

## OVERVIEW OF FREQUENTLY ASKED QUESTIONS: TOPICS ADDRESSED

- General LSF Topics including Guest and Children Policies
- Billing
- Membership Holds
- Membership Cancellations
- MYLSF.NET
- Personal Training
- Tennis
- Camp

Kindly let us know if there are any topics that you think should be added to this list! Email us at [MemberServices@LakeshoreSF.com](mailto:MemberServices@LakeshoreSF.com)

### GENERAL LSF

Q: How do I check into the club?

A: Download the MyLSF app and check in using the barcode on the home page of the app.

Q: Can I use a membership card?

A: Yes, it is \$5 for a membership card or key chain tag.

Q: If I do not have my LSF member card or scan code on my phone from the MyLSF App, how can I check into the club?

A: You can present a photoID

Q: I have lost my membership card; can I replace it?

A: Yes! You can replace your membership card at the Front Desk for a \$5 fee.

Q: My nanny or caregiver will be bringing my children to the club how do they check in?

A: You have two options. You may add the caregiver onto your account as a "Nanny." Nannies are not allowed to use the club alone and do not have access to the workout facilities. The other option is to have them sign in on a liability waiver each time they enter the club.

Q: How old does my child have to be to use the club by themselves?

A: A Child must be going into their freshman year of high school or older to use the club unsupervised. Any child younger than this must be accompanied by an adult or in a supervised lesson or official LSF program. Children in the Tween program must have a signed release form on file. (What is the tween program?)

Q: Can I bring in a guest?

A: Yes, each membership receives 5 guest passes per year beginning in June. If you are 18 years of age or older you may utilize your guest passes but no single guest is allowed to check into the club more than 5 times per calendar year. If you have someone that is interested in membership, contact your membership advisor to set them up on a trial membership. If you have used all of your allotted guest passes for the year, you can still bring a guest at 50% discount off the daily guest fee as long as they have not visited more than 5 times in a calendar year.

Q: When can I bring in a guest?

A: Guest hours are 8:00am – 8:00pm Monday through Friday and 8:00am – 7:00pm Saturday and Sunday. Guest are only allowed in the club during these days and times.

Q: Do I need anything in order to bring in a guest?

A: Yes, you will need to redeem a guest pass or pay our guest fee.. Your guest will also need to present an ID during check in time and sign a waiver to enter the facility.

Q: Can I bring in outside food or beverages to the club?

A: No. Outside food and drinks including alcohol are not allowed anywhere in the club including the paddle hut.

Q: What are the restrictions on parking?

A: We have parking for members and guests, though guests are not allowed to park at certain times. Members may park in lots A and B. Cars must be registered and have a parking permit in the driver's side back window. Any parked cars without an LSF permit sticker will be towed at the owner's expense. Guests can register their car at the front desk.

## BILLING

Q: When am I billed for my membership?

A: Billing is processed on the 1<sup>st</sup> of every month. This covers the current month's membership dues and the previous month's ancillary charges.

Q: My monthly payment did not go through. What should I do?

A: You can update your billing information online at MyLSF.net, on the MyLSF App or in person at the club. Please note that any declined payment will result in an automatic \$25.00 fee which will appear on the following month's statement.

## MEMBERSHIP HOLDS

Q: Can I put my membership on hold?

A: Yes, you can put your account on hold for one – three months per year. While your membership is on hold, you will be charged a monthly \$20 hold fee instead of your regular membership dues.

If you are medically unable to use your membership, you can put your membership on a medical hold for up to six months at no charge. All we ask for is a doctor's note with the start and end date for your recommended medical hold. Doctor's notes can be emailed to [billing@lakeshoresf.com](mailto:billing@lakeshoresf.com) or faxed to 773-477-9714.

Q: Do I need to do anything to activate my membership after my hold has ended?

A: No. Your membership will automatically reactivate after your hold has ended.

Q: Can I end my hold early?

A: Yes! Just let us know when you are ready to come back and we will prorate your membership dues for the rest of the current month.

Q: Can I use the club while I am on hold?

A: No.

Q: What if I am on hold and decide to cancel my membership?

A: You cannot cancel your membership from a hold. Our club requires a month of active membership before cancellation can take place. So, if you are on hold you must reinstate your membership for a complete month before cancels.

## MEMBERSHIP CANCELLATIONS

Q: Can I cancel my membership?

