.m. daily

**Who:** Open to guests 16 and older.

Designated workout spaces are laid out for each piece of exercise, cardio equipment and workout zones. As a courtesy, please limit your time to 20 minutes on a piece of equipment if another member is waiting to use it.

There is a designated space within the Outdoor Pavilion area to put a few belongings. Make sure to retrieve all items prior to departure.

**Private Training:** Private training sessions take priority over the equipment. Our trainers will communicate with guests when a piece of equipment will be needed. Please be courteous and be ready to share the equipment and take turns with the trainers.

**Attire:** Athletic shoes and proper top and bottom fitness attire are required while in all fitness areas. No open toe shoes or bare feet while lifting weights or using weighed equipment. Swimwear is not allowed.

**Hygiene:** Please sanitize used equipment and place back to its appropriate place. Sanitizing wipes and stations are located in each work out area.

### **INDOOR FITNESS CENTER:**

**When:** Fitness Center hours are 6:00 a.m. to 9:00 p.m. daily

**Who:** Open to guests 16 and older.

Designated workout spaces are laid out for each piece of exercise, cardio equipment and workout zones. As a courtesy, please limit your time to 20 minutes on a piece of equipment if another member is waiting to use it. Masks are optional.

**Private Training:** Private training sessions take priority over the equipment. Our trainers will communicate with guests when a piece of equipment will be needed. Please be courteous and be ready to share the equipment and take turns with the trainers.

Private Fitness training is available with a minimum of 7 days advanced reservations required. To inquire about booking a session, please contact the Club at 510-549-8517 or email [CLA.Club@Fairmont.com](mailto:CLA.Club@Fairmont.com).

**Hygiene:** Please follow all policies in cleaning after yourself as well as placing utilized equipment back to its appropriate place. Sanitizing wipes and stations are provided in each workout area.

### **Attire**

Athletic shoes and proper top and bottom fitness attire are required while in all fitness areas. No open toe shoes or bare feet while lifting weights or using weighed equipment. Swimwear is not allowed.

### **GROUP FITNESS CLASSES:**

**When:** Scheduled daily. For weekly class schedule please refer to the Club Reception Desk, visit our website or click on the QR code.

**Who:** Open to guests 16 and older.



Group classes will take place in the Group Exercise Studio, Spin Studio or Main Pool (Aqua Aerobics). Check with the Club Reception Desk at time of reservation. Masks are optional.

**Attire:** Athletic shoes and proper top and bottom fitness attire are required while in all fitness areas. No dark sole shoes, no open toe shoes or bare feet while lifting weights or using weighed equipment. Swimwear is not allowed.

**Hygiene:** At the end of class, used equipment must be sanitized and placed back to its appropriate place. Sanitizing wipes and stations are located in each work out area.

## **LOCKER ROOMS**

Masks are optional.

## **DAY LOCKERS**

Please wipe before and after each use.

## **RESERVATIONS:**

- Group classes (except for Aqua Aerobics classes) and Pickleball may be reserved starting at 8:00 a.m. for same day and next day reservations.
- Classes with higher attendance will require Reservation Cards. Please check with the Reception Desk upon check-in to pick up your card before attending class. Instructors will collect these cards at the beginning of class.
- Arrive a few minutes before class start time to secure your spot in class. Waitlisted guests will be accommodated at the start of the class.
- Late arrivals will not be accommodated
- Please make your reservations by Text via Kipsu at (510) 283-9833 or calling the Club Reception Desk at (510) 549-8517 during Club hours.

To accelerate successful booking please do the following:

- At point of reservation select to telephone or text, not both
- Be prepared to provide your Hotel Room number or Club Member number, desired activity and time, suitable alternative times
- At the onset of 8:00 a.m. respectively, we ask that you use the phone lines or Kipsu for reservations and cancellation only

Thank you for your ongoing support as we navigate a safe and fun return to the Club facilities and activities. All of these policies are derived from health authority guidelines and are subject to change.