



Club Rules

Updated August 2026

WELCOME TO STAFFORD HILLS CLUB

You have joined a community where wellness, connection, and everyday experiences come together with intention. Our Club was created as a place where members can move, recover, gather, and build routines that elevate both health and lifestyle.

To maintain the environment our members expect and deserve, we have established the following guidelines. These standards reflect our shared commitment to respect, care for our spaces, and consideration for one another.

We celebrate the individuality of every member while upholding a culture that allows the community to feel comfortable, supported, and at home.

If you have questions at any time, our team is here for you.

Thank you for choosing Stafford Hills Club. We are grateful to be part of your wellness journey and look forward to serving you for years ahead.

1. FOREWORD

Stafford Hills the “Club” opened in 2012. These Club Rules (the “Rules”) are established to support the Club’s mission and communicate Club policies.

As a member of the Club you are entitled to enjoy all the privileges and facilities of the Club, subject to restrictions contained in the Club Rules, your Membership Agreement (and category of membership) and those established by the Club management. These Rules apply to all members, and as applicable, their guests and invitees. These Rules may be amended from time to time by club management and may be updated periodically.

2. THE 5-POINT PLEDGE

Stafford Hills Club operates under our 5-Point Pledge: **Support, Honesty, Cleanliness, Respect, and Improvement**. These principles serve as the foundation for Club conduct and community standards.

All members and guests are expected to:

- **Support** a positive and encouraging environment.
- **Act with Honesty** in all communications and interactions.
- **Maintain Cleanliness** of shared spaces, equipment, and facilities.
- **Demonstrate Respect** toward fellow members, guests, staff, and Club property.
- **Commit to Improvement** by contributing to the overall well-being and experience of the Club community.

The 5-Point Pledge guides all Club policies and expectations. Conduct that falls outside of these principles may result in corrective action in accordance with the Rules.

3. WAIVER AND RELEASE OF LIABILITY

In consideration of the Club privileges afforded to members, their guests and other invitees, neither the Club and its affiliates nor their officers, directors, employees, managers or members are liable for any personal injury, wrongful death, theft or property damage or losses sustained by members, guests or invitees on Club premises or on Club-sponsored activities arising from ordinary negligence, to the fullest extent permitted by Oregon law.

The use of Club facilities or participation in Club-sponsored activities by a member, guest or invitee constitutes acknowledgement of that person's voluntary release of liability and waiver of claims. A liability waiver and release of the Club, its officers, directors, employees, managers, and members is a condition for use of Club facilities or participation in a Club-sponsored activity. Although execution of a Waiver and Liability and Release Agreement (the "Release Agreement") is voluntary, every Club member, guest and invitee must execute a written Release Agreement. Parents and guardians must include all their minor children who use Club facilities on their Release Agreement. In the event of a conflict between these Rules and the written Release Agreement, the terms of the Release Agreement will control.

4. COMPLIANCE WITH CLUB RULES

All members are expected to understand and follow Club Rules. These Rules govern members' conduct while on Club premises as well as when participating in Club-sponsored activities and events outside the Club or when representing SHC in any capacity outside the Club.

Members also have a responsibility to promptly report any violation by a member or guest to Club management. While Club members may politely remind fellow members of Club Rules, members should not confront fellow members for infractions they observe, but instead enlist the assistance of a manager on duty or other available Club staff.

If a Rule is violated, the infraction should be brought to the attention of the member or guest by Club staff. The member may receive possible reprimand, sanction or other consequence. Some Rules may be temporarily suspended by Club management, at Club management's sole discretion, to accommodate special occasions or events.

Club management is authorized to eject any member or guest from Club premises or activities for conduct which, in its judgment, is detrimental to the welfare of the Club or considered conduct unbecoming a member or guest as deemed by Club management.

5. CONDUCT AND REFUSAL OF SERVICE

Undue or inappropriate noise, profanity, boisterous or dangerous conduct are not permitted on the Club premises.

The Club reserves the right to refuse use of Club premises for any proposed event.

Parents are responsible for their children's behavior in the Club. If children are behaving in a way contrary to Club expectations, parents must quickly take whatever steps are necessary to rectify and remedy the improper or inappropriate behavior.

