

PELICAN

ATHLETIC CLUB

MEMBERSHIP GUIDE 2023/2024

1170 Meadowbrook Blvd. • Mandeville • LA • 70471
985.626.3706 • www.thepac.com

Pricing and policies noted in the member guide are subject to change.

CLUB HOURS

Club Hours: (August 8, 2022 – May 29, 2023)

Monday - Thursday	4:45 am - 9:00 pm
Friday	4:45 am - 8:00 pm
Saturday	7:00 am - 7:00 pm
Sunday	9:00 am - 6:00 pm

Summer Club Hours: (May 30, 2023 - August 6, 2023)

Monday - Friday	4:45 am - 10:00 pm
Saturday	7:00 am - 7:00 pm
Sunday	9:00 am - 7:00 pm

Holiday Club Hours:

New Year's Eve	7:00 am - 3:00 pm
New Year's Day	7:00 am - 12:00 pm
Eve Parade	4:45 am - 4:00 pm
Lundi Gras	4:45 am - 4:00 pm
Mardi Gras	7:00 am - 12:00 pm
Good Friday	7:00 am - 7:00 pm
Easter Sunday	CLOSED
Memorial Day	7:00 am - 7:00 pm
4th of July	7:00 am - 7:00 pm
Labor Day	7:00 am - 7:00 pm
Thanksgiving Day	CLOSED
Day after Thanksgiving	7:00 am - 7:00 pm
Christmas Eve	7:00 am - 12:00 pm
Christmas Day	CLOSED

These hours may vary if the holiday falls on a weekend and are subject to change. Group Exercise classes, Playland, and YAC hours may vary for Holidays. Please visit www.thepac.com or the Pelican Athletic Club's Facebook Page for most recent Club hours and schedules.

GENERAL MEMBERSHIP AND ACCOUNTING

MEMBERSHIP TYPES

Pelican Athletic Club offers a wide variety of memberships on an annual or month-to-month basis. Membership applications can be processed on the day of joining, in person, or by email.

SINGLE MEMBERSHIP

A Single Membership shall be applicable only to the named individual.

DUAL MEMBERSHIP

A Dual Membership is defined as one adult (18 or older) individual and a significant other or child from the same household. The child must be under the age of 25.

FAMILY MEMBERSHIP

This Membership is defined as the parent(s) or partner(s) and their children under the age of 25. Dependent Children (under the age of 14) who are residents of the immediate household shall use the facilities when under the direct supervision of a parent/guardian. Young Adults (14 years of age and older) can use the club unsupervised.

YOUTH MEMBERSHIP

A Youth Membership is available for individuals 21 years of age or younger. An individual 22 years or older must convert his/her membership to an adult membership.

SENIOR MEMBERSHIP

This Membership is available for an individual 60 years or older. Dual Senior Memberships are available for spouses or significant others where one is 60 years of age or older.

CORPORATE MEMBERSHIP

Corporate Health is beneficial for both the employee and the company. Strive to feel better, to have more energy, and be less stressed. Increasing evidence supports the need for workplace wellness programs. Corporate Memberships qualify for additional savings on every membership type. See Membership for details.

MEMBERSHIP CHANGES

Membership type or status may be changed based on the criteria below. All requests must be submitted to membership@thepac.com.

UPGRADES

Members can upgrade their membership type at any time. Adjusted monthly dues will be charged to the member for the duration of the upgrade.

DOWNGRADES

Downgrades are applicable to memberships once they have fulfilled their annual contract. Downgrade requests must be submitted prior to the last business day of the month.

FREEZE POLICY

Members can freeze their membership for a maximum of 3 months per calendar year for a fee of \$15.00 per month. To freeze a membership, the main member on the membership must submit a request prior to the 1st of the month they are wanting to freeze. The “freeze fee” is billed monthly for the duration of the freeze.

The “freeze fee” is waived in its entirety if the main member or a dependent member has a medical condition or temporary job transfer, with written documentation.

CANCELLATIONS

An annual contract is eligible for termination once the year commitment is complete. Exceptions include proof of relocation, at least 30 miles outside of area and/or documentation of a medical condition.

