



**RECREATION
CENTER
MEMBER
HANDBOOK**

Dear Blue Valley Recreation Center Member,

Welcome! We are excited to have you as a member and hope to see you often. You will find our facility and staff to be top notch. From our basketball courts to our fitness floor, you will not find a more impressive facility in the metro area. Whether it is instruction on our state-of-the art fitness equipment or assisting you in enrolling your child for our fantastic Youth Programs, our staff is eager to assist you.

We welcome your feedback, positive or negative. Throughout the facility you will find QR codes that will navigate you to our online feedback form. If you would rather send an email or call, please don't hesitate to let us know how we are doing and what we can do to make your experience an enjoyable one while you utilize our fantastic facility.

We are happy to have you as a member and invite you to start your healthy journey today!

Sincerely,

Jason Goin
jgoin@bluevalleyrec.org
Rec Center Manager
Blue Valley Recreation Commission

TABLE OF CONTENTS

	<u>Page</u>
<u>I. FACILITY MEMBERSHIPS</u>	5
A. Types of Memberships.....	5
B. Payment Policies	5
C. Membership Billing/Dues	5
D. Changes in Fees, Schedules, Policies, & Hours of Operation.....	5
E. Membership Benefits	5
F. Member Identification.....	6
G. Facility Entry for Non-Members	6
H. Membership Renewal.....	6
I. Membership Delinquency	6
J. Membership Termination.....	7
K. Membership Status Change.....	7
L. Membership Cancellation.....	7
M. Refund Policy.....	8
<u>II. RECREATION CENTER OPERATIONS-</u>	8
A. Hours of Operation	8
B. Admittance Procedures	8
C. Age Limits	9
D. Courts	9
E. Attire.....	9
F. Fitness Classes	10
G. Code of Conduct.....	11
H. Food & Drink	12
I. Non-Discrimination Policy	12
J. Accessibility.....	12
K. Parking.....	13
L. Insurance	13
M. Annual Maintenance Program	13
N. Pets.....	13

O.	Wireless Internet Use Policy.....	13
P.	Locker Rooms Use.....	14
Q.	Lost and Found.....	14
R.	Paging Announcements.....	14
S.	Solicitations.....	14
T.	Weather Alerts.....	15
U.	Vending Machines.....	15
III.	<u>FITNESS FLOOR POLICY</u>	15
A.	Aerobics Room Use.....	15
B.	Personal Training.....	15
C.	Rules.....	16
D.	Televisions.....	16
E.	Private lessons/coaching.....	16
IV.	<u>COURT POLICY</u>	17
A.	Court Rules.....	17
B.	Open Court Policy.....	17
C.	Net Heights.....	17
D.	Private lessons/coaching.....	17
V.	<u>CHILD WATCH POLICY</u>	18
A.	Eligibility.....	18
B.	Check in/Check out.....	18
C.	Behavioral Problems.....	19
D.	Diapering/Toileting.....	19
E.	Food and Beverages.....	19
F.	Hours of Operation.....	19
G.	Medication.....	19
H.	Sick Child.....	19
I.	First Aid/CPR.....	19
J.	Additional Child Watch Activities.....	19
VI.	<u>PROGRAM REGISTRATION</u>	20

I. Facility Memberships *The Blue Valley Recreation Center is a membership-based facility open to the Blue Valley School District residents and its surrounding visitors in the area.*

A. Types of Memberships

1. We offer Monthly, Annual, and Short-Term memberships.
2. *Residency*
 - a. *Resident*: is defined as a person who: **lives, owns property, or a business** within the 91-square mile Blue Valley School District as defined by the Kansas State Legislature.
 - b. *Non-Resident*: is defined as a person who does not meet the residency requirements listed above.

B. Payment Policies

1. *Methods of Payment*: Without Blue Valley Recreation Center at Hilltop’s (RC) consent the acceptable methods of payment shall be limited to the following:
 - i. Check;
 - ii. Cash;
 - iii. Credit; or
 - iv. Debit Card.
2. *Late Fees*: A late fee (service charge) of \$35 will be assessed for returned checks and declined electronic payments.
3. *Non-Refundable*: Memberships are non-refundable and non-transferable. Refunds may only be made if there is a documented medical condition or relocation of primary residence more than 30 miles away from the RC for annual memberships.

