



**GRAND LAKE**

C E N T E R



colorado

# Recreation

# Membership Handbook

[www.grandlakecenter.com](http://www.grandlakecenter.com)

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Policies subject to change

## GRAND LAKE CENTER MISSION

To provide activities in a multi-generational , multi-purpose facility that contributes to a higher quality of life for the citizens and guests in the Town of Grand Lake, surrounding community area and guests during all seasons.

## TOWN OF GRAND LAKE VISION STATEMENT

To serve our community through people, parks, and all possible opportunities.

## CUSTOMER SERVICE

Creating and maintaining a good relationship with the public is critical to the Town of Grand Lake. All employees are hired to serve the public and inform them of the services and opportunities offered by the Town of Grand Lake. Each employee must display courtesy and treat all members and guests equally. It is also our policy to make every effort to be receptive to patron's comments and concerns, and to provide any reasonable amount of information or explanation at the request of a patron. When dealing with complaints, employees should respond promptly and courteously regardless of the opinion or the merits of the complaint. Grand Lake Center patrons should be referred to the Center's Front Office staff member or Grand Lake Town Manager if the employee does not have the proper or adequate information to answer the question. Employee conduct and actions will reflect on the entire staff of the Town of Grand Lake, therefore, employees should reflect a positive image at all times.

## MEMBERSHIPS AND DEFINITION OF HOUSEHOLD

Various Center membership options are available (see fee schedule that is available from staff on duty). The definition of household includes 2 adults living as domestic partners and all dependent children age 18 and under living in the household and the parents of either of the two adults of such parents live in the household. Further, fulltime students residing in the household can be on the membership (proof of full-time college enrollment is required). Childcare providers and other family members, even if residing in the home, are NOT considered household members.

## WAIVERS AND LIABILITY RELEASE

Every person using the facility for sports activity or fitness club is required to sign a waiver and liability release form. Parents will sign for their minor children. This is applicable for, but not limited to, day use, punch cards, pickleball, basketball, social membership, monthly membership, single annual membership, and family annual membership. If you are taking a group fitness class you are required to sign a waiver with the instructor. Classes are independent from the Grand Lake Center, therefore a separate waiver is required.

## DAILY ADMISSION AND PUNCH CARDS

Daily admissions are **NOT** considered memberships. Participant is required to sign a waiver if using the fitness club. Daily admission fees are active from time of purchase until close of the facility the same evening.

Punch Cards are **NOT** considered memberships but do require that you provide household information at the time of purchase. Punch cards can be transferred between household members; however, **each member will need to sign a waiver and liability release before use of the facility.** Punch cards do not expire. Punch cards may be left at the front office in our file box to help prevent loss or theft or you may keep your punch card and bring it each time for use.

## ANNUAL & MONTHLY MEMBER BENEFITS

- Keyless entry access (one- time fee of \$10 for card purchase)
- Fitness cardio and weight rooms
- Indoor walking track
- Open gym times
- Game Room & Toddler Room
- Social Lounge
- Free Wi-Fi

### **AGE POLICY**

**Fitness Facility:** Children ages 13-17 must be supervised by a guardian or related adult 18 years or older in the cardio and weight rooms at all times.

**Game Room & Open Gym:** Children age 13-17 may use the game room and play open gym without adult supervision, however they must sign in to the front office, follow all center rules and regulations, and be respectful to other patrons or they will be asked to leave the facility.

**Infants, Toddlers and Children to age 12:** Infants and children to age 12 are allowed in the game room, toddler room and other areas of the facility with parental supervision. Infants in strollers and carriers may be brought into the cardio and weight rooms with the parent, however children 12 and younger not in a stroller or carrier are not allowed in the cardio and weight areas. It is highly recommended, for the safety of the child, that children 6 months to 12 years of age should attend an offsite child-care service or stay at home with adult supervision while the parent is using the Center's facility. Please see Center staff for questions or concerns.