Cancellation requests must be submitted in writing prior to the 1st of the month and are not confirmed until a digital agreement is completed and returned for your record via email. Prior to your final day of access, you are required to bring your account balance to zero.

Members who cancel their membership and wish to rejoin the club may do so by paying the appropriate joining fee currently in effect or back-dues.

MONTHLY BILLING + DUES

Membership dues and club charges are automatically collected monthly, by bank draft or credit card. Monthly statements can be found on the Pelican Athletic Club Member Portal or Pelican Athletic Club App. A registration fee (one-time payment) will be collected at time of registration; rates are determined by Membership type. For questions regarding billing or payment method please call Accounts Receivable, 985.626.3706.

FEE ADJUSTMENTS

All joining fees, monthly membership dues, and club charges are subject to change and will be determined by PAC Management. Members will be notified of changes.

CHARGING PRIVILEGES (CTA)

All club members have access to charging privileges at the Club. These charges will be reflected on your monthly billing statements. See Membership to Activate/Deactivate privileges.

ONLINE MEMBER PORTAL + APP

Our online member portal and Pelican Athletic Club App allows Members to:

- View Check in History, Billing Statements, Class Schedules
- Update Account and Payment Information
- Register and Unregister for Specialty Classes
- Reserve Tennis Courts and Ball Machine
- More Features Coming Soon!

For more information, please visit www.pelican.clubautomation.com or call 985.626.3706 for assistance.

GENERAL CLUB INFORMATION

MEMBER CHECK-IN

All members must enter and exit the building through the front entrance. Your membership card must be presented and scanned each time you enter the club. PAC membership cards are for the sole use of the member whose name appears on the card. Unauthorized use of the card by persons other than the PAC member will result in termination of membership.

YOUTH ACCESS TO GYM

- Young adults 14 years of age or older can use the club unsupervised.
- Children ages 13 or younger shall have use of the facilities under the direct supervision of a parent or guardian.
- Children aged 13 or younger can accompany a sibling 18 or older. The 18-year-old sibling must maintain direct supervision of the 13 or younger sibling.

GUEST POLICY

If you are bringing a guest to the Club, please be sure to check in at the Front Desk to pay the prevailing Guest Fee and have your guest complete a registration and waiver form. A parent/guardian must sign liability waiver for guests under 18 years of age. (Please see the following regarding Guest Pass Purchases and Complimentary Guest Passes).

GUEST PASSES

Guest passes are available for purchase as follows:

- Adult guests (14 years of age or older) will be charged \$15.00 per pass, per day when accompanied by a member. The fee is \$20.00 per pass, per day when not accompanied by a member.
- Youths* (ages 0-13), Seniors (ages 60+) and Military guests will be charged \$10.00 per pass, per day. (Children 5 and under are free when using the pool ONLY)
- Weekly guest passes are available for \$60.00 per pass and are to be used for seven consecutive days.

*CHILDCARE IS NOT AVAILABLE WITH GUEST PASSES.

COMPLIMENTARY GUEST PASSES

Your Pelican Athletic Club Membership includes a number of guest passes, which are automatically added to your account on an annual basis (Adult annual memberships only). The number of complimentary guest passes depends on the membership type. Complimentary guest passes expire at the end of each calendar year or upon membership cancellation, whichever comes first. CHILDCARE IS NOT AVAILABLE WITH GUEST PASSES.

LOCKER ROOMS

The steam room and whirlpool spa are available to members and guests over the age of 16. A bathing suit is required while using the hot tub; additionally, a bathing suit and/or steam room towel is required while in the steam room.

Members and Guests are required to adhere to all posted rules and regulations. Please read them carefully, both for your safety and to preserve the water quality and relaxing experience for all members.

LOCKERS

Open and available lockers may be used for daily temporary storage only. These lockers are emptied nightly, and the Club is not responsible for items left in them. Lockers are available for rent on a monthly basis, for a minimal fee: \$15.00 (half); \$20.00 (full).

Members are required to complete the Locker Rental Agreement form, at the front desk, and provide their own padlock for their locker. Members and guests agree not to store valuable items in any lockers. PAC is not responsible for any items stored on property.