C. Membership Billing/Dues

1. *Monthly Dues*: These dues will be collected each month via a recurring charge to a credit or debit card. The funds transfer will occur on the 1st of every month. If the 1st falls on a holiday or weekend the funds may not transfer until the next business day. The membership dues will be prorated upon purchase. (See Membership Termination for details)

D. Changes in Fees, Schedules, Policies, & Hours of Operation

1. The RC will review and revise policies as it deems necessary and under its sole discretion. Programs, schedules, policies, and hours of operation are subject to change without prior notification. Notification will be given 30 days in advance of any membership fee change. Refunds will not be given for changes in hours or days the facility is closed.

E. Membership Benefits

1. RC members have access to:
 - i. Fitness Floor
 - ii. Fitness Classes (additional fees may apply)
 - iii. Indoor Track
 - iv. Courts (except during scheduled programs).
 - v. Locker Rooms/Changing Rooms
 - vi. Child Watch (ages 2-9)

F. Member Identification

1. *General Policy:* All members will be issued a digital membership ID or physical membership card. Members must present their digital ID or physical card each time they visit the RC; members may be required to scan multiple times to gain access to the fitness floor; members must always carry the digital membership ID or physical membership card.
2. *Lost Fee:* Lost physical membership cards will be replaced with a \$3 fee.
3. *Deactivation:* Membership ID is deactivated upon membership cancellation, expiration, or suspension due to misuse of facility equipment, policies, and procedures.

G. Facility Entry for Non-Members

1. *Day Passes:* Non-members may seek to purchase an initial day pass for a fee from the RC. The RC will require non-members to provide general information that will be kept confidential by the RC to create an account for future purchases.
 - i. Non-member day pass users will be issued a digital day pass ID. Day pass users must pay their fee each time they visit; day pass users may be required to scan multiple times to gain access to the fitness floor or fitness classes; day pass users must always carry their digital day pass ID or provide their name.

H. Membership Renewal The RC will strive to provide quality service and programming to encourage continuous membership.

1. Members will have a renewal option and registration may be completed at the RC front desk or online.
2. Members will receive a verbal or written notice at the RC front desk or via email at least **25 days** prior to the membership expiration date.

I. Membership Delinquency A member's account will be deemed delinquent when an Auto-Deduct has failed on said member's account resulting in an amount due.

1. Access to the facility will not be given to any patron whose account has outstanding delinquency. The member must pay the entire amount due before he or she can begin using the facility and the suspension is lifted.
2. If an account has been delinquent for one month, the membership will be terminated. If a member wishes to rejoin the facility, they will be required to purchase an annual membership. At the end of the annual membership, said member can again request the monthly deduction payment option.
3. Day passes cannot be purchased to avoid paying delinquent balances.

J. Membership Termination The RC reserves the right to cancel a membership at any time at its discretion if the actions or behavior of a member is not deemed to be in the best interest of the RC, its members, or its patrons.

1. The only membership that can be cancelled is a Monthly Auto-Deduct Membership.
2. The termination of an Auto-Deduct Membership must be given to the RC with a minimum of 14 days written notice prior to the next billing date through the completion of a membership cancellation form delivered to the RC front desk or a request to cancel via there Amilia account. **Any** cancellation delivered by phone/email will **not** be accepted.
3. No monthly membership can be terminated prior to completing one billing cycle.
4. Any notice less than 14 days prior to the next billing date will result in one more automatic withdrawal payment before membership will be cancelled.
5. Notification of cancellation will be given to the account owner on the membership. In the case of an Additional Individual, notification will be sent to the parent or guardian of the minor.
6. No refunds will be issued for the termination of an annual membership without management approval.

K. Membership Status Change

1. In accordance with the policies set forth, any change to a membership must be communicated via a cancellation request on the Amilia account or an in-person addition.
 - i. Cancellation request (See subsection L below);
 - ii. Membership changes based on age; and
 - iii. Switching the Account holder on the membership.

L. Membership Cancellation

1. Memberships will run continuously unless a cancellation is approved in writing by the RC. Upon verification, any member, in good standing, may cancel at no charge if he or she is temporarily relocated or is ill/injured.
 - i. 90 Day, 30 Day, 7 Day, and Annual Membership dues are non-refundable.
 - a. Medical and relocation exceptions only. Documentation is required or membership will not be cancelled and partially refunded.
 - b. Once approved the dues will be refunded for the future unused days left until the membership expiration day.
 - ii. Monthly memberships will be cancelled, providing the member gives 14 days' notice, prior to the next billing date. Refunds are not given for monthly membership.
2. Members may cancel their membership in writing with a 14-day notice. Upon reactivation of a membership, normal monthly billing will proceed at the applicable rate.
 - i. A cancellation request via the Amilia account or an in-person form is required for a membership cancellation.

