



Gladstone
Community Center

**Member
Handbook**



Gladstone Community Center

Dear Gladstone Community Center Member,

Welcome to the Gladstone Community Center! 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 swimming pools, to our gymnasium, to our banquet amenities, you will not find a nicer facility in the metro area. Whether it is instruction on our state-of-the art fitness equipment or assisting you in developing the perfect party for your special occasion, our staff is eager to assist you.

We welcome your feedback, positive or negative. Please take a moment to complete a comment card at the customer service desk, send us an email, or simply visit with us in person. Whatever it takes, we will do all we can to make your experience enjoyable.

Again, we are happy to have you as a member and invite you to start working out, swimming, playing, and celebrating!

Sincerely,

Linda Borders
Community Center Administrator
Gladstone Parks and Recreation

GLADSTONE COMMUNITY CENTER

MEMBER HANDBOOK

Facility Memberships - Gladstone Community Center

The GLADSTONE COMMUNITY CENTER is a membership-based facility open to the Gladstone community and surrounding area.

- I. Membership Categories** –Single Month, Monthly, Quarterly, Annual, and may be purchased for Youth, Adults, Seniors, and Families. Members may purchase a Single Visit Pass for a guest. Member must remain present with guest during use. A child 3 and up will be required to have a membership card.
- A. A **resident** is defined as persons who: live within the city limits of Gladstone, own a business within the city limits of Gladstone, own property within the city limits of Gladstone, or work within the city limits of Gladstone. Proof is required.
1. **Youth:** Age 10 to 17, and/or age 18 to 23 (with proof of full-time college student status). Youth under 10 may hold a membership pass if included on a family plan.
 2. **Adult:** Age 18 to 64
 3. **Senior:** Age 65 and older
 4. **Family:** A family is defined as anybody residing at the same address (proof required). Four people can be claimed on the pass (two adults maximum). Additional youth family members can be added for an additional fee.
- B. A **non-resident** is defined as persons who do not meet the residency requirements listed above (I., A.)
- II. Methods of Payment** – Check, cash, credit/debit card, or auto bank draft must be used to pay for memberships. The GLADSTONE COMMUNITY CENTER will accept MasterCard ,VISA, and Discover only. All returned checks will be subject to a \$25 return fee. No partial payments will be accepted for quarterly or annual memberships. The first month’s payment is required up front for monthly.
- III. Membership Benefits** - GLADSTONE COMMUNITY CENTER members have access to all fitness equipment, fitness classes (additional fees may apply), pools, walking/running track, gymnasium, and banquet rooms (additional fees may apply; reservations required). Locker facilities are available for members and guests. Members receive a discount on banquet rooms and programs offered within the GLADSTONE COMMUNITY CENTER and sponsored by the GLADSTONE PARKS AND RECREATION DEPARTMENT. A minimum of one lap lane should be available for lap swimming during posted swim times (except during swim meets). A minimum of one court should be available for gym use (except during state, national, or other large events). New members are required to take a free orientation to the fitness center (which includes selectorized and cardiovascular equipment). Members will contact the Fitness Staff to schedule orientations.
- IV. Member Identification** – All members will be issued a membership ID. Members must present their ID each time they visit the GLADSTONE COMMUNITY CENTER.
- A. Lost membership ID’s will be replaced for a \$5 fee.
 - B. ID’s are deactivated upon membership cancellation or expiration.
- V. Facility Entry for Non-members**
- A. Guests actively participating in the facility with a sponsoring member will be charged the daily guest rate. The only exceptions to this policy will be for spectators attending a birthday party, as well as potential members who are touring the facility. Spectators attending birthday parties and potential

members will be required to sign-in and will be issued color-coded wristbands at the Welcome Desk. The wristbands must be worn at all times while in the facility.

- B. All single visit pass holders must sign in with their sponsoring member at the Welcome Desk. A single visit pass holder may credit the current day's fee towards the type of membership that the patron requests. This benefit is available for the current business day only.