CHILDREN AND LOCKER ROOM USE

Only children ages 4 or younger are allowed in the locker room of the opposite sex. We recommend children older than 4 years of age use the Family Changing Room in the main hallway across from Playland. Children under the age of 10 must be accompanied by an adult in the locker rooms.

TOWEL SERVICE

Complimentary towels are provided for PAC Members and Guests to use in the Locker Rooms and within the club. We ask you to limit usage of towels and do not bring these towels to the pool and pool deck.

OUTDOOR WALKING/RUNNING TRAIL

PAC offers members use of outdoor walking/running trail which encircles the perimeter of the club and the parking lot area. The trail is six-tenths (approximately) of a mile in length. Please use caution when walking and running on the outdoor trail as the surface may present uneven footing.

LOST AND FOUND

Pelican Athletic Club is not responsible for lost or stolen items. Inquiries regarding lost items, as well as items found by Members and Guests, should be made and turned into the Front Desk. For your protection, valuables found and/or turned into PAC Management will be locked in a safe on the Club's premises until they are properly identified. No confirmations of lost articles will be given over the phone; all items must be identified in person. Unclaimed articles are donated to charity after 30 days.

PHOTOGRAPHY/VIDEOGRAPHY

Members are welcome to take photos of themselves or immediate family members while enjoying the Club. For privacy purposes, we ask members to refrain from taking photos of other members (in the background) or making social media posts without their express advance permission. Photos and videos are strictly prohibited in the locker rooms.

NO SMOKING/VAPING

Smoking and vaping are not permitted in the club or on club grounds at any time.

STANDARDS OF CONDUCT

Pelican Athletic Club expects all members (and guests) to act in an acceptable and responsible manner while on the premises. The Club is committed to providing a membership environment free of harassment and/or discrimination. PAC's policy prohibits discrimination and harassment of any kind. PAC management reserves the right to ask member(s) and/or guests to leave the club premises if proper conduct is not being observed.

NON-PAC CLUB INSTRUCTION

Formal personal training or group exercise instruction is not permitted by any individuals other than authorized Pelican Athletic Club staff.

DAMAGE TO CLUB PROPERTY

Any member who willfully or neglectfully causes damage to club property will be held responsible for all repair/replacement costs. Members must also pay the repair/replacement costs for any damage caused by dependent children.

CLUB LIABILITY

PAC Members and Guests use the club facilities at their own risk. Pelican Athletic Club is not responsible for any athletic injuries or other injuries sustained while using the facilities.

DEPARTMENT GUIDELINES

FITNESS

INDOOR & OUTDOOR FITNESS

The Club reserves the right to deny the use of the Club to anyone not willing or able to use fitness equipment properly and safely. Shirts and closed-toe shoes are always required. As a courtesy to others, please return mats and weights to their designated areas, wipe down equipment, place trash and towels in the appropriate receptacles, and limit your workout to 30 minutes when others are waiting for a machine. Additionally, we ask that you allow others to work in when using strength training equipment.

FITNESS ATTIRE

Proper attire is required for anyone using the Club. Appropriate footwear and shirts are required in all public indoor and outdoor recreational areas, including closed-toe shoes in fitness areas and non-marking shoes on all hardwood exercise floors and courts.

GROUP EXERCISE

Members must be 14 years of age or older to participate in Group Exercise classes. The only Group Exercise Studio that requires sign up is Spin. The spin sheet is placed out at the front desk 30 minutes prior to each class to allow members to sign up for a bike free of charge. Members are welcome to call and reserve a bike 24 hours in advance for a \$2.00 reservation fee. Classes located in Studio One, Mind + Body, Circuit, and Pool do not require reservations unless specified for a studio event.

YOGA MAT POLICY

Yoga mats are available for rent for a 2-hour duration in the amount of \$1.00. If yoga mats are not returned or returned damaged a fee of \$32.00 will be assessed to the member's account. Members and Guests are welcome to bring their own yoga mat.

CLASS ETIQUETTE

We ask that members and guests arrive on time to all classes. Additionally, we ask that you keep conversation to a minimum, wipe down the equipment after class, and return it to its designated storage space. New students should arrive to class early to discuss any injuries or special concerns with the instructor prior to the start of class.

