



CLUB POLICIES

The Hills' members, their children, and guests are subject to the following rules and regulations as they may be established and/or modified over time. The club has the exclusive right to set, amend, and interpret all rules and regulations. Failure to follow these stated regulations may result in membership termination.

(Policies updated December 2023)

GENERAL FACILITY GUIDELINES

1. All children under the age of 14 must be supervised by an adult or guardian (at least 18 years of age) at all times and in all areas of the club. This is a California State law.
2. Smoking and gum chewing are prohibited at the club and parking lot areas.
3. Glassware is not allowed beyond the lobby doors, including wine and beer bottles. Please ask the front desk for plastic beverage containers.
4. Climbing on trees, tables, chairs, hillsides, buildings and planted beds is prohibited.
5. Members and guests must obey all posted signs.
6. Members and guests must stay away from restricted areas.
7. Changing clothes on the pool deck is prohibited. Please change in the locker rooms.
8. Pets are not allowed on club premises. This includes outside the front of the club and parking lot areas. Only licensed service dogs are allowed.
9. All members and guests should park in the designated parking lots provided by the club. Off street parking in most areas is illegal and unsafe. Violators will be towed and/or ticketed at the owner's expense.
10. There is no stopping or unloading in front of the club. Please use the lower lot for drop off and pick up.

LOCKER ROOMS AND SAUNAS

1. No food or drinks allowed in these areas.
2. For privacy concerns, cell phone use is strictly prohibited.
3. Clothing, bags, and other personal belongings must be placed in a locker, under a bench, or on top of lockers. Unattended items left in walkways or on benches will be placed in lost and found.
4. Children under the age of 16 may not use the sauna at any time.
5. Towels, clothing, newspapers, or any other flammable articles should never be left unattended in the saunas.
6. Members are to never pour water on the sauna heaters.

7. Children who are 5 years or older must use their gender-appropriate changing room and shower.

FITNESS ROOM

1. Athletic shoes and shirts are required. No sandals or bare feet are allowed.
2. Bathing suits, wet or dry, are not allowed in the gym or studios.
3. Cell phone conversations are not allowed in the fitness room or studios.
4. Food and drinks are not allowed in the fitness room, with the exception of sports drinks and water carried in a resealable container.
5. Regulations about youth access to the fitness room:
 - a) Teens 15 & up can use the gym equipment after completing a fitness orientation with Hills training staff and their parent/guardian signs a liability release form.
 - b) Kids 12-14 years old also need a fitness orientation, a completed release form AND need to have a parent/guardian present while working out.
 - c) Children 11 and under are never allowed in the fitness room.

For courtesy and the enjoyment of everyone, please also observe the following guidelines:

1. Consider other members who are waiting by limiting your time on the equipment. 30 minutes on the treadmill, elliptical or cycles is the guideline.
2. Cell phone conversations are prohibited in the gym and outdoor exercise areas.
3. Loud music that disturbs others is not allowed. Conversation should also be minimized.
4. All equipment is to be wiped down with the provided gym wipes WITHIN each use. After use, equipment should be wiped down and returned to the proper place.
5. Dropping or slamming of the weight stacks or barbells is not allowed.
6. Do not leave towels on counters or equipment. Used towels should be placed in the designated laundry bins.

PILATES STUDIO RULES

1. Members and guests can use the Pilates studio only when a certified Pilates Instructor is present.
2. No food or drinks are allowed in the Pilates studio.
3. All visitors to the Pilates studio must remove their shoes by the door.
4. All cell phones and electronic devices must be set on silent while in the Pilates studio.
5. Children under 14 are not allowed in the Pilates studio unless in training with a Pilates instructor.

TENNIS FACILITIES

1. Tennis court reservations may be made up to 3 days in advance.
2. Courts will be held for no more than 15 minutes after the reservation time.
3. Athletic-soled shoes, designed specifically for tennis, are encouraged.

4. One reservation per membership, per day.

GUEST PROCEDURES & FEES

1. All guests must be accompanied by members at all times.
2. Guests over 18 years must fill out a Guest Waiver at the front desk before entering the facility.
3. Guests under 18 must have a parent/guardian sign the waiver. There are two options to sign the waiver:
 - a) The parent/guardian may sign the waiver in person at the club.
 - b) Or, the waiver may be signed off site, but hosting members must sign as “witness.”
4. All guest fees must be paid upon entering the club.
5. No individual guest may visit the club more than 6 times per year.
6. A maximum of 4 guests may visit the facility per membership per day.
7. Hosting members are responsible to ensure guests abide by club rules and are liable for any damages to club facilities.
8. Any member who intentionally avoids paying proper guest fees may be terminated.
9. Children can remain on a family membership until they turn 26 years of age.