VI. Membership Renewal - The GLADSTONE COMMUNITY CENTER will strive to provide quality service and programming to encourage continual membership.

- A. Annual and Quarterly Memberships will receive written communication that membership is due to expire 45 days in advance.
- B. All other memberships will receive notification regarding expired memberships at the Welcome Desk.

VII. Membership Termination - The Gladstone Community Center reserves the right to cancel a membership at its discretion if the actions or behavior of the member are not deemed in the best interest of The Gladstone Community Center, its members, or its patrons.

- A. Membership cancellations require the recommendation of the Community Center Administrator and the approval from the Director of Parks and Recreation.
- B. Notification of cancellation will be sent directly to the member in question. In the case of youth membership (age 17 and under) notification of cancellation will be sent to the parent or guardian of the youth.
- C. No refunds will be issued for termination of membership.

Community Center Operations – GLADSTONE COMMUNITY CENTER

The GLADSTONE COMMUNITY CENTER is pleased to provide quality customer services 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 Welcome Desk staff. Spectator/visitor policies will allow for convenient entry while not compromising the integrity of membership to the Gladstone Community Center. Transactions made at the Welcome Desk will be professional, friendly, accurate, and timely.

I. Admittance Procedures

- A. **Members:** All Gladstone Community Center members are to be verified by membership ID upon entrance to the facility to ensure safety and security of the members, program participants, and the facility. If a member has forgotten their member I.D., membership will be verified by photo I.D. on file in computer. After the fifth time in a six month period, (January to June or July to December) a member upon entering must have their member I.D., or pay \$5.00 for new cards, or not enter.
- B. **Program Participants:** Program participants must stop at the Welcome Desk and sign in before entering their program area. Welcome Desk staff will keep the program roster up to date and accessible for patrons who need to sign in.

II. 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 over 16. Parents bringing in children for fitness classes, and camps must enter the facility with their child to ensure that no changes have been made to the activity schedule.

- A. **The Fitness Center** - Children under the age of 12 will not be permitted in the fitness center unless they are participating in a fitness class. Children ages 12 to 14 can use all equipment once they have successfully passed the fitness center orientation performed by a fitness center staff member and are accompanied by a person 18 years of age or older.
- B. **The Track** – Children under the age of 14 must be directly accompanied by a person 18 years of age or older. The track is to be used for its intended purpose only; no standing or viewing from the track.

Runners are to use the outside lane and the walkers are to use the inside lane. During busy times, patrons may be asked not to walk side-by-side. The direction of the track will change daily.

- C. **The Aquatic Center** - Children age 10 and over are allowed to swim without parent/guardian supervision. Children age 9 and under are “required” to have supervision by an accompanying person 16 years or older.

- a. **Payment**

- i. If the child is age 10 or older the parent/guardian must pay to accompany the child in the swim area whether swimming or not. We do have seating in the lobby for viewing the pools.
- ii. If the child is age 9 and under the parent/guardian “must” supervise from the pool deck. The parent/guardian will not be charged for entry into the pool if they are not swimming. However, if the parent/guardian is going to swim, there will be a charge for entry.

Note: If you have children both under and over in age, there will be no charge for entry for the parent/guardian unless swimming.

- D. **The Gymnasium** – Children under the age of 10 must be directly accompanied by a person 16 years of age or older.
- E. **Group Exercise Classes** – Participants must be 15 years of age or older, unless enrolled in a specific youth group exercise class.

III. Attire - The GLADSTONE COMMUNITY CENTER is a community-oriented facility. Patrons are expected to dress in attire appropriate for a fitness facility. Also, please be mindful of individuals with a sensitivity or allergy to perfumes or products with fragrances added to them.