Parents and guardians are responsible for the conduct and safety of their children at all times, and must remain on the premises at all times when their children are present, except when their children are enrolled in a Club program and the children have been properly checked in with Club staff.

6. MEMBERSHIP CARDS

Members 14 years of age and older are required to have their membership card scanned at each entry in order to enter the Club premises.

Members who lend their membership card, or knowingly allow its use for nonmembers to gain Club access, are subject to disciplinary action and may be suspended or expelled from the Club. Parents are accountable for the responsible use of membership cards by their children. Guest fees for unauthorized access may be assessed.

Members should promptly report lost or stolen cards to Member Services or the manager on duty.

7. HOLIDAYS

The Club may operate with modified hours on or around holidays, special events, maintenance periods, or other operational needs throughout the year. Any changes to regular hours will be communicated in advance.

8. CLUB AND PERSONAL PROPERTY

The Club is not responsible for loss of property from any part of the Club premises. Loss of a member's property should be immediately reported to management.

Members and guests may not remove any Club property from the Club premises. Towels must be deposited in a towel bin before leaving the Club premises. Books, newspapers and magazines placed in the common areas may not be removed from those areas. Damage to or theft of Club property by a member or guest shall be charged to the member's account.

9. LOST AND FOUND

Lost and Found articles are held at the Member Services Desk. Items unclaimed after 30 days will be donated to a charitable organization.

Luggage, clothing, equipment, packages or other articles left unattended in any area of the Club premises may be moved to Lost and Found without notice.

10. DRESS CODE

The Club's dress code is established to make the Club a comfortable place for children and families. The dress code applies to children as well as adults. All attire should be appropriate to the activity and be in good taste as determined by Club management. Shirt and shoes are required in all dry areas of Club or as otherwise specified. Cover clothing should be worn over swimsuits in all areas other than the swimming pool or adjacent deck area. No wet swimsuits may be worn while using upholstered furniture. SHC is a family club, as such, the management reserves the right to restrict certain types of athletic and/or swimwear from the premises.

Athletic and general areas:

- Non-altered athletic apparel appropriate and in good taste
- Closed-toe athletic footwear

Tennis court areas:

- Non-altered tennis apparel that is appropriate and in good taste
- Closed-toe tennis footwear
- Non-marking soled shoes only

In addition to the dress code, all members are expected to maintain appropriate personal hygiene.

11. ATHLETIC FACILITIES

Children under the age of 14 are not permitted on the Fitness Floor unless actively training with a Personal Trainer or have an Approved Certification.

Additional rules may be posted in athletic areas regarding facility use and policies. Individuals are expected to comply with posted Rules. If unsure of Rules for a specific area, please contact staff or a manager on duty.

12. CLUBHOUSE EXECUTIVE LOCKER ROOMS

Locker rooms are provided in the Clubhouse for use by members and guests age 14 and older.

Personal items may be stored in lockers during Club hours only and may not be stored overnight except as permitted. No hazardous or flammable materials of any kind may be stored in lockers. Any wet clothing or towels must be stored in sealed plastic bags, and may not be stored overnight.

Additional rules may be posted in locker room areas regarding facility use and policies. Individuals are expected to comply with posted Rules. If unsure of Rules for a specific area, please contact staff or a manager on duty.

13. AQUATIC LOCKER ROOMS

Locker rooms are also provided in the East Building for use by members, guests and their respective family members. Those using aquatics facilities are asked to use the Aquatic Locker Rooms.

Children under the age of 7 are permitted in all Aquatics Locker Rooms with adult supervision.

Children 7 and older should use the locker room that corresponds with their gender OR the Family Bathroom located on the Pool Deck.

Personal items may be stored in lockers during Club hours only and may not be stored overnight except as permitted. No hazardous or flammable materials of any kind may be stored in lockers. Any wet clothing or towels must be stored in sealed plastic bags, and may not be stored overnight.

Additional rules may be posted in locker room areas regarding facility use and policies. Individuals are expected to comply with posted Rules. If unsure of Rules for a specific area, please contact staff or a manager on duty.