M. Refund Policy Memberships, Day Passes, Personal Training, and Activity/Sport registrations will all be subject to the RC's Refund Policy.

1. Refunds will not be given for anything listed above unless approved by management.
2. Refunds will not be given for no-show or unused memberships.
3. Refunds may be granted for members (Monthly or Annual) who have moved more than 30 miles away from the RC with proof of relocation, have a medical condition that no longer allows them to use the facility, or is on military leave.
4. *Activity Refund:* A full refund will be granted to those who cancel or withdraw from a program four business days prior to the start date (\$10 fee when cancelling less than 4 business days). A pro-rated refund may be granted (less the \$10 fee) if no more than half of the program dates have been held. No refund will be issued when more than half of the program dates have been held or the program has ended.
5. Activity Refunds will NOT be returned in cash. If patron paid with cash, they would receive a check from the RC (check may take up to 3 weeks to return). If a patron paid with a credit or a debit account, their refund will be put back on that card's account within five business days. If it has been more than six months from the date of the debit/credit card transaction, the patron will be reimbursed via check.

II. Recreation Center Operations

The RC is pleased to provide quality customer service to all its members and guests. Customer service and accountability are guiding principles. Balancing the need to control entry to the facility with ideal customer service is the goal of the RC front desk staff. Spectators/visitor policies will allow for convenient entry while not compromising the integrity of members access to the RC. Transactions made at the RC front desk will be professional, friendly, accurate, and timely.

A. Hours of Operation The RC will be open to patrons seven days a week, except for specified holidays. Hours of operation will be posted. Any change in hours will be communicated to members in a reasonable amount of time by posting a notice in the facility, Rainout Line or on the web site.

1. Monday -Friday.....5:30A-9:00P
2. Saturday-Sunday.....7:00A-6:00P

B. Admittance Procedures

1. *Members:* All RC members are to be verified by displaying their membership ID upon entrance to the staff to ensure the safety and security of the members, program participants, and the facility. If a member has forgotten their member ID, membership may be verified by photo ID on file in the computer or another form of Photo ID, such as a driver's license or school ID.
2. *Program or Team Participants:* Program/Team participants must stop at the RC front desk and check-in before entering their program area.
3. *Tours:* Any new member or potential member will be given a tour if needed. No patron shall walk throughout the facility without notifying a staff member and receiving a visitor lanyard.

C. Age Limits *Each area of the facility has specific guidelines for children's use. No child under the age of 10 will be allowed to enter the facility without being accompanied by a parent or guardian, who is 16 years old or older. Parents bringing in children for fitness classes, leagues and programs must enter the facility with their child to ensure that no changes have been made to the schedule.*

1. *The Fitness Floor:* Ages 16 and older may use the fitness floor and equipment without supervision. Ages 11 and under are not allowed on the fitness floor or equipment. Ages 12 to 15 can use all equipment if they are accompanied by a person 18 years of age or older. Ratio of one (1) adult to two (2) children aged 12 to 15 upstairs. Ages 14-15 may complete a fitness orientation and then workout unsupervised.
2. *The Track:* Ages 16 and older may use the track without supervision. Ages 12 -15 may use the track if they are accompanied by a person 18 years of age or older. Ages 14-15 may complete a fitness orientation and then use the track unsupervised. The track is to be used for its intended purposes only; no standing or viewing from the track. Runners are to use the outside lanes and walkers use the inside lane. Side-by-side walking or standing is not allowed. The direction of the track will change daily. Ratio of one (1) adult to two (2) children under 15. Children under 15 must be within arm's reach of adult.
3. *The Courts:* Children under the age of 10 must be accompanied by a person 16 years or older.
4. *Group Exercise:* Participants must be 16 years or older to attend fitness classes unless enrolled in a specific youth fitness class. If the participant is 12 to 15 and it has been pre-approved by the fitness coordinator they can participate with a participating adult. Ages 14 and 15 may participate without an adult after completing a fitness orientation.

D. Courts

1. Only basketballs, volleyballs, and pickleball paddles/balls are allowed on the courts. Equipment for any other sports/activities is not allowed on the courts at any time unless approved for BVRC programming. Equipment that is not permitted includes tennis racquets, soccer balls, footballs, dodgeballs, baseball/softball equipment, etc.
2. Designated open gym play will be specifically labeled. Only equipment utilized for the scheduled activity will be permitted on the court. Nets and goals will not be adjusted upon request on open play courts unless previously approved by an RC employee.