- A. **Gymnasium** users are prohibited to wear baggy clothing on the legs or the arms that may cause injury to themselves or others. All participants using the gymnasium floor must wear soft sole, non-marking, closed-toe shoes.
- B. **Swimming pool** patrons may not wear cut-offs, jean shorts, thongs, or everyday clothes in the pool. Children ages 3 and under are required to wear commercial swim diapers, which may be purchased at the Welcome Desk.
- C. **Fitness Center** participants are expected to dress in appropriate work-out clothing. 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. No jeans, cut-off jean shorts, street shoes, or sandals are allowed in the cardio/weight room.

IV. Food & Drink

- A. Only containers with water and sealable tops are permitted in activity areas.
- B. Food and drink must remain in the banquet, party rooms, and lobby areas.
- C. If alcohol is served during the rental of banquet rooms, it must remain in the banquet rooms and/or courtyard adjacent to banquet rooms. Alcohol is not permitted in the lobby or other outside areas.
- D. Food and drinks can be purchased at the Community Center from vending machines located in the main lobby area.
- E. Glass containers and coolers are not permitted.

V. Gymnasium Equipment Checkout – Gymnasium equipment is available for checkout at the Welcome Desk. Patrons must exchange their member I.D., driver’s license, or school I.D. for the equipment. The ID will be placed in the appropriate holder for the equipment checked out. Any items damaged or not returned will be charged to the member checking out the equipment. Types of equipment available for checkout include: basketballs, volleyballs, etc.

VI. Gladstone Community Center Hours of Operation - The Gladstone Community Center will be open to patrons seven days a week, with the exception of 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.

VII. Wireless Internet Use Policy

- A. The City of Gladstone provides free wireless unfiltered access points at the Gladstone Community Center for public Internet access. These access points will allow users to connect to the Internet from their laptop computers when sitting within range of the access points. Users are responsible for configuring their own equipment. The City of Gladstone and/or Gladstone Community Center does not provide technical support for establishing or maintaining a connection or equipment configurations. The City of Gladstone and/or Gladstone Community Center is not responsible for any changes made to an individual computer's settings and does not guarantee that a user's hardware will work with the Gladstone Community Center's wireless connection. The City of Gladstone and/or Gladstone Community Center 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.
- B. Wireless users agree to abide by the City of Gladstone's Internet Use Policy while using the Gladstone Community Center's wireless network. The following violations may result in removal from the facility, suspension of membership, or termination of membership.
 - 1. Improperly downloading files that contain a "virus" or similar piece of code that may do damage to any data, computer, or networking device.
 - 2. Use, which creates a disturbance to other patrons, will not be tolerated.
 - 3. Viewing obscenity or pornography. If a minor, viewing content defined as "harmful to minors" according to state or federal law.

VIII. Locker Room Use - Lockers are designed for day use. We do offer monthly rentals. Staff will work to ensure the cleanliness and safety of the locker rooms.

- A. Family locker rooms are provided for the convenience of families with children or persons needing assistance.
- B. The first night a lock is left on a locker the maintenance staff will leave an orange band on the lock. The maintenance staff will remove all locks that are left on at the end of the second evening. Contents from the locker will be documented on locker inventory form and kept for seven days. Staff will make an effort to call the owner of the contents if ID is verified. After seven days, the contents will be taken to the Salvation Army and valuables will be taken to the Gladstone Police Department.
- C. Locks are available for purchase at the Welcome Desk.
- D. The Gladstone Community Center is not responsible for lost or stolen items.
- E. To protect the privacy of our patrons, the Gladstone Parks and Recreation Department 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 building owned, leased to, or under the control of the Gladstone Parks Department. 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.

IX. Lock Removal – Patrons may request to have a lock removed from a locker by the Community Center Maintenance Staff. Patrons will state the contents of the locker before the lock is removed. Maintenance staff will remove the lock only in the presence of the member and verify the contents.

X. Lost and Found - Lost and found valuables will be stored for up to thirty days. Lost and found items not considered valuables are stored for up to 7 days before being donated to the Salvation Army.

