

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

GENERAL LSF

Q: If I do not have my LSF member card how can I check into the club?

A: You can present an ID

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 \$5.00 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.

Q: Can I bring in a guest?

A: Yes, If you are 16 years of age or older you may bring in as many guests as you would like but no single guest is allowed to check into the club more than 5 times per 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 pay our guest fee (currently \$35). Your guest will also need to present an ID during check in time.

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. Non-members may not park between 9-12 any day of the week except for members of opposing tennis and paddle teams, official guests of our membership department or Physical Therapy clients. Opposing tennis and paddle team-members have spots reserved in lot C, to the West of the building. Official guests of membership and Physical Therapy clients must sign in at the front desk.

BILLING

Q: When am I billed for my membership?

A: Billing is processed on the 1st 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 or in person in the Business Office or Membership Office. 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 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 in person or by contacting us at Billing@LakeshoreSF.com or 773-770-2433.

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 30 days 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 15th, you will remain a member through the end of May and will be charged dues on May 1st.

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 (mysf.net) is an online portal 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

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 mysf.net and click "Create an account". All you'll need to provide is your membership card number and the email address we have an file for you.

Q: What if I forgot my username or password?

A: No problem! Just go to mysf.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

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 sessions 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 3rd floor, how does he do this?

A: You may reach out to our personal training department at PT360@LakeshoreSF.com to schedule. Children aged 10-14 are allowed to use the 3rd 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

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

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

A: We bill for an entire session at the start of the 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 to find other options for a make-up.

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

A: You must contact your Pro or email 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 online in OLS or by calling the Front Desk at 773.477.9888.

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

A: You can call the Front Desk to have them cancel or reschedule a court for you.

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: My camper missed a day of camp due to illness can I reschedule?

A: Any missed camp day must be rescheduled via email to Sandy before 12:00pm on the day of the absence. All missed camp days are forfeited as of 12:00pm on the day of the absence.

Q: When does summer camp registration begin for each year?

A: It will start each October for the upcoming year.

Q: Is there an early bird discount?

A: The 10% Early Bird discount is available to families who register before December for the upcoming year.

Q: Is there a sibling discount?

A: The 10% sibling discount is available to families who register before December for the upcoming year.

Q: Are there seatbelts in the school buses?

A: Yes, We reserve buses with seat belts and require all campers to be buckled in during the entire ride.

Q: Can I cancel my day of camp?

A: All Summer Camp days can be switched in advance, but cannot be refunded after the May 1st deadline. All SDOC days can be switched in advance. All payments are final and non-refundable.

Q: What is LSFs policy on non-members participating in camps?

A: Non-members are welcome to participate in SDOC during one full school year or during summer camp. Non-members are allowed 1 session of camp, then must become members to participate in more camp.

Q: Do my kids need to be members in order to get the member rates?

A: Campers who are not active members as of the billing date will be charged the non-member rate.

Q: We are not members and are unclear of the financial benefit if we join, who should I speak to?

A: Sandy Laing can discuss the significant financial benefits of membership in relation to camp pricing. Contact her at SandyL@LakeshoreSF.com

Q: Can I switch from tennis camp to summer camp? (And, vice-versa)

A: Yes, simply email the racquets department (LPRacquets@LakeshoreSF.com) or the camp department (LPCamps@LakeshoreSF.com) to determine availability.

Q: Who do I speak to about Bulls or Sox Camps?

A: Contact our Camp Administrators at LPCamps@LakeshoreSF.com