POOL RULES

1. All swimmers must use the club’s shower facilities before entering the pools or spas.
2. Babies/toddlers must wear leak-proof swim diapers.
3. Swimmers and hot tub users must wear proper swimming attire (no cut-off shorts).
4. Lane sharing is required when the pool is busy. Lap swimming etiquette is posted on our website as well as the wall behind the Adult Hot Tub.
5. Starting blocks may only be used under direct Hills instructor supervision.
6. Kickboards are for lap swimmers and private or group swim lessons only.
7. When a Lifeguard is on duty, he/she has the responsibility and right to deem any activity as unsafe. Please always obey the Lifeguards’ directions, and/or any Hills staff who approaches you about pool safety or rules.

Examples of prohibited behaviors:

- a) Riding on shoulders
- b) Sliding on rails
- c) Throwing small children in the air
- d) Hard throwing objects (e.g., tennis balls, basketballs, water polo balls, etc.)
- e) Hanging on or crossing under or over the lane lines
- f) Diving (unless the diving board is officially open and supervised by a Lifeguard)
- g) Jumping in backwards
- h) Oversized toys, floats or boards
- i) Using kickboards as toys
- j) Glassware or bottles are not allowed anywhere around the pools

k) Squirt guns and “super soakers” are prohibited

8. Lifeguards and Hills staff enforce these policies. Please report any unsafe or hazardous behavior to club staff immediately.

LIFE JACKET POLICY

Children under 4-feet tall must wear a Coast Guard certified life jacket or be within arms-reach of an adult in the pools/hot tubs at all times. The Hills provides life jackets on the pool deck.

ADULT HOT TUB

1. Only 9 adults (ages 18 and over) are allowed in the adult hot tub at any time.
2. No drinking alcohol.
3. No smoking/vaping.
4. Shower before entering.
5. Management may close the hot tub at any time.
6. If anyone wants the jets on, the jets are to be turned on. No exceptions.
7. The adult hot tub area is for quiet conversation and reflection.

FAMILY HOT TUB

1. Only 9 people are allowed in the family hot tub at any time.
2. Children younger than 14 must have an adult guardian within arm’s reach.
3. Flotation devices, toys, kickboards, and horseplay are not allowed.
4. No food or drinks in or near the hot tub.
5. Management may close the hot tub at any time.

DIVING BOARD AREA RULES

1. Diving board may not be used without the direct supervision of a Lifeguard.
2. Three Lifeguards must be on duty for the board to be open.
3. The diving board may only be used if the diving well is completely clear of other swimmers.
4. Divers must exit the pool on the side closest to the Lifeguard stand.
5. Only one person is allowed on the diving board at a time. (Children under 3 years may be accompanied by a responsible adult.)
6. Feet-first jumps or forward dives only. Back flips are not allowed.
7. No running on the board.
8. No jumping from the side of the board.
9. Only one bounce is allowed on the board.
10. No "catching" of small children is allowed.
11. No flotation devices in diving area including kickboards, unless under supervision of a Hills instructor.
12. Lifeguards reserve the right to close the diving area and/or the board at any time.

13. No hanging on the board.
14. When the pool is open for free swim, diving or jumping from the board side wall is prohibited.
15. When the diving board is closed, the deep end is open for free swim. The usual pool rules also apply in this area.

SPLASH PAD

1. The splash pad is unsupervised.
2. Swimsuits are required at all times, no street clothes allowed.
3. Children under 5 years old must be accompanied by an adult.
4. All members and guests must conduct themselves in a courteous, safe, and family-oriented manner.
5. Infants must wear swim diapers.
6. Athletic equipment or play toys such as balls or pool noodles are not allowed.
7. No running, climbing, hanging, or swinging on structures.
8. No food or drinks in the splash pad area.
9. No changing clothes in the splash pad area.

CABANA POLICY

All Cabanas must be reserved through member's online account or by calling the front desk. Cabanas will be held for NO MORE than 15 minutes after the reservation time. A \$75 fee will be charged to member's account if cabana is occupied beyond two hour allotted time and/or cabana is not properly cleaned after use.

2 hour Cabana reservation = Free

4 hour Cabana reservation = \$150