- XI. Paging/Messages** - The paging system is designed for Gladstone Community Center closing and emergency announcements only. Patrons will not be paged except under emergency conditions. A closing announcement will be made prior to closing each evening.
- XII. Penalty Provisions** - Membership to the Gladstone Community Center 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 Gladstone Public Safety Department is involved, legal charges may also apply. Suspension and/or membership revocation will be handled by the Community Center Administrator and/or the Director of Parks and Recreation on a case-by-case manner.
- XIII. Vandalism** - Vandalism will not be tolerated. Violations will be reported to the Gladstone Public Safety Department for investigation and vandals will be prosecuted to the fullest extent of the law. The violator's membership will be revoked. If the violator is a guest of a member, the member's membership is subject to revocation.
- XIV. Language** - The Gladstone Community Center is a community-oriented facility. Inappropriate language will not be tolerated. Patrons warned more than once will be asked to leave the facility.
- XV. Tobacco** – The Gladstone Community Center is a tobacco-free environment. Use of any type of tobacco will not be permitted in or on the grounds of the Gladstone Community Center. (City Ordinance 4.095)
- XVI. Televisions** - Television in the Gladstone Community Center lobby is designed to broadcast Gladstone information including rentals, programs, schedules, etc. When television is not in use for Community Center information, regular broadcasting may be shown with the approval of the Community Center Administration.
 - A. Programming will be family oriented.
 - B. Volume will be kept at a minimum, so it does not disturb the Welcome Desk Staff operations or other patrons.
- XVII. Weather Alerts** - In the event of snow or icy weather, the Gladstone Community Center staff will make every effort to open the facility, but may operate on a snow schedule. The Community Center Administration will make a decision on programs during inclement weather. The weather line and Community Center 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.
- XVIII. Vending Machine Refunds** – Welcome Desk staff will be able to refund money lost in vending machines.

Aquatic Center Policy - GLADSTONE COMMUNITY CENTER

The aquatic center will maintain a family-friendly, recreational swimming area suitable for adults and children as well as for lap swimmers and recreational programs. Staff will keep both the pool and locker areas clean, customer service-friendly, and keep everything safe from potential harm to the user.

- I. Age Limits** – Age limits are established for children using the Aquatic Center. Children under the age of 10 must be accompanied by a person 16 years of age or older.
 - A. Parents/guardians are expected to directly supervise their children in the aquatic center.
 - B. The lifeguards will question the age of any child that does not appear to meet the age minimum requirements. Unsupervised children will be removed from the aquatic center and taken to the lobby area to wait for their parent or guardian to pick them up.
- II. Capacity**
 - A. The capacity for the competition pool is 106

- B. The capacity for the diving pool is 57
- C. The capacity for the leisure pool is 63

III. Equipment Use – Equipment may be available for use by patrons when equipment is not being used for programming. It is the responsibility of the patron to return the equipment to its proper storage space. Misuse of pool equipment by patrons will result in loss of privileges.

IV. Swimming Pool Use - The facility will be used in a manner that is safe and secure for all patrons and users of the facility.

1. Priority for lap lane use is split between lap swimming and programming depending on the time of day. The North Kansas City School District is provided priority use during competitive swim seasons.
2. At least one lap lane will be available (either in competition pool, diving well, or leisure pool) for drop-in lap swimming during all public swim hours, including NKCSO exclusive use times (except for scheduled swim meets).
3. Swimmers should choose a lane with other swimmers of similar ability.
4. Lap Swimming Etiquette
 - a. A circle pattern will be used for lap swimming. Always stay to the right side of the lane, swimming in a counterclockwise direction.
 - b. If you stop between lengths, sit on the side of the pool to avoid congestion.
 - c. Try to keep pace and maintain a reasonable distance between swimmers.
 - d. When passing, notify the swimmer in front of you with a tap on the foot; pass in the middle of the lane. Watch for oncoming swimmers. Whenever possible, it is best to pass at the end of the lane.
 - e. Diving is allowed off diving boards only.
5. Recreational Swimming Hours – A schedule will be set for each month based upon programming, holidays, and shortened school days. See the Gladstone Community Center pool schedule at the Welcome Desk.