**\*\*Exceptions to age policies will be made if needed by Grand Lake Center staff**

### **PAYMENT POLICY**

- Payment is expected at time of registration or admission
- Everyone who enters the facility must pay admission or sign in if an existing member
- Entering the facility without paying is considered dishonest behavior and appropriate action will be taken
- The facility accepts cash, personal checks, and credit/debit cards. A fee is associated with the use of credit cards, please see the front desk for fee schedule and for information regarding credit/debit card fee.
- Temporary or counter checks are not accepted.
- Checks must have name and address must be printed on the check. Phone number may be printed or handwritten, but is required.
- Checks must be payable for the exact amount and signed by the person whose name appears on the check.

- If a check is returned due to insufficient funds, the patron will be charged a \$20 administrative fee and is required to pay for the activity or program with cash or debit/credit card.
- A valid ID with expiration date must be shown with check and credit/debit card purchases
- If a refund is requested, check refunds may take 4-7 weeks to process

### **MEMBERSHIP CANCELLATION/HOLD POLICY**

Memberships to the Center are considered non-transferable, non refundable non-cancellable. Exceptions can be made with approval from the Grand Lake Center Staff or the Grand Lake Town Manager. Exceptions are only made for serious unanticipated medical issues or a permanent move out of the county. If requesting a hold requests must be made in person and date agreed upon at the time the membership is placed on hold.

Punch cards are not considered memberships and therefore are non-refundable, and non-cancellable, and cannot be put on hold (punch cards do not expire) for any reason other than as described above. You may transfer punch cards to another individual if approved by the Center's Lead Coordinator and proper forms are completed by the punch card holder and transferee.

**Only the Center's Staff can authorize holds or cancellations. Please email the center at [info@grandlakecenter.com](mailto:info@grandlakecenter.com) with requests.**

### **FOOTWEAR/ATTIRE**

Given the climate we live in, it is imperative that outside shoes are worn only as far as the lobby area and that clean footwear is put on for workouts within the facility. This will help keep equipment and floors free from mud and dirt. Thank you for respecting this policy and for helping keep the facility clean.

**Athletic shoes are required in all workout areas of the facility. Athletic shoes with non marking soles are required in the gymnasium.**

### **FACILITY CLOSURE**

The facility inside and areas around the outside areas of the Center are subject to closures for holidays, special events, private rentals, maintenance, modifications, cleaning, and inclement weather. The public will be informed as soon as possible in advance for any planned closures. If portions of the building must be closed with little or no advance notice, every effort shall be made to notify patrons. Notice of closure shall be emailed to pass-holders, posted on the Town and Grand Lake Center website, and posted on the front doors of the Center. Extensions on passes will not be granted during facility closure. If class sessions are scheduled and the Center is closed, Center staff will ensure every effort is made to contact the registered participants and instructors. Drop-in classes are subject to change or be cancelled without prior notification.

The facility may be closed for annual building maintenance throughout the year for a period of time. It is anticipated this would occur in the fall or spring during shoulder season, if needed. Advance notice will be posted on the website at [www.grandlakecenter.com](http://www.grandlakecenter.com) and at the Grand Lake Center.

### **AED/FIRST-AID**

AED/Automatic External Defibrillator is located in the hallway across from the cardio/weight rooms. Instructions as well as automatic prompting are included with the AED, remember to call 911!

First-Aid kit is located in the office at this time, please see front desk agent for assistance.

### **FOOD AND DRINK**

Food and drink from outside the building are permitted in designated areas. Designated areas include the social lounge and gymnasium. Food and drink is permitted in other areas such as the art room when renting venue space. Water bottles are allowed in the facility and water fountains are located throughout the facility. Bottled water and other items may be available in the front office for purchase. Soda machine is located in the hallway outside of the gymnasium.

### **CHANGING ROOM**

The Center currently has one room available for changing clothing privately. Please use the handicap accessible bathroom located in the west hallway near Middle Park Health.