E. Attire *The RC is a community-oriented facility. Patrons are expected to dress in attire appropriate for a family friendly fitness facility. Please be mindful of individuals with a sensitivity or allergy to perfumes or products with fragrances.*

i. *Gymnasium and Fitness Floor*

- i. Participants should wear athletic apparel and closed toed athletic shoes at all times.

1. Crocs, dress shoes and sandals are not allowed.

2. Pants or shorts with zippers, snaps, and buttons can damage weight training equipment; therefore, patrons are asked to avoid wearing such clothing when exercising on weight machines with pads
- ii. Clothing must be appropriate for all ages.
- iii. Shirts must be worn at all times and should not be removed outside of a locker room/changing room area.
- iv. Undergarments (i.e. sports bras, bras, underwear, etc.) must be covered at all times.
- v. Swimsuits are not allowed.

F. Fitness Classes *The Fitness Class schedule will offer several different types of classes to accommodate any patron. Classes include but are not limited to: Cycle, Dance Fitness, Yoga, Cardio and Weights, Strength, HIIT, Les Mills Programs and more. Class times and days may change without notice. Please arrive early for class. The instructor may not allow a patron to enter a class once it has begun.*

1. **Fees:** Large group fitness classes are included in your membership. Additional offerings will have associated fees. These offerings including, but not limited to Individual and semi-private personal training, fitness assessments, Inbody assessments, and small group training workshops.
2. **Reservations:** All participants are encouraged to sign up ahead of time to ensure a spot in the class. This can be done by scheduling on the Blue Valley Recreation registration website, stopping by the front desk, or by calling 913-685-6090.
 - i. All participants must register through the website to attend class. Each class has a specific participant limit, once that limit is hit, no other members will be allowed to participate in the class.
 - ii. Non-members can purchase a day pass and register for fitness classes at the front desk or on the website on that day. Class participation is based on a first to reserve a spot basis for members and non-members. Please refer to the Blue Valley Recreation website for up-to-date roster counts before purchasing a day pass.
3. **Cancellations:** The RC reserves the right to cancel a class at any time for any reason. Please check the most current schedule on our website.
4. **Class Etiquette:**
 - i. Arrive 5 minutes before the start of your class. Your class spot may be filled if you are not present 5 minutes before class starts.
 - ii. No personal items are to be placed on the exercise room floor.
 - We strongly encourage members to place all items in a cubby or locker.
 - BVRC is not responsible for lost or stolen items.
 - iii. Please inform the instructor if you are leaving class early. Please utilize the back row and leave in polite manner to help not disrupt other patrons in the class.
 - iv. Adjusting equipment, fans, or the sound system is prohibited.

- v. No food, gum, or drink is allowed apart from water or a sports drink in a sealable, non-glass, leak-proof container.
- vi. To preserve the flooring and equipment, please bring shoes that are for exercise use only. Street shoes bring in rocks, water, and dirt that cause extreme wear on the floor and equipment. No member can reserve a specific spot during class; spots are available first come first serve.
- vii. Please do not enter the room until the previous class has exited the room.
- viii. All group fitness rooms are multi-purpose rooms and are intended for BVRC programs. We reserve the right to close a room for maintenance, training, or program set up prior to a program beginning.

5. *Fitness Class Cancellation Policy:*

- i. Participants may cancel a reservation up to 60 minutes prior to the class occurrence without penalty. Failure to cancel before the allotted period will result in a \$5 penalty fee.
- ii. Instructors will check the roster at the beginning of each class and will make sure each member registered for class gets signed in.
- iii. Pre-registering on the registration website **WILL NOT** sign you in for class.

G. Code of Conduct *Membership to the RC is a privilege which can be revoked for due cause.*

Members caught violating policy or rules, vandalizing property, stealing, or engaging in illegal activities will lose their membership. If a member's conduct results in the need for public safety or police assistance, legal charges may apply. Suspension and/or membership revocation will be handled by the Recreation Center Manager on a case-by-case manner. The following are breaches to the proper safety precautions and practices:

1. Destruction of property or theft;
2. Sharing your membership ID with others;
3. Providing means of unauthorized access to non-members;
4. Being in possession or under the influence of alcohol or drugs;
5. Unauthorized possession of a weapon of any kind on any RC property regardless of whether the person has a concealed weapon permit or is allowed by law to possess a weapon;
 - a. In order to become authorized under the RC's policies, one must ask the front desk employee what the appropriate procedure for the temporarily storing said weapon before bringing the weapon on the premises.
6. Sexual misconduct, disorderly conduct, and physical fights;
7. Verbal or other forms of harassment;
8. Selling or promoting products and services without authorization by management at the RC;
9. Failure to pay membership fees;
10. Any behavior that is determined to be unacceptable by the RC, and detrimental to those we serve;
11. Such conduct will be grounds for immediate suspension or termination of membership;

12. The RC is a tobacco-free environment. Use of any type of tobacco will not be permitted in or on the grounds of the center;
13. Inappropriate language will not be tolerated. Patrons may be asked to leave the facility; and
14. Vandalism will not be tolerated. Violations will be reported to the Overland Park Police Department for investigation. Vandals will be prosecuted to the fullest extent of the law. The violator's membership will be revoked.

H. Food & Drink

1. Only containers with water and sealable tops are permitted in fitness areas.
2. Food and drink must remain in multi-purpose rooms, concession, lobby, gymnasium, and vending areas.
3. Food and drink can be purchased at the vending machine and concession areas.
4. The concession area may not be always open.
5. Glass containers and coolers are not permitted.

- I. Non-Discrimination Policy** The Blue Valley Recreation Commission and RC are an equal opportunity agency, and do not discriminate based on race, color, creed, religion, national origin, gender, marital status, and status with regard to public assistance, membership, or activity in a local commission, disability, age, veteran status, genetic information or other legally protected status. The RC does not tolerate any type of harassment—physical, bullying, verbal, or sexual—of our members, guests, or employees. The RC reserves the right to deny access to the facility and its programs to those who refuse to abide by these policies.

- J. ADA Compliance** – The Blue Valley Recreation Commission prohibits the discrimination based on race, color, national origin, sex, gender, age, religion, pregnancy status, disability, sexual orientation, veteran status, and other status protected by law in employment and its programs, activities, and services. The RC complies with the Americans with Disabilities Act (ADA), under which qualified individuals with a disability may be entitled to reasonable accommodations in programs, activities, and services of the RC. For public inquiries regarding the non-discrimination policies, including any request for accommodation under the ADA or any grievances, please contact:

Administration Manager
6545 W. 151st St
Overland Park, KS 66223
913-685-6000

Persons with hearing and/or speech disability may register for programs online at www.bluevalleyrec.org or by calling the Kansas Relay Service (800-766-3777). Persons with a visual impairment who want to register for a program, or need other Blue Valley

Recreation Center documentation, will be provided assistance as requested. Forms may be converted to large print or Braille.

- K. Parking** Free parking is available on the RC grounds. Members are permitted to use the parking lot only when they are utilizing RC facilities. Owners of illegally parked vehicles will be reminded and then towed at the owner's expense if necessary. Please use our parking lot responsibly: park in designated areas, observe the "pick up/drop off" and "handicap" areas as well as the fire lane, drive slowly, and please watch out for pedestrians.
1. Bicycles, Skateboards, Hover boards, and In-line skates are not permitted on the RC's property.
 2. The RC is not responsible for lost or stolen belongings left in vehicles parked on or near the grounds.
- L. Insurance** It is the responsibility of every individual, or his/her parents or legal guardian to provide accident and health coverage while participating in all RC activities. The RC does not provide any accident or health coverage for its members or guests. The RC strongly recommends that individuals possess personal accident and health insurance.
- M. Annual Maintenance Program** The RC will close portions of the facility periodically for annual preventative maintenance, cleaning, and revitalization. Patrons will be notified throughout the facility concerning upcoming facility closings.
- N. Pets** There are no pets allowed at the RC. Service animals are permitted.
- O. Wireless Internet Use Policy**
1. The Blue Valley Recreation Commission provides free wireless unfiltered access points at the RC for public Internet access. These access points will allow users to connect to the Internet from their laptop computers, phones, and tablets when sitting within range of the access points. Users are responsible for configuring their own equipment. The RC does not provide technical support for establishing or maintaining a connection or equipment configurations. The RC is not responsible for any changes made to an individual computer's settings and does not guarantee the user's technological compatibility. The RC is not responsible for any personal information (e.g., credit card) that is compromised, or for any damage caused to hardware or software due to electronic surges, security issues, or consequences caused by viruses or hacking. All wireless access users are individually responsible for maintaining up-to-date virus protection on personal laptop computers or wireless devices.
 2. Wireless users agree to abide by the RC's Internet Use Policy while using the RC's wireless network. The following violations may result in removal from the facility, suspension of membership, or termination of membership.
 - i. Improperly downloading files that contain a "virus" or similar piece of code that may damage any data, hardware, or networking device.
 - ii. Use, which creates a disturbance to other patrons, will not be tolerated. (Ex. loud music or movie)

- iii. Viewing obscenity or pornography. If a minor, viewing content defined as “harmful to minors” according to state or federal law.