PERFORMANCE CENTER (PC)

The Performance Center is located off the Free Weight Room. For safety reasons Members 16 years and older can only access the PC when either attending a Specialty Class (reservation required) or a Personal Training Session where a PAC Trainer is present.

SPECIALTY CLASS RESERVATIONS

Members must be 16 years or older to attend Specialty Classes. Specialty Classes such as: CrossFit, Endurance Edge, and Build + Burn are complimentary to Membership. Reservations for are required due to being small group training and limited space. Reservations can be made up to 7 days in advance online through your members portal or through the Pelican Athletic Club App. When classes are full members may opt to be placed on a waitlist. If a participant unregisters the next member on the waitlist will be offered the spot. Please be courteous to other members and unregister for classes you cannot attend.

YOUTH FITNESS

Children must be 14 years of age or older to use treadmills without adult supervision. Children ages 10-13 may use cardio equipment (excluding treadmills) under direct adult supervision. Direct supervision means the parent is always watching the teen. Adults have priority on all cardio equipment and children may be asked to vacate equipment if the cardio area is filled and an adult wishes to use the equipment.

PAC offers a fee-based Junior Certified program, which enables children ages 10-13 to use specified strength and core training equipment in the fitness areas. Children who are Junior Certified are allowed to use the specified strength training equipment without direct parental / guardian supervision, but the parent/guardian MUST be on the PAC premises. Children must be 16 years or older to use the Free Weight Room.

PAC offers several youth programs such as Tri-Kids, Homeschool PE (ages 6-14) , Foundations (ages 6-10) , and PASS JV (ages 11-13) , and PASS Varsity (ages 14+) . For more information contact Youth Fitness Coordinator jcurry@thepac.com During the Summer Group Exercise Kids classes will be offered.

BASKETBALL POLICY

Basketballs are available to use for a 2-hour duration at the Front Desk. If basketballs are not returned or returned damaged a \$25 fee will be assessed to the member's account. Members and Guests are welcomed to bring their own basketballs.

AQUATICS

Showers must be taken before entering any of our pools, and proper swim attire must be worn. Lifeguards are on duty on a seasonal basis. During peak programming times, 2 lanes will be available for lap swimmers. When all lanes are occupied, please be respectful of others by sharing lanes (circle swim) and limiting your swim to 30 minutes. During inclement weather, pool area may be closed until safe swimming conditions improve. All Pools close 30 minutes prior to club closure.

8-LANE POOL

The 8-lane pool is for recreational and lap swimming. When there is no lifeguard on duty, children under the age of 14 must be accompanied by a parent/guardian. When there is a lifeguard on duty, children 11 years of age or older may use the pool without being accompanied by a parent/guardian. However, the parent/guardian must be on PAC premises. Children 10 and under must be always accompanied by a parent or guardian. No hard balls or large water guns allowed. No radio playing must use headphones. For everyone's safety no large flotation devices are allowed. Proper swimming attire required.

6-LANE POOL

Children must be 14 or older to use the 6-lane pool. The 6-lane pool is for lap swimming and water walking only.

SPLASH PAD

The Splash Pad is for children ages 1-10 only. Children ages 1-5, a parent/guardian must maintain "touch supervision", i.e., the guardian must maintain arms-length distance between themselves and the child(ren). Children ages 6-10, parent/guardian must always maintain visual contact from the Splash Pad pool deck, even with a lifeguard on duty.

CHILDREN POOL BREAKS (Adults-Only Swim)

For safety reasons, during the Summer, pools will close for a 10-minute Children's Pool Break at the top of every hour to give kids a chance to rest and take some time away from the water and sun. This is also a time to re-apply sunscreen, hydrate, and use the restroom. During a Children's Pool Break, no one under the age of 14 is permitted in any pools.

LIFEGUARDS

Although parents are always responsible for supervising their children, lifeguards are staffed during our peak summer season for the safety and service of our members. Lifeguards may enforce rules that are posted/listed or not, as situations warrant. We ask all parents and members to follow all rules, whether posted or not, to ensure a positive experience for all.