V. Pool Temperature - We will strive to maintain consistent pool temperatures for the competition, leisure, and diving well pools. The leisure and diving well pools will be kept at a warmer temperature than the competition pool because of the difference in the nature of the activities that take place in the 3 pools.

VI. Rules – Aquatic facility rules have been established to govern the use of the activity areas. All rules were established with patron safety and security in mind. It is the responsibility of the supervisors and guards to enforce these rules consistently and fairly at all times. Rules are posted in both Leisure Pool and Competition Pool.

General Pool Rules:

1. Certified Lifeguards are on duty at all times for your safety. Please obey lifeguards at all times.
2. No running or horseplay allowed in or around pool area. Lifeguards may stop play of any kind deemed unsafe. Additional safety rules may be enforced as needed.
3. Children under 10 must be accompanied by a person 16 years of age or older, in swimwear.
4. Only U.S. Coast Guard approved life jackets are allowed. No water wings allowed.
5. No floatation toys or rafts allowed in pool.
6. Diving only allowed off diving boards. No swimming in diving well or slide plunge area when slide is in use.
7. Toys (non-metal), soft throw toys, & diving sticks allowed in competition & leisure pools, at lifeguards' discretion. No other objects are allowed in pool (towels, water bottles, etc.).
8. Proper swimwear required: No thongs, cut-offs, t-shirts, or cover-ups allowed. Swim diapers are required for children 3 and under & available for purchase at Welcome Desk.

9. No food, beverages or chewing gum allowed on pool deck. Non-glass water bottles with sports tops allowed.
10. Gladstone Community Center is not responsible for lost, stolen, or damaged personal property.
11. Starting blocks may only be used when authorized by aquatic staff.

Flume Waterslide Rules:

1. Riders must enter the slide in a sitting position and wait for instructions from the lifeguard stationed at the slide starter tub.
2. All riders must be 48 inches tall.
3. Maximum rider weight is 300 pounds.
4. Riders must lie on their backs at all times. Do not sit up while riding the slide.
5. Do not pull or propel yourself into the ride.
6. No combs or foreign objects are allowed in pockets and no jewelry can be worn while riding the slide. No cut off jeans or swim wear with exposed zippers, buckles, rivets or metal ornamentation; only approved swim suits allowed.
7. All riders must ride feet first while lying on their back with arms crossed across their chest. Do not go down the slide headfirst.
8. No running, standing, kneeling, rotating, tumbling or stopping in the flume. Arms and hands must remain inside the flume at all times. Riders should remain in proper riding position until forward movement is terminated. At no time should the rider attempt to stand up while on the slide or prior to coming to a complete stop in the splash out area.
9. Only one rider at a time. Absolutely no trains or chains of riders are permitted.
10. No tubes, mats, or life jackets are permitted on the waterslide.
11. The line should form on the deck with one on each landing and one rider in the starter tub. Wait until landing area is clear before entering.
12. Riders must be in good health. Elderly persons, those suffering from heart disease, high blood pressure, epilepsy, or persons using prescription medication should consult their physician before using this slide. Individuals with medical conditions including, but not limited to pregnancy, heart, or back problems should not rider.
13. Do not use this slide while under the influence of alcohol or drugs.
14. No diving from slide.
15. Leave the plunge pool promptly after entering.
16. Non-swimmers are not permitted.
17. Warning: Water depth is 3 feet 6 inches.
18. Riders assumes all risk of injury due to misuse of this slide or failure to follow these rules.