14. LOCKER SEARCHES

Locker searches may be conducted and locks may be broken when deemed necessary to protect the Club, members or staff, or for any other lawful reason. Results of locker searches are shared with members only as required by law.

The Club General Manager and manager on duty are authorized to conduct a search of a locker if there is reason to suspect the locker contents are criminal in nature or would jeopardize the safety of others.

The Club cooperates with law enforcement agencies that present a valid search warrant. Contents of lockers may be released to law enforcement.

15. SAUNAS, STEAM ROOMS AND HOT TUB

Users must be age 14 or older based on safety guidelines as established by the Club.

Do not wear street shoes into the Steam Room/Sauna.

Be respectful of fellow members:

- Please maintain a quiet and calm atmosphere
- Please refrain from using essential oils or perfumes

16. RECOVERY STUDIO

Use of the Recovery Studio is by reservation only on the SHC App, Member Portal or by speaking to someone at the Front Desk.

Users must be 18 & over. Under 18 may be permitted upon special request, with parental supervision required. Approval from the GM or Club Management must be sought prior to use.

17. KID'S CLUB

Kid's Club is a supervised play space for youth members aged 1-12. Kid's Club is not a licensed childcare facility, and its purpose is not to provide services normally provided by such facilities. Reservations are required and parents/guardians must remain on Club property at all times while their children are in the Kid's Club. For more information regarding Kid's Club rules, please visit our website or speak with the General Manager or Kid's Club Supervisor.

18. EXERCISE AND CONDITIONING/GROUP EXERCISE

Users must be age 14 or older to attend Group Exercise classes and/or use the Fitness Floor (2nd floor Clubhouse) unless they have completed the Jr. Fit Certification course.

19. TENNIS RULES AND COURT RESERVATIONS

Rules associated with the use and reservation of all tennis court facilities and amenities are established and maintained by the Director of Tennis with the approval of the General Manager. Please visit our website for further information regarding Tennis Rules.

20. NON-MEMBER ACCESS TO CAFÉ AND PROGRAMMING

Non-members may access the Café during normal operating hours. Non-members may also access designated aquatics, athletic or tennis areas solely for the purpose of participating in a registered, fee-based program, lesson, or Club-sponsored activity, and only at the time of their scheduled participation.

Access to all other areas, facilities, or equipment of the Club is restricted unless expressly authorized by Club Management.

21. JUNIOR MEMBERS & GUESTS

Children younger than age 10 are not allowed on Club premises at any time without a responsible adult age 18 or older unless actively enrolled in and checked into an established Club program. All children under age 10 must be in the care, custody and control of a responsible adult at all times when on Club premises. All children, regardless of age, must be supervised by a parent, guardian or assigned Club staff while on Club premises. Parents/guardians are expected to be attentive to their children at all times, especially when they are in or near the pool area, and not be distracted by cell phones, computers or socializing with others.

Non-members who are present to observe or accompany a participant (for example, chaperoning a child to a lesson) must check in and sign in at the Member Service Desk upon arrival.

22. MEMBER HOUSE ACCOUNT CHARGING PRIVILEGES

Members must provide their name to staff when ordering Club products or services, and may not use another member's name or account number for this purpose. When requested, members must present their membership card to the employee to verify name and account number.

The General Manager or Controller have the authority to place a member's account in a no-charge status when deemed appropriate or necessary.

23. NSF OR RETURNED PAYMENTS

If a member's payment is returned for insufficient funds (NSF) or any other reason, the member's account will be charged accordingly, and additional penalties may be assessed for repeated occurrences.

24. MONTHLY STATEMENTS

The Club accounting month is equal to the calendar month. All charges, credits and payments made after the 1st will appear on the next month's statement. Dues are billed one month in advance.

A statement showing dues and charged activity through the last day of the month will be emailed to members on the 2nd day of the following month. All dues and charges owed to the Club are due and payable on or before the 3rd day of the month. If the account is unpaid by the 3rd of the following month, it is 30 days old. A finance charge of 1.5 percent (1.5%) per month may be levied on all account balances 30 days or older. If the account balance has not been paid for two consecutive months, it is considered delinquent, and a notice will be sent to the member. Receipt of the notice is not a precondition to further aging of the account or to further action by the Club as provided in these Club Rules.