SWIM PROGRAMS

Pelican Athletic Club offers seasonal and year-round swim programs, including swim lessons and a swim team. For more information, email swim@thepac.com. For swim lessons email charlotte@thepac.com

AQUA FITNESS

Complimentary water aerobics programs are listed on our group exercise schedule and offer a fun, cardiovascular, and strength-training workout in the comfort of the water.

CHILDCARE

Our Childcare areas consist of Playland for ages six weeks to 5 years + Youth Activity Center (YAC) for ages 6-13 years. Each provides a variety of age-appropriate activities to keep children actively engaged throughout their stay. All children under the age of 13 must be supervised by a parent or guardian or must be registered in Playland or Youth Activity Center. A parent or guardian must remain on the property at all times while their children are at the Club. Guidelines may vary for programs and camps.

WHAT TO BRING

- Diapers (one for every hour of childcare time)
- Wipes
- Extra set of clothes
- Plastic bottles/containers only
- Snacks

Please label all items. Only labeled items will be used or fed to your child. Because of the severity of peanut allergies, food containing peanuts or tree nuts are not permitted in Playland or YAC. Please double check all labels before sending food with your child.

COMPLIMENTARY HOURS

Members are eligible to receive 2 complimentary hours of childcare per day based on the following requirements: The Member is to remain on PAC premises during the duration. The child(ren) must be active on the Membership. An extended care fee will apply when the daily complimentary hours are exceeded if guardian leaves PAC premises or if the child is not an active member. If a member leaves PAC premises while utilizing childcare, they are to notify Playland staff and extended care rates will apply. Members are not to exceed a total of 12 hours of childcare per week (all Playland programs included, e.g., Pre-school, Extended Care, Mother's Day Out).

EXTENDED CARE

An extended care fee will apply when the daily complimentary hours are exceeded if guardian leaves PAC premises or if the child is not an active member. If a member leaves PAC premises while utilizing childcare, they are to notify Playland staff and extended care rates will apply. Members are not to exceed a total of 12 hours of childcare per week (all Playland programs included, e.g., Pre-school, Extended Care, Mother's Day Out). See Childcare Director for rates.

NON-MEMBER CHILDCARE

Extended hourly rates will apply for children who are not active on the membership and are not to exceed 2 hours per day or 12 hours per week. Guests who utilize childcare must pay the extended hourly rate at drop off.

ILLNESS POLICY

Health issues are a concern for everyone. Playland + YAC relies on each family's thoughtful assessment of their child's health to keep our community strong. To assist you, we have provided the following helpful guidelines:

- Please keep your child at home if they are showing any signs of cold or illness. This includes but is not limited to; cough, sore throat, flushed skin, rash, fever, congested or runny nose, discharge from the eyes, upset stomach, vomiting or diarrhea.
- If a child has been sick, he/she should remain home until he/she can fully participate in childcare activities. A 48-hour period is required for your child to stay at home after a fever, vomiting, or diarrhea has subsided without the aid of medication.
- If a child has any type of discharge from their eyes or nose for any reason, he/she is required to stay home until these have subsided.
- Please notify the Childcare Director of any contagious conditions contracted by your child (e.g., lice, chicken pox).
- The Playland Staff will not administer any medications or apply topical ointments to diaper rashes.
- Parents will be notified if their child becomes ill or if they show any of the above symptoms.

The staff will use their best judgment when requesting that your child be removed from Playland or YAC. If the staff notifies you, we ask that you please pick up your child immediately.

DISCIPLINE POLICY

Our goal is to provide children and staff with an experience that is safe and enjoyable. A caring and positive approach will be taken regarding discipline. Staff will reinforce appropriate behavior through positive reinforcement, firm statements, and redirection of activity. Listed below are the discipline procedures for children who are exhibiting unacceptable behavior. Depending on the severity of the behavior, we may skip a particular step. (i.e., aggressive behavior/biting will not be tolerated).

- STEP 1: Verbal warning
- STEP 2: Time out or time away from the group. During a time out, a child may have to sit out from activities. Parents will be notified of their child's time out.
- STEP 3: If a child persists in unacceptable behavior, a written warning will be issued and given to the parent. The director will speak with the child and their parents. The parent will be required to sign the written warning and will be required to pick up their child.

After receiving two written warnings, the child will have to sit out of childcare for 1 week.

