



2016 MEMBERSHIP INFORMATION

MOST FREQUENTLY ASKED QUESTIONS

I'd love to be a part of the new rewards program for members. How can I join?

Lifestyle Points are our way of rewarding our members for their loyalty. And you don't have to sign up to enjoy the perks—you're already earning them simply by maintaining your membership! Based in part on our previous rewards program, Lifestyle Rewards, our all-new Points program is more accessible for many of our members because the rewards are no longer travel-based and are available right at each of our clubs! In fact, you'll find that your Points can be used toward a wide assortment of rewards. For example: You can redeem one point for a guest pass, two points can be exchanged for driving range access, four points will earn you a round of golf, and eight points can get you a lovely bottle of wine at the 77 Social Club—and that's just to name a few.

Does everyone earn Lifestyle Points?

Yes! All members will earn points at the beginning of the calendar year based on how long they've held their Bay Club membership (*0–5 years = 2 Points; 6–10 years = 4 Points; 11–15 years = 6 Points; and 16 years or more = 8 Points*). Your 2016 Lifestyle Points will be loaded on to your account beginning February 1. What's more, those with our premium-level memberships (Country Club and Club West) also earn monthly Point allotments. And you don't have to worry about your Points expiring before you get the chance to use them; they're good for a whole year (Psst! Plus a three-month grace period into the following year!)

What will happen to the Lifestyle Rewards Certificates that were on my account?

No worries—we've got you covered. Since Lifestyle Points will be replacing both the Lifestyle Rewards and our Activity Pass programs, any valid electronic Rewards Certificates or Activity Passes remaining on your account will be transitioned into Lifestyle Points. Here's how the conversions works: 1 Activity Pass = 1 Point; 1–3 Lifestyle Rewards Certificates = 1 Point; 4–9 Lifestyle Rewards Certificates = 2 Points; and 10 or more Lifestyle Rewards Certificates = 3 points. Please note: All paper Activity Passes will expire on January 31, 2016.

My Club West Diamond membership is fantastic. I'm on the course all the time and my game has never been better. Why should I consider a Country Club membership?

Great question. Club West Diamond is a wonderful membership option, perfect for the regular golfer, the avid tennis player, and the die-hard squash enthusiast. Comprehensive and flexible, it's also a top choice for both active families, as well as busy professionals—who may live in one area, work in another, and want great clubs near both! The Country Club membership offers all the same benefits as Diamond membership, plus a number of other features we think you're really going to love.

In addition to advance bookings privileges that are five days ahead of any other category and protected tee time access, Country Club membership includes a number of exclusive benefits the whole family will enjoy, such as Extended Family Add-ons, complimentary Family Add-ons, complimentary one-time Legacy Transfer, complimentary tennis balls, complimentary corkage, complimentary childcare services for up to two children, and eight complimentary weeks of Summer Kids Camp! *Note: Some benefits are restricted to Country Club Family memberships.*

Protected tee times are new. Can you tell me more about them?

Protected tee times are generally the most sought-after tee times, therefore access is managed to ensure optimal usage. Country Club members have first priority with 14-day advance booking privileges and exclusive booking up to 48 hours in advance, at which time un-booked spots will be available to all other memberships with priority based on membership category. Club West members interested in protected tee times can submit their names to a waiting list as early as their advance booking access allows. Protected tee time benefits for Country Club members are applicable only at their home club. Currently, our protected tee times are:

- Tuesdays, Wednesdays, Thursdays, and holidays 8:00 am–11:00 am;
- Fridays and Sundays 9:30 am–12:30 pm; and
- Saturdays 7:30 am–10:30 am

Our grown children and their families all live in California. It sounds like the Extended Add-on benefit included in a Country Club Family membership would be the best value for us. Which of my family members can be included in this and would we have to use the same club?

All of the immediate children (up to age 30) of the primary member on a Country Club Family membership are eligible for complimentary Family Add-on. What's more, as part of our Extended Add-on benefit, all adult children ages 30 and up may be added to the Country Club Family membership, as well as their spouses and children (fees, by age group, apply). The primary member may also add his or her parent(s) and spouse's parent(s) to the membership, up to two parent couples (fees apply). Best of all, once a person or family is "added on" to a Country Club Family membership, they may use whichever club they'd like, with or without the primary members!

If we make the investment in a Country Club Family membership and add our adult children, at some point I would like to transfer the membership to my daughter and son-in-law. Is this possible?

Absolutely! Country Club Family memberships can utilize a complimentary one-time Legacy Transfer to an adult child or adult grandchild of the primary member. When a Legacy Transfer happens, the full Country Club Family dues of the primary account holder transfers to the new primary account holder. Any current family member in the same membership may stay in the Family membership.

I won't get a chance to sit down with the Membership Book right away. Any big changes for 2016 I should be aware of?

Aside from the Lifestyle Points program and Country Club membership, our new advance booking privileges are probably the biggest change you should be aware of. We heard from many of you that our current advance booking times were set too far out, so we've updated them for the New Year with the goal of increased flexibility. All changes go into effect on February 1, 2016, for all membership levels and include 14-day advance booking for Country Club memberships, 9-day advance booking for Diamond, and 5-day advance booking (7-day for childcare) for Platinum. Additional details regarding these changes can be found in the "Bay Club Memberships" portion of your 2016 Membership Book.

I have a Club West membership, and I'd like to bring my neighbor with me to the Club. How often can I have a guest?

You are welcome to bring guests with you on every visit (fees apply). However, the same guest may only use the club(s) twice a month, up to 12 times a year.

During the initial year, the Driving Range was really busy. Do you anticipate that this will level off?

While chaotic at times, the early access period at Fairbanks Ranch and Boulder Ridge let us preview the various usage patterns, allowing us to create new protocols to help alleviate wait times. Going forward, Country Club and Club West members will receive permanent color-coded bag tags designating membership level. Country Club members will automatically have access to the Driving Range and practice facilities without having to check in. And Club West members and all guests will need to check in at the golf shop first, at which point guests will receive dated single-use bag tags with the same color designation as their host, so that they will receive corresponding benefits.

Of course, all members with a tee time will receive access to the Driving Range to warm up. Guests are welcome to use the Driving Range prior to their tee time, when they have a tee time scheduled with a member for that day. And members with access to golf who do not have a tee time that day may have access to their designated area in the Driving Range, based on availability and access schedule (if applicable).

You'll also be glad to hear that progress is being made on the Driving Range at StoneTree. We are currently working with the County of Marin on the lease for the Range and with the City of Novato regarding a use permit. We anticipate these proceedings to conclude this spring, at which point we can begin the construction process.

We're interested in the new Country Club membership. If we decide to upgrade, are there any specific promotions for current Club West members?

Yes there are! During the month of January (2016), any Club West member who joined that category prior to December 31, 2015, can enjoy special pricing on an upgrade into the Country Club category. You simply pay the delta of the posted initiation rate for your current membership and the posted initiation rate for the Country Club membership you're upgrading into. To learn more, please contact your home club's membership director.

HAVE ADDITIONAL QUESTIONS?

Visit www.bayclubs.com/membershipguidelines to review the most recent version of the 2016 Membership Guidelines and complete FAQ.