If a credit card is used to pay your statement, a 1.99% surcharge fee will be applied to the balance of the statement.

Members with extenuating circumstances that prevent them from keeping their account current are encouraged to promptly contact the Business Office. Payment arrangements for delinquent accounts are made at the discretion of Club management.

25. DUES

Dues for the various membership classifications shall be the amount set by the Club management. A current dues schedule is available at the Membership Department, from the General Manager or may be available on the Club Website.

26. GUEST PRIVILEGES

All guests are subject to the policies put forth in our SHC Guest Policies document. A guest of Stafford Hills Club is defined as any non-member wishing to use the Club along with a host member. Members are permitted to purchase guest passes at their convenience. Subject to exceptions granted by the General Manager, the following guidelines apply and should be followed by guests:

- Members are limited to a maximum of 4 guests per membership, per day.
- A guest must be accompanied by the inviting member unless using a pre-purchased guest pass stored on the members account.
- Guests who live in the Portland Metro area are allowed to visit the Club up to two times per month & no more than 12 times per year.
- A guest is subject to the same Rules as a member.
- Any member bringing a guest to the Club shall be held responsible for any action of that person.
- Members must register all guests (name, emergency contact, zip code and email address) and guests must show ID and sign a Release Agreement upon their visit.
- Guests may only use the same facilities covered by their host's membership.
- Members or guests must pay the appropriate guest fee upon entry to the Club.

27. RECIPROCAL GUESTS

Members of Clubs with which SHC has reciprocal agreements may receive up to a two-week guest card. A fee may be charged for each reciprocal guest. A reciprocal guest card may be renewed at the discretion of management.

While at SHC, reciprocal guests are governed by these Rules. Guest card policies, including frequency, residency, age and length of stay apply to reciprocal guests.

28. NANNIES & CAREGIVERS

Nannies are permitted to chaperone youth members to the Club for lessons and/or other fee-based activities, and must leave the premises once the activity has commenced for the day.

Nannies who are bringing children to the pool for recreational purposes must either purchase a guest pass or be an active member of the Club.

Nannies are allowed to use Club facilities only with the purchase of a Nanny Membership or guest pass.

Nannies may not check youth members in or out of Kid's Club unless they are active on the family membership **AND** an authorized guardian in our software system.

Nannies who do not have a membership at SHC are not allowed in the facility when not on caregiver duty and may not bring non-members into the Club without approval by Club management.

29. OUTSIDE FOOD & BEVERAGE

Café-style dining and seasonal poolside service is available. Outside food and beverages are not permitted on Club premises except under unique situations when items lie outside of the normal scope of what the Stafford Hills Café can provide and subject to management approval.

30. ALCOHOL SERVICE

Club alcohol service is provided in strict compliance with Rules of the Oregon Liquor and Cannabis Commission. Club management and staff monitor alcohol consumption of all members and guests. Servers may call upon any manager for guidance or assistance, but the servers have discretion to determine whether or not to discontinue service. Members or guests who are inappropriate or abuse staff who discontinue a member's or guest's alcohol service face expulsion from the Club premises.

Beverages of any kind may be barred from certain areas of the Club premises from time to time as designated by Club management. Opened Alcoholic drinks may not be removed from the Club premises under any circumstances.

Outside alcoholic beverages are not permitted on Club premises except under certain situations, which are subject to management approval

31. MEMBER PARKING LOT

Members and guests are permitted to park in the parking lot only while using Club facilities or attending Club-sponsored functions. Before 8:00 a.m., by order of the City of Tualatin, members and guests may not park within 100ft of the most easterly boundary of the Club premises. In the event of congestion in the parking lot, members and guests may be directed to overflow parking facilities by Club personnel.

The Club is not responsible for damage or loss that may occur to vehicles or their contents while in the parking areas. Members are encouraged to lock and remove valuables from their vehicles.

Electric charging stations are provided for member convenience. Usage charges for recharging vehicles apply. Please do not use designated EV charging spaces unless you are actively using the charging equipment.