A: Sorry you are thinking of cancelling! As long as your three-month paid commitment has been fulfilled, the membership can be cancelled one month from the end of the current month. For example, a cancellation request made in January, would be effective at the end of February.

Your membership can be cancelled at the end of the current month if: You are moving 25 or more miles away and can provide proof of move, or you are no longer medically able to use your membership and can provide a doctor's note explaining this.

Q: Can I receive a refund if I cancel my membership?

A: Only memberships cancelled within 14 days after contract is signed may receive full refunds; after the initial 14 days from contract execution, enrollment fees and/or prepaid dues are not refundable.

Q: How do I cancel my membership?

A: You can cancel by clicking the following link: [Cancellation Request](#) or by filling out the Cancellation Request in person on the Ipad located at the front desk.

Q: How soon do I have to give notice if I am planning to cancel?

A: Per the contract that you signed, you must give at least a full month's billing notice of cancellation whether it be a month to month membership or annual. All cancellations will take effect one month from the last day of month the request was made. As an example, if you cancel on April 15<sup>th</sup>, you will remain a member through the end of May and will be charged dues on May 1<sup>st</sup>.

You cannot cancel if you are in a hold situation. You must reactivate and pay your final month of dues to cancel.

Q: I changed my mind! Can I cancel my cancel request?

A: Yes! You can. You have until end of your final month to change your cancellation request.

## MYLSF

Q: What is MyLSF

A: MyLSF (myslf.net) is an online portal and App where members can:

- View monthly statements
- View transactions in real time
- Edit contact & billing information
- Make payments
- View membership information
- View visits
- View status of packages (i.e. personal training or swim lesson packages)
- View weekly reservations & program enrollments
- Book tennis, paddle, pickle, squash and racquetball courts, book a curling lane, book a massage.
- Enroll in upcoming events and programs

Note: Only the main member on your account can view monthly statements and billing information.

Q: How do I create a MyLSF account?

A: Just go to myslf.net and click "Create an account". All you'll need to provide is your membership card number and the email address we have on file for you.

Q: How do I get the MyLSF app?

A: In the App store or in google play, download the MyLSF app and use the login information you created at MyLSF.net.

Q: What if I forgot my username or password?

A: No problem! Just go to myslf.net and click "Forget your username or password?". After you provide the email address on your account, your username and a temporary password will be

emailed to you.

## PERSONAL TRAINING

Q: I want to start Personal Training. How do I go about this?

A: You may reach out to [Pt360@LakeshoreSF.com](mailto:Pt360@LakeshoreSF.com) to get you set up with one of our Trainers!

Q: I need to cancel my Personal Training session; how do I do this?

A: You must contact your trainer or Terrence Terrell the Connectivity Manager at [PT360@lakeshoresf.com](mailto:PT360@lakeshoresf.com)

Q: Will I still be charged for the session if I cancel?

A: Lakeshore Sport & Fitness has a 24-hour cancellation policy for all services. You must cancel at least 24 hours in advance to avoid being charged. You will be responsible for covering the fees for a session cancelled within 24 hours of the reservation.

Q: What If I need to reschedule my session? Will I be charged?

A: Lakeshore Sport & Fitness cancellation policy applies to all cancel and reschedules. You must reschedule at least 24 hours in advance to avoid being charged. You will be responsible for covering fees for a session that is rescheduled within 24 hours of the reservation.

Q: My child wants to get certified to use the equipment on the 3<sup>rd</sup> floor, how does he do this?

A: You may reach out to our personal training department at [PT360@LakeshoreSF.com](mailto:PT360@LakeshoreSF.com) to schedule. Children aged 10-14 are allowed to use the 3<sup>rd</sup> floor if they are certified AND supervised by a parent.

Q: I purchased a personal training package; is there a time frame I must use the sessions in?

A: All training packages expire 1 year after purchase date.

Q: I purchased a training package; can I receive a refund for it?

A: We do not offer refund on any personal training packages.

## TENNIS

Q: If I am interested in participating in your Tennis Program how do I get more info and sign up?

A: You may reach out to [LPRaquets@LakeshoreSF.com](mailto:LPRaquets@LakeshoreSF.com)

Q: I am currently in a session, when this one ends will I be placed in the new one?

A: Unless notified at the end of a session you will automatically be reenrolled in the following session. If you wish to not be enrolled, reach out to [LPRaquets@LakeshoreSF.com](mailto:LPRaquets@LakeshoreSF.com)

Q: I signed up for a session; how do I pay for it?

