### "The Way it works"

# The Alaska Club Youth Waiver Program

Date: February 16

To: General Managers, Operations Managers, Front desk, and Membership dept.

From: VP of Membership development and Personal training

The Alaska Club has updated its Youth Waiver system/program/policies. This TWIW is an update to our previous "VFPnext Digital Guest Register" TWIW. Both can be found on MYTAC.

- MYTAC>membership>TWIW>Digital Guest Register TWIW
- MYTAC>membership>TWIW>Youth waiver program TWIW

Effective immediately youth (Under 18 years of age) will need a new waiver completed prior to accessing The Alaska Club. Parent/Guardian will complete all youth waivers. Waivers can be completed prior to visiting The Alaska Club at <a href="https://www.thealaskaclub.com/youth-waiver">www.thealaskaclub.com/youth-waiver</a> or they can be completed in club on our new youth waiver IPADS. These are located at the Front Desk.

## Front Desk will be expected to verify that all youth accessing the club have a valid "Youth Waiver."

Youth waiver verification

- Front desk will welcome guest to the facility. If a guest is under 18, the front desk will politely ask if a new youth waiver has been completed. If the answer is **no**, front desk will politely let underage

guest know that prior to access, they will need a parent or guardian to complete waiver program. If a parent is present, the waiver can be completed on Youth IPAD. If the parent isn't present minor will be denied access until valid waiver is completed by a Parent/Guardian. If the answer is "yes we have completed waiver." Front desk will verify via VFP Next. (Please save on favorites)

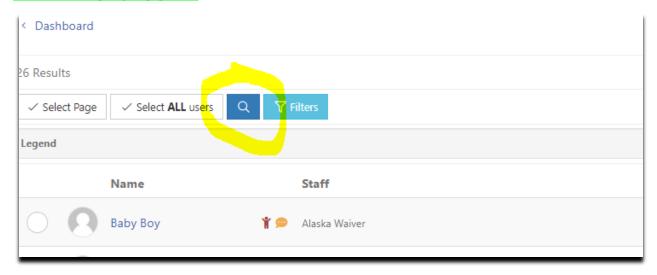
https://thealaskaclub.vfpnext.com/dashboard/leads/all?ClubID=1&Account=21581141&Subdomain=thealaskaclub

- Leads & members.
  - o Click on magnifying glass.
  - Type in guests name or parents' email or phone that they used to complete waiver.
  - Find Youth account and verify that a waiver is completed by clicking on waiver tab and view waiver.
  - Confirm that parent name/signatures are in system.
  - o Have guest check in as "I'm a returning guest.
  - o Welcome them to the facility.

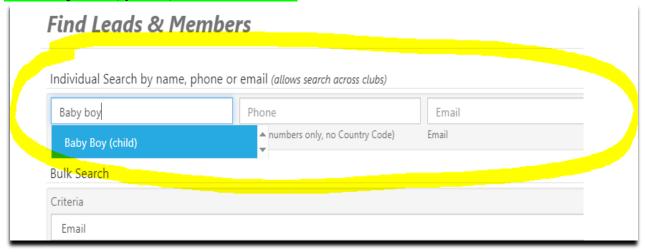
It is important to note that all guests coming into the facility must have a valid photo ID and a completed waiver on file. While we must uphold all policies and procedures it is imperative that we lead all interactions with great service.

#### Verification example below

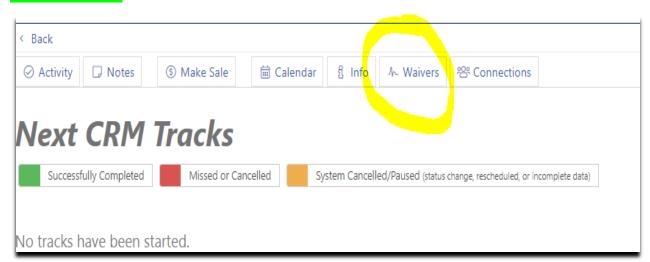
#### Click on magnifying glass.



#### Search by name, phone, or email address.



#### Click on Waiver.



#### Verify waiver is completed.



**Online Waiver Example** (Parent/Guardian must complete all sections. Including completion of the Claims and Indemnity Minor agreement with Child name, Parent signature, Parent Printed Name, Date, Relation to minor, Minor Name, Minor Date of birth.

#### www.thealaskaclub.com/youth-waiver