32. DISABLED PARKING PERMITS

Parking for the disabled is available in the parking lot. Members must display a valid state-issued disabled parking permit.

33. GENERAL RULES

Advertisement

Except as authorized in writing by management, the name Stafford Hills Club may not be advertised as the location for any member-sponsored function in any form of public communication.

Club stationery or private stationery carrying the Club name or address may not be used for the purpose of promoting any event, activity or cause not sponsored by the Club or authorized by the General Manager.

The Club address, telephone number and fax number must not be advertised or used as the business contact information of any member.

Information on or about members obtained at or from the Club must not be used for solicitation of any kind.

Animals

Animals are not allowed on the facility grounds except those assisting disabled individuals, as protected under federal law, or those authorized by management.

Breastfeeding

Women are welcome to discreetly nurse their infants in any location within the Club where children are allowed.

Photography and Video Recording

Photographic imaging or video recording is prohibited anywhere in the Club where there is an expectation of privacy, including but not limited to the following areas:

- Changing Areas/Locker Rooms
- Restrooms
- Hot Tub

Personal photography or video recording is permitted in other areas of the Club or Club-sponsored events for personal use, or specific Club purposes and with the written permission of the subject(s).

Non-Club organizations filming or photographing in the Club must obtain approval from the General Manager.

Cell Phones & Mobile Devices

Stafford Hills Club asks that members conduct themselves in a manner that is respectful of other members as it pertains to all phone usage. This includes setting all phones to silent or vibrate mode while on Club premises. We reserve the right to restrict the use of phones in designated areas and ask that members speak on their phones at low conversational volumes and tones that are not disruptive or annoying to other members.

Controlled Substances

The sale, exchange, unlawful use or possession of a controlled substance on the Club premises is prohibited and subject to sanctions under the Rules. Police involvement may be requested at the discretion of Club management.

Distribution of Products and Literature

No subscription list, survey or petition may be circulated on Club property.

No products or services may be sold by individuals, whether members or not, or exhibited for sale on Club premises except as part of a Club-sponsored or private function conducted in an appropriate facility designated by the Club. Such functions are allowed only upon the approval of the General Manager.

No papers, notices, placards, pictures or other written material may be posted or distributed on Club property without permission of the General Manager.

Interaction with Employees

Members should treat Club employees respectfully. Members may not ask Club employees to perform tasks unrelated to their job duties or countermand instructions given to employees by Club management. When requested, members must provide their name and member number to staff.

Members may not discipline employees and should report poor service or discourtesy to Club management.

Tipping is typically reserved for Food and Beverage employees. Tipping in other areas of the Club is optional.

Political Demonstrations

Demonstrations or signage on behalf of political causes are prohibited on Club property.

Smoking

All Club facilities and property are designated nonsmoking/vaping for members and their guests.

Weapons and Firearms

Unlawful possession of a weapon on Club premises is prohibited and subject to sanctions under these Rules.

Other than law enforcement officials, members and guests may not bring any type of weapon, including but not limited to guns, explosives and other potentially dangerous items onto Club premises unless both legally authorized and required for personal protection, work or security purposes. The member or guest must retain sole custody of their weapon or secure it in a locked locker. Staff may request a member or guest to provide proof of legal authorization to possess the weapon at any time while on the Club premises. Members are strongly discouraged from bringing authorized weapons onto Club premises.

MEMBERSHIP

The Club has the following membership categories. Within each of the two membership levels we will offer the following categories of membership:

- Junior Member is an individual age 10-17 whose parents or guardians are not members. Junior Memberships are not allowed for children under 10 years.
- An Adult Member is an individual 18 years or older.
- A Couple is two individuals living in the same household.
- A Family is two adults and dependents living in the same household. Children through the age of 24 years old are included under this membership.
- An additional Adult or Nanny member can be added on to a couple or family membership. Additional fees are applicable and set by Membership Sales.