P. Locker Rooms Use *Lockers are designed for day use. We do not offer monthly rentals. Staff will work to ensure the cleanliness and safety of the locker rooms.*

1. Family locker rooms are provided for the convenience of families with children or persons needing assistance or extra space.
2. Each night the locker room will be cleared of all materials in the locker area. If a lock is on a locker after closing, we will cut the lock off and place any materials in the lost & found at the RC front desk. The lock will be disposed of once it has been cut.
3. The RC is not responsible for any items left in the locker room.
4. Locks are not provided. Please bring your own or purchase one at the RC front desk.
5. Patrons may request to have a lock removed from a locker by the custodial staff. Patrons will state the contents of the locker before the lock is removed. Staff will remove the lock only in the presence of the patron and verify the contents.
6. To protect the privacy of our patrons, the RC prohibits the use of any electronic, mechanical, manual, digital, voltaic or other devices, instrument or means capable of recording, producing, duplicating, reproducing, storing, copying, transmitting or displaying any visual video, photographic, electronic digital, recorded, or other visual image, picture, or representation, including but not limited to any camera, photographic camera, video camera, fiber optic camera, motion picture camera, television camera, camcorder, videotaping device, or camera cell phone, in any restroom, locker room, lavatory, bathroom, shower facility, or dressing room, in any facility, or dressing room, in any building owned, leased to, or under the control of the RC. Signage will be posted in all locker rooms, restrooms, lavatories, shower facilities, and dressing rooms. If a patron violates this policy staff will ask them to leave the facility, and their membership will be reviewed for possible suspension or termination.

Q. Lost and Found

1. Valuable lost and found items may be stored for up to fourteen (14) days.
2. Lost and found items not considered valuables are stored for up to seven (7) days before being donated to Goodwill.
3. Some valuable lost and found items may be stored in the safe until retrieved by owner.
4. A patron must describe item in detail, including the date it was lost, to retrieve it from our lost and found.

R. Paging Announcements

1. The paging system is designed for RC closing and emergency announcements only.
2. Patrons will not be paged except under emergency conditions. A closing announcement will be made prior to closing.

S. Solicitations

1. Selling of external goods and services is not permitted at the RC. Individuals may not circulate any petition or subscription list, solicit business, place any advertisement or leaflets, or exhibit any article for sale at any time on the RC grounds including cars in the parking lot and on the corner of the street/parking lot.
2. Announcements or posters may not be circulated or placed anywhere on the RC grounds without the consent of the Facility Supervisor.
3. If you are promoting a not-for-profit event or program and would like to advertise in the facility, please get the item approved through facility management.

T. Weather Alerts In the event of snow or icy weather, RC staff will make every effort to open the facility but may operate on a snow schedule. The BVRC Administration will decide on programs during the inclement weather. The weather line and the RC voicemail will be updated and contain the most recent information regarding closures. Patrons will be asked to move to emergency areas when “warnings” are issued.

U. Vending Machines

1. Vending machines will be stocked with a variety of different snacks and drinks.
2. If items purchased do not dispense correctly, please contact the RC front desk to receive a refund or to retrieve your items from the machine.
3. If an “Out of Order” sign is on the machine, please do not insert money. You will not be given a refund.

III. Fitness Center Policy

The RC staff strive to balance customer service with risk management and cleanliness. This area of the facility is a main selling point for memberships and is open to members during all hours of operation of the facility. Staff will strive to help all patrons feel comfortable with the exercise equipment.

A. Aerobics Room Use All aerobic rooms are available for scheduled fitness classes only. While classes are in session, no patron shall enter the rooms.

B. Personal Training Personal trainers are available for an additional fee to help train, design exercise programs, update fitness regimes, nutritional advice, one-time consultations, or for long-term training appointments.