Diving Board Rules:

1. Please obey Lifeguards at all times.
2. One person permitted on diving board at a time.
3. All users/divers will go straight off the end of board with only one bounce.
4. Low board divers swim to nearest ladder, High board divers swim directly under high dive.
5. No flotation devices allowed on boards.
6. Swimming under the ropes in lap lane is not allowed.
7. Sitting or standing on gutters is not permitted.

VII. Violators - Repeat violators will make the Gladstone Community Center an unsafe and unfriendly recreation environment. Rule violators will be dealt with in a reasonable and courteous manner. Repeat violators may be prohibited from the Aquatic areas, and may have their membership suspended or revoked.

VIII. Private lessons/coaching is prohibited in any City park or recreation facility unless written permission is granted. Those lessons include, but are not limited to the following: personal training, basketball, swimming, and volleyball. (City Ordinance 3.396)

Fitness Center Policy – GLADSTONE COMMUNITY CENTER

The Fitness Center staff strives 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 learn proper exercise techniques and feel comfortable with the exercise equipment and their routines.

- I. **Aerobics Room Use** – The aerobics rooms are available for classes, rentals, and stretching when not in use. If members would like to use a piece of equipment from the aerobics rooms (i.e. exercise balls) they will need to request a Fitness Attendant to get the desired piece of equipment for them. If there is no weight room attendant available, patrons should request assistance at the Welcome Desk. While classes are in session, no patron or staff member will enter the rooms.
- II. **Equipment Orientation** - All members of the Gladstone Community Center will be required to attend a complementary fitness orientation on the exercise equipment by a trained Fitness Attendant.
 - A. Patrons can make an appointment at the Fitness Center Desk for an orientation or with the Fitness Supervisor directly.
 - B. Patrons will be expected to use all equipment as it is designed to be used.
 - C. Fitness center staff will stop any unintended use of equipment deemed potentially harmful to a patron or to the equipment.
- III. **Personal Training** - Personal trainers are available for an additional fee to help design exercise programs, update fitness regimes, or for long-term training appointments.
 - A. To schedule a personal training appointment, contact the Fitness Supervisor.
 - B. Personal trainers are provided on a contractual basis and have exclusive rights to training in Gladstone Community Center. Outside trainers are not permitted.
 - C. Any individual warned and/or continually violating policy pertaining to outside training may have their membership revoked.
- IV. **Rules** - Fitness Center rules have been established to govern the use of the fitness areas. All rules were established with patron safety and security in mind. It is the responsibility of the supervisors and Fitness Attendants to enforce these rules consistently and fairly at all times. Rules are posted in the Fitness Center.
- V. **Televisions** – The televisions in the fitness area are for patron use. The Fitness Attendant may periodically change the television channels. There will be a variety of channels to choose from.
- VI. **Private lessons/coaching** is prohibited in any City park or recreation facility unless written permission is granted. Those lessons include, but are not limited to the following: personal training, basketball, swimming, and volleyball. (City Ordinance 3.396)

Gymnasium Policy - GLADSTONE COMMUNITY CENTER

The gymnasium in the Gladstone Community Center is provided for a wide variety of athletic programs/events and recreation leagues, sponsored by the Gladstone Parks and Recreation Department. Procedures for the gymnasium will maintain a balance between the needs of the Recreation Programs as well as members.

- I. **Gymnasium Rules** – Gymnasium 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 Supervisor on duty to enforce these rules consistently and fairly at all times. Rules are posted in the Gymnasium.

- A. Children under the age of 10 must be directly supervised by an adult 16 years of age or older.
 - 1. Children in the gymnasium under the age of 10 must be enrolled in a supervised program if not accompanied by an adult.
 - 2. No children will be allowed in the gymnasium during adult programming.
- B. No dunking is allowed on any net lower than ten feet. No hanging on any rims at any time. Violations of these rules will result in removal from the facility for the day. Repeat violators may lose gym privileges and/or have their membership revoked. Members are responsible for their guests.
- C. No food or drink allowed in the gymnasium except for sealed water containers.
- D. No personal items are to be placed on the gymnasium floor. We strongly encourage members to place all items in a cubby or in a locker.

