



CLAREMONT CLUB & SPA
A FAIRMONT HOTEL

Club Protocols and Guidelines

We are thrilled to welcome you back to the Club at the Claremont. Prior to visiting, please carefully review the following Club guidelines and policies informed by the by the State of California and the Alameda County Health Department.

CLUB HOURS:

Monday through Friday 6:00 a.m. to 8:00 p.m.
Saturday and Sunday 8:00 a.m. to 6:00 p.m.

CHECK IN

All Club check-ins occur at the Club Front Desk. Please plan to arrive 10 to 15 minutes before your reservation time. All members and guests will have their temperature taken via a touchless thermometer and respond verbally to brief four-question health self-assessment form. Anyone with a temperature above a 100.4 degrees will not be admitted. Please be mindful of physical distancing at all times. In the case of a late arrival, your allotted time will still end in accordance with your reserved time slot. At the conclusion of your reservation, please use the lower turnstile exit gate near the Pavilion to exit the Club.

POOLS

When: The Main Pool, Lap Pool, Children's Pool and Outdoor Whirlpool are open Monday through Friday at 6:00 a.m. until 7:45 p.m.; and Saturday and Sunday from 8:00 a.m. to 5:45 p.m.

All pool access is by reservation only. No admittance is permitted without an advance reservation. One reservation per day.

How: All pool access includes one swimmer or members of the same household per lane. No exceptions. The Children's Pool (Fountain Pool) and the round part of the Main Pool (Circle Pool) will each be considered a lane for young swimmers and household adult supervision is required at all times.

Duration: All swim reservations are for up to 45 minutes and will begin at the top of each hour, with the exception of the Whirlpool, which can be reserved for up to 15 minutes. Whirlpool reservations are available at the top of the hour, and on the half hour mark. You may choose to reserve a 30 minute lane swim with a 15 minute whirlpool soak at the beginning or end of your reservation. The last 15 minutes of every hour is used for swimmers to exit the facility and for the staff sanitation of all touch points prior to the next group of swimmers. When you finish your swim session, you must depart the Club promptly.

Aqua Aerobics: Classes are scheduled from 10:00 a.m. to 10:45 a.m. Monday, Tuesday, Thursday, and Sunday and 6:00 p.m. to 6:45 p.m. Wednesday evening.

Recreational Swimming: While the health authority guidance is geared towards lap swimming, we do have recreational swim areas in the main pool for families to reserve just like lanes. These areas (cubes) are available from 10:00 a.m. to 5:00 p.m. Monday through Friday and 10:00 a.m. to 5:00 p.m. Saturday and Sunday. Cube reservation times are subject to change and lap lanes may be added based on demand.

Children: The Children's Fountain Pool and the round area of the Main Pool are available for family recreational play by reservation only. 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. Children must stay in area reserved.

Masks and distancing: Masks must be worn at all times entering and moving around the pool deck. Mask removal is permitted only when in the pool. All persons, with the exception of household members, must maintain at least 6 feet of distance at all times.

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.

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 and wearing a mask at all times until showering.

Lounge chairs: Pool deck lounge chairs are available and will coincide with your swim reservation, except for the Lap Pool and Whirlpool areas. Posted signage will specify where your assigned group of lounge chairs are located. There is a Pool Monitor available on deck to help direct you as well. Masks must be worn at all times when out of the pool, including when lounging in the chairs. Your lounge chair reservation will match the same time span as your swim reservation. Unlike past practices please do not move chairs from their locations. Chairs must remain in their in their zones and should have a towel covering. You must vacate the facility at the end of your scheduled time to ensure clean and safe conditions for the next group.

Reminders: Glass is not permitted anywhere on the pool deck or pools. Please bring a water bottle as outdoor water fountains are not available.

TENNIS AND BALL MACHINE

When: Tennis hours are 6:00 a.m. to 8:00 p.m. Monday – Friday; and 8:00 a.m. to 6:00 p.m. Saturday & Sunday

Ball machines will have a 15-minute cleaning period between usages. Cleaning wipes and hand sanitizing stations are located at each court. Please do your part in keeping fellow players and Club team safe by using cleaning materials at the conclusion of game play.

Ball machine fees are as follows:

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

OUTDOOR FITNESS PAVILION, INDOOR FITNESS CENTER & GROUP CLASSES:

When: Fitness Pavilion and Fitness Center hours are 6:00 a.m. to 8:00 p.m. Monday – Friday; and 8:00 a.m. to 6:00 p.m. Saturday & Sunday

Who: Open to guests 16 and older.

In accordance with ACHD guidelines, masks are required and must remain on at all times when at the Club including working out and engaging in group exercise classes.

For your safety and as a courtesy to others, physical distancing of a minimum of 6 feet (outdoors) and 12 feet (indoors) will remain in effect at all times before, during and after working out. Designated workout spaces are laid out for each piece of exercise, cardio equipment and workout zones. Select pieces of equipment in the Cardio Room (Indoor Fitness Center) have been turned off to maintain the required distance. As a courtesy, please limit your time on a piece of equipment if another member is waiting to use it. Group classes will take place on the pool deck, Outdoor Pavilion or may be hosted online based on weather conditions. Check with the Club Front Desk at time of reservation.

For health and safety, please bring your own water bottle, towel, personal sanitizer, and personal yoga mat if desired.

There will be a half hour interval between reservations to permit staff to sanitize the space and equipment. 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.

There is a designated space within the Outdoor Pavilion, Indoor Fitness Center and group class areas to put a few belongings. We are unable to accommodate a Lost & Found at this time and remind you to retrieve all items prior to departure.

Private Somatic training is available in designated areas based on availability. To inquire about booking a session, please contact the Club at 510-549-8517.

Entrance to the Fitness Pavilion will be via the gate adjacent to the Club Front Desk. Entrance to the Indoor Fitness Center will be via the main Club entrance. Please exit the Club facilities by using the turnstile to the lower parking lot.

LOCKER ROOMS:

At this time, changing rooms and locker rooms are not permitted per ACHD guidelines.

RESERVATIONS:

Pools may be reserved starting at 9:00 a.m. daily for same day and next day lanes.

Tennis courts, Indoor Fitness Center, Outdoor Pavilion, and Group classes (including Aqua Aerobics classes) may be reserved starting at 8:00 a.m. for same day and next day reservations.

Please make your reservations by Text via Kipsu at (510) 283-9833 or calling the Club Front 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 Club Member or Hotel Room number, desired activity and time, suitable alternative times
- At the onset of 8:00 a.m. and 9:00 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.