1. To schedule a personal training appointment, fill out the Fitness Training Interest Form, purchase your sessions, and a personal trainer will reach out to schedule your initial assessment. If you have questions, contact the Fitness Coordinator.
2. Personal Trainers are by appointment only. Same day consultations are not advertised and may not apply. For a list of personal training packages please visit the fitness center front desk (downstairs) or the fitness desk (upstairs). If you have questions on using equipment or basic fitness questions, please contact the Fitness Attendant.
3. Personal Trainers for the RC are exclusive to our facility. Outside trainers are not permitted.

4. Any individual warned and/or continually in violation of policy pertaining to outside training may have their membership revoked. Skype or Video/Chat Personal Training is strictly prohibited.
- C. **Rules** Fitness Floor rules have been established to govern the use of the fitness area. All rules were established with patron safety and security in mind. It is the responsibility of the staff to always enforce these rules consistently and fairly.
1. Ages 16 and older may use the fitness floor and equipment without supervision.
 2. Ages 12 to 15 MUST be supervised by a person 18 years or older when using equipment.
 - I. Ages 14-15 may complete a fitness orientation and then workout unsupervised.
 3. Wipe down equipment using disinfectant wipes before and after use.
 4. Limit use of equipment if others are waiting.
 5. Allow other members to “work-in” on strength machines.
 6. Limit group workouts to 2-3 people to ensure safe spacing for other.
 7. Return equipment to its designated place when done.
 8. Closed-toe athletic shoes must be worn at all times.
 9. Do not drop the weights. Rerack all weights used.
 10. No food. Liquid in sealable-proof containers is permitted.
 11. No bags. Lock up all personal belongings in the locker room or cubbies.
 - I. BVRC is not responsible for lost or stolen items.
 12. Offensive language, horseplay, or inappropriate/disrespectful behavior is not allowed and will not be tolerated.
 13. Personal music must be played through headphones. Headphones must remain at a reasonable level to not disrupt other patrons.
 14. No chalk is allowed in the fitness area.
 15. No outside equipment can be used in the facility without management approval.
- D. **Televisions** The televisions in the fitness area are for the patrons to use. The staff may periodically change the television channels. There will be a variety of channels to choose from. Some televisions will not access cable and are for promotional/advertising purposes only. The televisions on the cardio equipment can be change and operated by patrons.
- E. **Private lessons/coaching** is prohibited in any RC park or facility unless written permission is granted. Those lessons include but are not limited to the following: personal training, basketball, volleyball, pickleball, table tennis or any other program/activity.

IV. Court Policy

The courts at the RC are provided for a wide variety of athletic programs/events and recreation leagues, sponsored by BVRC. Procedures for the courts will maintain a balance between the needs of the recreation programs and its members.

- A. **Court Rules** Court rules have been established to govern the use of the court areas. All rules have been established for patron safety and security. It is the responsibility of the staff to always enforce these rules consistently and fairly. Any behavior determined to be unacceptable by the RC, and /or detrimental to those we serve will result in removal from the facility for the day. Repeat violators may lose court privileges and/or have their membership revoked.
1. Children under the age of 10 must be accompanied by a person 16 years or older while on courts.
 2. No dunking is allowed. No hanging on any rims at any time.
 3. Due to risks of injury to others, no full court shots are allowed.
 4. No hanging on volleyball nets at any time. No climbing or entering the volleyball officials stands.
 5. No outside food or drink allowed on the courts.
 6. No personal items are to be placed on the court floor.
 - i. We strongly encourage members to place all items in a cubby or locker.
 - ii. BVRC is not responsible for lost or stolen items.
 7. All equipment used on the courts should be used appropriately and safely.
 8. Only basketballs, volleyballs, and pickleball paddles/balls are allowed on the courts during their scheduled open court times.
 9. Offensive language, horseplay, or inappropriate /disrespectful behavior is not allowed and will not be tolerated.
- B. **Open Court Policy** Staff will make every effort to ensure that a minimum of one court will be available for drop-in use during all hours of operation. Circumstances may otherwise require all courts to be in use such as: leagues, tournaments, lock-ins, rentals, banquets, etc.
1. All designated open play will be displayed through our open court schedule online and is subject to change based on the needs of the facility.
 2. Full court basketball games may be played when space is available. Staff may stop full court games when others are waiting for court space.
- C. **Net Heights** - All basketball goals will always remain at 10 feet in height, unless otherwise coordinated by staff for a specific program or rental. All volleyball net heights will remain at 7'4" in height, unless otherwise coordinated by staff for specific program or rental. Patrons will not adjust volleyball net or basketball goal heights.
- D. **Private lessons/coaching** Monopolizing the courts for purposes such as training, coaching, drills, and practices is not allowed during scheduled open court times.