II. Open Court Policy – Staff will make every effort to ensure that one court will be available for drop-in use during all hours of operation.

A. Basketball

- 1. If more than one open court is available:
 - a. Every attempt will be made to place groups waiting on a court other than the one being used for a full court pick up game.
 - b. If a supervisor needs to place a group on the court being used for the full court pick up game, then the rules for one open court available will apply.
- 2. Only one open court available:
 - a. If no one is waiting to play anything other than pick up basketball, then a full court pick up game may be played.
 - b. As soon as any other patron (man, woman, or child) wants to use an open court, the pick up game will become a half court game.
 - c. If there are more than three separate groups who want to use an open court, then the pick up basketball game shall be disband.

B. Volleyball

- 1. If there is one open court available, every attempt will be made to set up a volleyball net upon request. Please note: due to Maintenance Staff and Building Attendant schedules, it may take some time to set things up.

III. Net Heights - All basketball goals will remain at ten feet in height at all times, unless otherwise coordinated by maintenance staff or Community Center Administration for a specific program or rental. All volleyball net height adjustments will be coordinated with the Building Attendants. Patrons will not adjust volleyball net or basketball goal heights.

IV. Private lessons/coaching is prohibited in any City park or recreation facility unless written permission is granted. Those lessons include, but are not limited to the following: personal training, basketball, swimming, and volleyball. (City Ordinance 3.396)

Child Watch Policy – GLADSTONE COMMUNITY CENTER

The child watch area will provide a safe, fun, and secure play area for the children of members and guests of the Gladstone Community Center who are using the facility or for those who are participating in Gladstone Community Center/Gladstone Parks and Recreation sponsored programs. Staff in this area will be focused on age appropriate care for these children.

I. Eligibility - Childcare services are provided for members or guests utilizing the Gladstone Community Center and/or patrons attending a Gladstone Community Center sponsored program.

- A. Children must be between the ages of six months through 9 years old.

- B. The parent/guardian must remain in the Gladstone Community Center while utilizing the Child Watch service.
- C. Maximum time limit will be 2 hours per day per child. Late fees will apply at \$1.00 per minute, if they go over the 2-hour time limit. A \$1.00 fee per minute also applies if a child is not picked up at the time the room closes.
- D. Capacity 34

II. Check In / Check Out - Patrons must check in the child watch room prior to dropping off their child/children in the Child Watch Room. Payment is due at time of check-in. Only the parent/guardian who checks-in the child/children will be allowed to check-out the child/children.

- A. Payment forms accepted: Cash, Check, Credit Card (MasterCard, VISA, or Discover)
 - 1. Child Watch punch cards are available for purchase at the Welcome Desk (good for 6 months)
- B. After payment has been processed, the parent/guardian and the child/children will be given a wristband with their last name and time written on it.
- C. Parent/guardian must escort child/children to the Child Watch Room.
- D. A child information sheet must be on file with the Child Watch staff prior to first visit.
- E. Parent/guardian must sign the daily attendance sheet before leaving their child/children in the Child Watch Room, as well as sign-out their child when departing the room.

III. Behavioral Problems - The Gladstone Community Center Staff will handle minor behavior problems.

- A. Parent/guardian will be asked to come for their child's consistent behavioral 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.
- B. The Gladstone Community Center Administrator may revoke Child Watch privileges from children who have multiple recurrences of behavior problems.

IV. Diapering/Toileting – Child Watch Staff does not change diapers. Staff will find the parent/guardian asking them to report to the Child Watch Room immediately. Parent/Guardian may use the restroom in the Child Watch Room for changing purposes.

V. Food and Beverages - Individual snacks and drinks are permitted in the Child Watch Room. The Gladstone Community Center will provide donated snacks for children, but will provide cups for water. Bottles for infants are allowed, but are not provided by the Child Watch staff.

