



Frequently Asked Questions

GUEST PASSES + CHECKIN:

- 1. How much is a Daily Guest Pass?** 0-5 years old Free for pool only; 6-13 years \$10.00; 14 years & up \$15.00 accompanied by member; 14 years & up \$20.00 unaccompanied by member; Senior & Military \$10.00
- 2. How much is a Weekly and Monthly Guest Pass?** \$50.00 for 7 Consecutive Days, \$150 for one month
- 3. Does a guest have to pay a Guest Fee for their child if their child is going to Playland?** No, however they will be charged an hourly fee to use childcare.
- 4. Can I get free guest passes?** At sign up Members will receive virtual guest passes on their account based on their membership type. (Single - 4 passes, Dual - 5 passes, and Family - 6 passes) To redeem the passes simply accompany the guest to the front desk and ask the attendant to redeem a pass. If the guest is not present and will come at a later date/time the member must see membership to make accommodations for their guest. The passes will expire at the end of every year and will renew on the first of every year. If all passes have been redeemed, Members will be able to purchase additional guest passes at the current rate at the front desk.
- 5. How old does a child have to be to enter the club without an adult?** 14 years old
- 6. Can my child bring their little sibling(s) into the Club?** Anyone 13 or younger must be accompanied by an adult 18 or older
- 7. What are the busy times?** Usually around 8-10am and 5-7pm, after school and work. Even during our busy times, it is not overcrowded. Our layout is very open, spread out so you do not feel like you are on top of other people.

CHILDCARE:

- 1. What is the teacher/child ratio in YAC and Playland?** 15 kids to one teacher and 6 infants to one.
- 2. How much is the Extended Care in Playland?** Infant is \$13/hr, One Child is \$12/hr, Two Children are \$13/hr, Three Children are \$14/hr, Four Children are \$15/hr.
- 3. Do you have to be on premises to put your child in child care?** To utilize the 2 complimentary hours the parent must remain on premise. If the parent chooses not to stay they will be charged the extended care rate.
- 4. What do I need to bring if my child checks into Playland?** Snacks (excluding peanut products), drinks, and a change of clothes. For babies diapers & wipes. We have extra snacks and supplies if you forget. Please be sure to LABEL all of your child's items.
- 5. What activities can my child do?** They can attend Playland or YAC room. They can use the basketball courts and the pools if they are age appropriate. If they are 10 they can start working out with you in age appropriate areas. When they turn 14, they can start checking into the club by themselves, start using the treadmills, and join Group Exercise classes. When they turn 16, they can start going into the free weight room.

LOCKER ROOM + POOL:

1. **What age are children allowed in the locker room of the opposite sex?** Only children ages 4 or younger are allowed in the locker room of the opposite sex. If you have a child of the opposite sex that is older they are more than welcome to use our family changing room/ restroom located in the main hallway to the right of the ladies locker room.
2. **Why do you not have a Cold Water Plunge?** The latest research on cold therapy is that it interferes with muscle development because it stops the inflammation process crucial for rebuilding of tissue.
3. **Are the pools heated in the winter?** Yes, both our 6 lane and 8 lane pools are heated. (The baby pool and splash pad are not heated)
4. **Lap Swimming** - Lap Swimmers are welcome to swim when laps are open During peak programming hours, 2 lap lanes will be available and members are asked to circle swim. Pool Schedules are available on the website and in the hallway.

FITNESS FLOOR:

1. **Can I use the equipment in the Performance Center?** Due to safety precautions, the Performance Center is for our group training classes and private sessions ONLY.
2. **Are there any spots for me to deadlift?** Yes, there is one spot in the free weight room. See fitness floor attendant for assistance.
3. **Is there someone who can help me in the fitness area if I need help?** Yes, our fitness floor attendant will be able to assist you. They will be actively walking around the fitness floor in a PAC shirt.
4. **Do we have a running path?** Yes, it is around the outside of the club and is 3/4 of a mile.
5. **Can children use the cardio and weighted machines?** ONLY with direct parent/guardian supervision at all times Children 10-13 years of age are allowed to use the cardio equipment (excluding treadmills) and weighted machines clearly marked as JUNIOR CERTIFIED. Adults have first priority on the equipment; children may be asked to vacate the equipment if needed. Children under 14 are prohibited from using the treadmills. Must be 16 or older to go in the Free Weight Room. PAC offers a Junior Certification Program for a onetime cost which allows children to use the Junior Certified equipment without needing direct supervision from guardian/parent. However the guardian/parent must be on the premise.
6. **Do you have a basketball league?** No, but there are open pickup games Saturday starting at 9am.

WELLNESS:

1. **Do we have more spa services besides massages?** No, we only have massages.
2. **Do we have a nutritionist on site?** Yes, Tavis Piattoly provides registered fee based dietitian services.
3. **Do you have a bulletin board for me to leave my business card or flyer?** Unfortunately, we do not allow members to do this as we have so many requests. You can pay to advertise your business on our REACH boards and our Northshore Fitness magazine. Send your information to Rcrowley@thepac.com and a REACH business representative will contact you.

SPECIALTY FITNESS:

- 1. What Specialty Classes are now Complimentary?** For Adults: Cross Fit, KO Boxing, Endurance Edge, Build & Burn. For Kids: Tri Kids (ages 8-17), Homeschool PE (ages 5-15) and PASS JV (grades 6th – 8th).
- 2. Can Non Members sign up for the Complimentary Classes?** No, the Specialty Classes are exclusive to our Members only. Non Members are more than welcome to speak with a representative for Membership options and pricing.
- 3. Is PASS Varsity (9th – 12th) Complimentary?** No, PASS Varsity is an elite program designed to take High School Athletes to a College Level and remains a fee based program in which Members and Non Members can attend.
- 4. How old do you have to be to take the Specialty Classes?** You have to be 16 or older to participate in Build & Burn, and Endurance Edge. You have to be 14 or older to participate in CrossFit.
- 5. Do I have to sign up for the Specialty Classes?** Yes, due to limited spots we ask you to please sign up for individual classes through the member portal online or through our NEW APP. Please see a Front Desk Attendant or website for instructions
- 6. How far in advance can I register for a class?** Members can register for individual classes up to 45 days in advance.
- 7. What happens if I can't make it to the class I signed up for?** Is there a cancellation policy? Due to limited spots we ask our members to be courteous and unregister for classes no less than one hour prior to the start time so other members can participate.
- 8. Is there a penalty for no shows?** Not as of now, however the policy is subject to change.
- 9. Is there a waiting list?** Club Automation is working on adding this feature. We will notify members when it is complete.
- 10. Are walk in's welcomed?** Members are more than welcome to stop by the class and see if there is a spot available due to a last minute no show, but we encourage signing up online prior to class to ensure a spot.
- 11. What is the difference between Complimentary Specialty Classes and Group Exercise Classes?** Our Specialty Classes are more technical and similar to small group training sessions that are taught by certified Personal Trainers.
- 12. Can I use the Performance Center whenever I want?** For safety reasons Members can only attend scheduled classes or personal training sessions in the Performance Center.

TENNIS:

- 1. Do you rent Tennis Rackets?** No.