V. Child Watch Policy

The child watch area will provide a safe, fun, and secure play area for the children who are on a Family, Youth or +1 Youth Membership. Staff in this area will be focused on age-appropriate care for these children. Facility Management staff reserves the right to adjust operational hours and days in accordance with facility needs.

- A. **Eligibility** - Childcare services are provided for members of the Blue Valley Recreation Center
 1. The Child Watch area is designed for younger children. Children must be between the ages of two (2) through nine (9) years old.
 2. The parent/guardian must remain in the facility while utilizing the Child Watch service.
 3. Parents/guardians of children in Child Watch must keep a cellular phone with them during the duration of the child attending Child Watch. This is in the case of an emergency or a policy violation of the child.
 4. Maximum time limit will be two (2) hours per day per child. Late fees will apply at one dollar (\$1.00) per minute, if they go over the two (2) hour time limit. A one dollar (\$1.00) fee per minute also applies if a child is not picked up at the time the room closes.
 5. The Child Watch room has a maximum capacity of twenty (20) children at one time.
 6. Corporal Punishment will never be used on a child by any employee or contractor at the Blue Valley Recreation Center

- B. **Check in/Check out** - Patrons must check in at the front desk prior to dropping off their child/children in the Child Watch room. Membership will be verified. Only the parent/guardian who checks-in the child/children will be allowed to check-out the child/children.
 1. Front Desk refreshes child watch count to check the number of children currently (real time) in child watch.
 2. Members scan child's key fob to validate membership. Parent/guardian gets a Child Watch card to give to Child Watch Attendant.
 3. Child Watch Attendant collects the Child Watch card.
 4. Parent completes a check-in form with child's name & age(s), parent/guardian name, cell phone, time of check-in, location within the building.
 5. Child Watch attendant puts the following on the parent (blue wristband) and for child(ren) (Sticker)
 - a. Child's name
 - b. Age
 - c. Time of check-in
 6. Parent/guardian shows wristband to Child Watch attendant
 7. Child Watch matches child's sticker
 8. Parent/guardian must as well as sign-out their child when departing the room.

- C. **Behavioral Problems** The Child Watch staff will try to handle minor behavior problems.
 - 1. Parent/guardian will be asked to come for their child's consistent behavior problems or problems that are a potential threat of injury to another child or staff. Staff will find the parent/guardian and ask them to report to the Child Watch room immediately.
 - 2. BVRC management may revoke Child Watch privileges from children who have multiple occurrences of behavior problems.

- D. **Diapering/Toileting** Child Watch staff does not change diapers. The staff is also not responsible for potty-training. Toddlers who are potty-training must be appropriately dressed in pull-ups or underwear. Staff will find the parent/guardian asking them to report to the Child Watch area immediately. Parent/guardian may use the family restrooms for changing purposes.

- E. **Food and Beverages** Individual snacks and drinks are NOT permitted in the Child Watch area. Water is allowed with a sealed lid.

- F. **Hours of Operation** BVRC will provide the Child Watch service only during posted hours. Child Watch room may be closed at times due to insufficient staff. Advanced notice will be provided whenever possible.
 - 1. There are restrictions for how many children are allowed per Child Watch staff member. When these limits are met, no other children will be allowed in the area.

- G. **Medication** BVRC will NOT administer medication of any kind to a child in Child Watch.

- H. **Sick Child** Children exhibiting a fever, vomiting, diarrhea, discharge from the eyes or ears, discolored nasal discharge, or a rash cannot be accepted in the Child Watch area.

- I. **First Aid/CPR** In a life-threatening situation, First Aid and CPR will be administered to the child in need. For minor injuries, First Aid will only be administered after approval from the parent/guardian.

- J. **Additional Child Watch Activities** The Child Watch area is designed for younger children. During busy times staff may take the older children into the gymnasium to better fit their needs. Additionally, BVRC will offer several Kids Fitness/Wellness programs that will be during peak operational hours.

VI. Program Registration

Staff of the RC will ensure accurate and efficient registration for BVRC programs.

- A. All registration must be completed in accordance with the program or membership enrollment of choice. Participants can enroll in one of three ways:
 1. in person at the RC front desk;
 2. by phone with a credit/debit card (not valid for memberships and certain activities/sports);
 3. online at www.bluevalleyrec.org (not valid for memberships).
- B. Forms of Payment Accepted
 1. Cash
 2. Check - All returned checks are subject to \$35 return fee.
 3. Credit/Debit Card