[Fitness/Aquatics Membership](#)

Privileges will include full access to all club facilities with limited access to tennis amenities. Fitness & Aquatics (FA) Members may take tennis lessons and may utilize courts 12 times per year on a Day of Reservation basis. Court fees for day of play and lesson pricing are set by the Tennis Department. Many complimentary fitness classes will be offered to promote fitness and overall wellness.

[Tennis/Fitness/Aquatics Membership](#)

Privileges will include all benefits of a Fitness/Aquatics Membership, plus full access to all tennis facilities, including 7 indoor courts and 3 outdoor courts.

[Initiation Fees](#)

The Club management sets initiation fees which are non-refundable. A member is responsible for full payment of the initiation fee, regardless if the membership is suspended or terminated before the entire amount has been paid. Contact the Membership Sales Team for information regarding current initiation fees and applicable payment options.

34. CHANGE OF MEMBERSHIP STATUS

It is the member's responsibility to provide the Club with accurate and current personal information, including name, addresses, telephone numbers, marital status, email address and other relevant information. Members must immediately notify the Membership Sales Team of any changes that require a change of membership status and complete and submit a Membership Change form. Fees and policies are defined on the Membership Change Form.

[Notification](#)

All notices mailed or emailed to members at the address of record on their membership account records are considered as being adequately served upon such members.

[Membership Upgrades & Downgrades](#)

A member may transfer to any other classification that they qualify for, subject to applicable policies established by management and by signing the necessary transfer forms. Change fees and initiation fees, if any, are based on the fees and charges in effect at the time of the membership change. Please contact the Member Sales Team for information.

Divorce

Couples on a family membership who divorce must separate their account no later than three months after the date of the final divorce decree. A copy of the divorce or applicable order decree indicating the effective date must be provided to the Club to complete the transfer. Failure to comply may result in referral to the General Manager for review. If both parties are agreeable, the couple may separate their membership account prior to the final decree of divorce as outlined in membership policies in effect at the time.

Death of a Member on a Family Account

Members should notify the Club within six months of the death of anyone included on their membership. The Membership Sales Team facilitates the membership change, if necessary, to the appropriate membership category.

Membership Cancellations

The member holding the account, or an authorized representative, must submit notification and sign a Membership Cancellation Form to effectively cancel their membership from the Club, which cancellations are subject to the terms and conditions of the Membership Agreement.

35. SUSPENSION OF MEMBERSHIP PRIVILEGES

Members who are suspended lose all Club membership privileges until reinstated by Club management. While membership privileges are suspended, members are not allowed to use the Club socially or athletically, nor be on Club premises as the guest of a member, compete for the Club or participate in off-site Club activities. Monthly dues may be suspended or reduced during this period at the discretion of the General Manager.

Suspension for Disciplinary Reasons

The General Manager may issue an administrative suspension of a member pending investigation of a Rule violation. Further disciplinary action may result from the investigation.

If a member receives a disciplinary suspension, the member is required to pay all dues and fees, and is subject to the same membership financial obligations incurred prior to suspension. In the case of a family membership, only the member under disciplinary suspension is subject to sanctions. All other members on the family account retain their Club privileges.

Suspension for a Delinquent Account

Any member whose account is delinquent 90 days or whose name appears on the 60-day delinquent list twice in any rolling 12-month period is subject to suspension by the Club management. While under financial suspension, all members on an account are prohibited from using the Club, being on Club premises as a guest of a member, competing for the Club or participating in off-site Club activities.

Suspension for NSF Payments

Any member whose account is repeatedly unpaid due to NSF or similar occurrences may be suspended or placed on probation as determined by Club management.

36. GM INVESTIGATION

The General Manager is responsible for recommending, establishing, monitoring and enforcing these Rules. The General Manager reviews and/or investigates any alleged infraction of the Rules.

The General Manager also proposes appropriate alterations to the Rules when necessary.

All General Manager reviews and investigations are conducted in a courteous and respectful manner. All reviews and investigations are conducted in confidence and are not discussed with anyone other than appropriate Club staff, except with law enforcement and as required by law.

Stafford Hills Club reserves the right to revoke any membership privilege based on the conduct of that member deemed as “conduct unbecoming of a member.” Conduct unbecoming of a member is determined in the sole and absolute discretion of Club management.