CHILDCARE PROGRAMS

Playland offers a variety of programs such as Mother's Day Out, Pre-School, Date Night and Pre School-Summer Fun. For more information on these programs email kcowhey@thepac.com or call 985.626.3706.

YOUTH FITNESS

Youth's must be 14 years of age or older to use treadmills without adult supervision. Youth's ages 10-13 may use cardio equipment (excluding treadmills) under direct adult supervision. Direct supervision means the parent is always watching the youth. Adults have priority on all cardio equipment and youth's may be asked to vacate equipment if the cardio area is filled and an adult wishes to use the equipment.

PAC offers a fee-based Junior Certified program, which enables youth's ages 10-13 to use specified strength and core training equipment in the fitness areas. Youths who are Junior Certified are allowed to use the specified strength training equipment without direct parental / guardian supervision, but the parent/guardian MUST be on the PAC premises. Children must be 16 years or older to use the Free Weight Room.

PAC offers several youth programs such as Tri-Kids, Homeschool PE (ages 6-14), Foundations (ages 6-10), and PASS JV (ages 11-13), and PASS Varsity (ages 14+). For more information contact Youth Fitness Coordinator jcurry@thepac.com During the Summer Group Exercise Kids classes will be offered.

TENNIS

COURT ETIQUETTE

All members and their guest(s) are asked to follow our Court Etiquette guidelines to assure a pleasant experience for all:

- Must be 14 years or older without parental supervision, except for organized clinics with an instructor(s).
- Verbal and racquet abuse is not tolerated.
- In consideration of those on the adjacent court(s), keep noise to a reasonable level. No music.
- Please refrain from bringing any food onto the courts.
- Always leave the tennis court presentable for the next member by removing all towels and trash.

TENNIS ATTIRE

Appropriate sports attire and shirts must be always worn. Swimsuits and bare feet are not allowed on the courts. Non-marking regulation tennis shoes are required on all courts. Please remember to use the shoe cleaning station upon exiting the rubric courts.

COURT RESERVATIONS

Courts are available free of charge for members only and reservations are required to guarantee a playing time. Members can reserve a court for 1.5 hours up to 2 days in advance. Back-to-back reservations are not permitted during peak hours. Reservations for courts can be made over the phone, at the Front Desk, Pro Shop, Member Online Portal, or on the Pelican Athletic Club APP. Members have 15 minutes to check in for their court reservation before forfeiting the court. Members participating in a pre-booked program such as leagues will not be able to reserve extra courts for that program unless given permission by the Tennis Director. The Tennis Director has the authorization to adjust court assignments.

BALL MACHINE

Members must be 18 years or older to rent the ball machine. The rental is for 1.5 hours and must be reserved along with court 1, 4, or 5. A rental fee of \$10.00 will be assessed to your account upon check in. Members must check in at the Front Desk to receive the ball machine remote and are required to retrieve and return the ball machine to the tennis closet and the remote to the Front Desk. If the ball machine remote is not returned or returned damaged a fee of \$150.00 will be assessed to the member's account. Reservations for ball machine can be made over the phone, at the Front Desk, Pro Shop, Member Online Portal, or on the Pelican Athletic Club APP.

TENNIS PROGRAMS

Pelican Athletic Club offers tennis tournaments, leagues, lessons, and junior tennis year-round. For more information email tennis@thepac.com.

All members are subject to the general rules and policies established by PAC Management. These rules and policies are subject to change at any time at the discretion of PAC Management.

If you have any further questions, please call Membership at 985.626.3706 or email info@thepac.com.

Pickleball

Indoor and Outdoor Pickleball Court use is only allowed during scheduled Open Play times. Players must provide their paddle and indoor/outdoor balls for ages 18+. No sign-up is required.

Open Play Rules:

1. Sportsmanship is the #1 rule. Respect all players and skill levels,
2. Paddles should be placed on the floor in a left-to-right progression to determine who is next up to play. (No moving other paddles).
3. If all pickleball courts are being used, then all four players come off the court when they finish the game, and the next for who are waiting go in to play.
4. Players must always follow proper court etiquette.

PELICAN

ATHLETIC CLUB

FACILITY LAYOUT