A: We bill for an entire session at the start of each session.

Q: I am in a session and unable to attend class, what are my options?

A: If during a session you miss a class for any given reason, that class must be made up or you will forfeit the fees for the class. Please arrange with your instructor for a make-up or contact [LPRaquets@LakeshoreSF.com](mailto:LPRaquets@LakeshoreSF.com) to find other options. We allow 1 make up per session.

Q: I need to cancel my Tennis lesson; how do I do this?

A: You must contact your Pro or email [LPRaquets@LakeshoreSF.com](mailto:LPRaquets@LakeshoreSF.com)

Q: What If I need to reschedule my lesson: will I be charged?

A: Lakeshore Sport & Fitness cancellation policy applies to all cancel and reschedules. You must reschedule at least 24 hours in advance to avoid being charged. You will be responsible for covering fees for a lesson that is rescheduled within 24 hours of the reservation.

Q: How do I book a tennis, squash, paddle, or racquetball court?

A: You make book a tennis court at MyLSF.net or by going to bookings on the MyLSF app. You can also book a court through the front desk for a courtesy fee of \$5.

Q: If I need to cancel or reschedule how do I do so?

A: If you are cancelling outside of a 24 hour window, you can cancel at MyLSF.net or on the MyLSF app or you can email [LPRacquets@Lakeshoresf.com](mailto:LPRacquets@Lakeshoresf.com).

Q: Will I still be charged for a lesson or court reservation that I cancel?

A: Lakeshore Sport & Fitness has a 24-hour cancellation policy for all services. You must cancel at least 24 hours in advance to avoid being charged. You will be responsible for covering the fees for a lesson cancelled within 24 hours of the reservation.

## CAMP

Q: How to I contact the camp team?

A: Email us at [LPCamp@LakeshoreSF.com](mailto:LPCamp@LakeshoreSF.com) or call 773-770-2418.

Q: Do I have to be an LSF member for my child to attend camp?

A: No, LSF members and non-members can participate in camp, but those who are members receive a member tuition rate, which is much less than the guest rate. Our membership team is happy to meet with you to understand the financial benefit to joining LSF for camp! Members must be active by May 15<sup>th</sup> and remain active on the LSF account for 6 months to obtain the member camp rate.

Q: When does registration start for summer camp & how do I register?

A: It starts each October for the upcoming summer. All campers register via our online parent portal, which can be found [here](#) and on our website.

Q: How does registration & payment work?

A: A \$25 non-refundable deposit per day is due at the time of registration. You can adjust your camp dates until May 15<sup>th</sup>, after which there are no refunds on any camp purchase. Payment plans are available, and final payment is due on May 15<sup>th</sup>. You can continue to make changes to your dates after May 15<sup>th</sup> with a \$10 processing charge per day unless a doctor's note is submitted. See our camp brochure for further details.

Q: Are there discounts available for camp?

A: Yes! We run a few promotions each year for those who register early. Additionally, we offer a 10% sibling discount for all children after the first. You also can save by referring friends to camp – you will get a discount and so will your friend!

Q: My camper missed a day of camp due to illness. Can I reschedule?

A: Any date change after May 15<sup>th</sup> must be requested in writing to [LPCamp@LakeshoreSF.com](mailto:LPCamp@LakeshoreSF.com) and submitted by 12pm on the date of the absence. Date change requests will result in a \$10 processing charge per day per child unless a doctor's note is submitted. Date changes are only accepted as switches from a day of a camp program to another day of a camp program, not from a day of camp to an Extended Day Program. Individual date changes are not accepted for week long camp programs including Camp 48, Specialty Camps, and Sports Camps. All camp purchases and makeup days expire at the end of the summer camp season. There are no refunds for missed days, and we do not prorate weekly long programs for any reason.

Q: Can I add camp days throughout the summer?

A: Yes! We encourage you to add more days throughout the summer! Due to our full enrollment and meal preparation, we simply ask that all camp days be requested with at least 24 hours' notice. Campers who are registered within the 24 hours window will be charged a \$25 late fee.

Q: Can I switch from one camp to another?

A: Should you need to change the program for which you are registered, you are welcome to do so. However, please realize that you will forfeit the difference in pricing should you switch to a less expensive program, and you will owe the difference in pricing should you switch to a more expensive program.