VI. Hours of Operation - The Gladstone Community Center will provide the Child Watch service only during posted hours. Child Watch room may be closed at times due to insufficient staff. Advance notice will be provided whenever possible.

VII. Medication - The Gladstone Community Center staff will not administer medication of any kind.

VIII. 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.

Program Registration Policy - GLADSTONE COMMUNITY CENTER

The Gladstone Community Center offers a wide range of programs, leagues and recreational opportunities to meet the needs of persons of all ages and abilities. We will strive to maintain current programming trends in order to enhance health, fitness, and quality of life to our patrons.

- I. Program Registration** – Staff of the Gladstone Community Center will ensure accurate and efficient registration for some Gladstone Community Center programs. Members may be granted an early registration period for certain programs.
- A. All registrations must be completed in accordance with the program or membership enrollment of choice. Participants can enroll in one of four ways.
 - 1. In person at the Welcome Desk at the Community Center.
 - 2. By phone with a credit card (MasterCard, VISA, or Discover).
 - 3. Mail enrollment form with a check or credit card information. Credit card information must include number and expiration date.
 - 4. Fax enrollment form with credit card information. Credit card information must include number and expiration date.
 - B. Forms of Payment Accepted
 - 1. **Cash**
 - 2. **Checks** – All returned checks are subject to a \$25.00 return fee.
 - 3. **Credit Cards** – VISA, MasterCard, and Discover are accepted.
- II. Refund Policy** – A full refund will be issued if a class or program is cancelled due to insufficient enrollment. Refunds will be made up to the start of program. Refunds will only be issued for swim lessons up to 72 hours prior to the beginning of first class. No refunds will be issued after the 72-hour deadline. A processing fee of \$5 will be deducted if patron withdraws. No processing fee will be charged if the Gladstone Community Center or Gladstone Parks and Recreation Department cancel the class or program. Pro-rated refunds will be issued for illness or serious injury if accompanied by written physician statement, provided class session has not passed the halfway point. A processing fee of \$5 will be deducted in this case. Refunds are by check only, please allow up to four weeks for refunds, credit/debit card, or credit to accounts.
- III. Cancellation Policy** – The Gladstone Community Center and the Gladstone Parks and Recreation Department reserve the right to cancel, combine or divide classes. Occasionally, there may be a need to change dates, times, locations, instructors, fees or program revisions in program offerings. There will be a minimum 24-hour notice given for date, time, location changes, or cancellations. In order to keep our class fees as low as possible for everyone, we will not be able to issue credits for missed classes or activities. Programming may be cancelled on dates when the Gladstone Community Center has holiday hours, but will be made up.
- IV. Program Registration Deadlines** – Registration deadlines are designed to encourage early registration. Most programs sponsored by the Gladstone Parks and Recreation Department for the Gladstone Community Center will have a registration deadline. Past participants will have registration forms mailed or emailed to them. Forms will also be distributed throughout the schools for the programs deemed for school-aged children. Forms may also be accessed at the Gladstone Community Center Welcome Desk, and may also be available online at the City of Gladstone’s website.
- V. Program Punch Cards** – 80% of the class maximum participants will be reserved for individuals who are registered for the program. Registered program participants are guaranteed a spot in their registered class. The Gladstone Community Center will sell program punch cards designed for the convenience of patrons with busy schedules. Punch cards are available to purchase for group exercise classes. Punch cards will allow the patron to enter the facility and attend a class. 20% of the class maximum participants will be reserved for punch card participants. Having a punch card does not guarantee admittance into a program. Punch card spots for program classes are filled on a first-come first-serve basis. Punch cards can be purchased at the Welcome Desk.
- A. Punch cards have 10 punches.
 - B. Punch cards expire 6 months from the date of purchase.
 - C. Punch cards are only valid for the cardholder.
 - D. Unused punches are non-transferable and non-refundable.