### **LOCKERS**

Grand Lake Center currently does not have lockers available. Feel free to use the cupboards in the cardio room to put your things in if needed. We apologize for any inconvenience this may cause.

### **TELEVISIONS**

Televisions in the cardio room are can be used by guests using the fitness rooms and the channel can be changed with remote controls located in the room. The two televisions are independent, meaning different channels can be watched on each T.V. Please be courteous of others when using the televisions. The large screen television in the social lounge may be used by any paying customer of the facility and is available during normal business hours and for those with key card access. Please feel free to use this T.V. and if you need help please ask staff during normal office hours. Please turn off television(s) after use.

### **BICYCLES, SKATEBOARDS, SKIS, SNOWBOARDS, SKI BOOTS, IN-LINE SKATES**

No bicycles, skateboards, skis, snowboards, ski boots, or skates are to be used inside the Center. Bicycle racks are located outside both entrances of the facility. The Center does not provide locks. If you are using ice skates provided by the Center please put on near the appropriate door to access the outdoor rink and remove them upon re-entry to the building for use of restroom, or when finished skating. Please do not walk around the Center wearing ice skates.

### **PETS**

No pets allowed in the facility at anytime. The only exception is service animals assisting those with special needs and the service animal must be wearing required tags. Pets are not allowed to be tied up in front of the Grand Lake Center at anytime, for the safety of the pet and other Center patrons.

### **INFORMATION DISTRIBUTION**

No personal distribution of leaflets, pamphlets, brochures, flyers, or similar printed materials, or unsolicited speech of any sort of nature, may be conducted anywhere in the Center or Center property. If you have a flyer or brochure, please see front desk staff for approval.

### **ACTIVITY WITHIN DESIGNATED AREAS**

Activity which is permissible under this policy must take place in an orderly manner which is not otherwise disruptive to the operation of the Center, or to its employees or patrons. Management reserves the right to require any person to cease any such activity in the event the activity, in the reasonable opinion of the staff, becomes disruptive to the operation of the Center or to its patrons and employees.

### **COURTESY PHONE**

A courtesy phone is located at the front office and is only available during posted office hours. Local calls only.

### **LOST AND FOUND**

The Center is not responsible for lost or stolen items. There is a lost and found box located near the gym for non valuable items. If a valuable item is turned into the front office it will be stored in a safe place for up to 6 months. Persons attempting to claim a valuable item must accurately describe the item to staff member. No information about lost items will be given over the phone: claims for an item must be made in person. For health reasons, socks, undergarments and toiletry items will be immediately discarded.

### **SMOKING**

It is the Town of Grand Lake's position to provide a healthy smoke free environment for all patrons and employees. Patrons and employees of the Center who chose to smoke must do so off property or in the designated smoking area located 20 ft from the main entrance of the Grand Lake Center. Please be considerate of other patrons and use the ashtray receptacle provided.

### **MEMBERSHIP OR PATRON SUSPENSION**

The Center is a family friendly facility operated for the benefit of the community. It is essential to the enjoyment of its patrons that a non-threatening, pleasant atmosphere be maintained and that the behavior of any patron not be allowed to disrupt the experience of others. Center rules are intended to achieve this goal by imposing the minimum restrictions necessary on the action of any individual.

A verbal warning will be given for general problems the first time they occur (or breaking any of the policies stated in this manual and/or posted throughout the Center). At the time of the warning it should be stated that this type of behavior will not be tolerated and that any additional problems will result in suspension from the Center. Sexual advances or harassment of any type will result in an automatic expulsion from the Center. If minors are involved, notification of parent or guardian is required.

#### **General Problems included but not limited to:**

- Lack of respect for the Center Staff
- Harassment of Center members and guests including physical or verbal abuse
- Use of abusive language
- Loud, threatening or rude behavior
- Disregard for Center policies
- Abuse of Center equipment or property

- Entering/using the Center without paying
- Theft, fighting, vandalism

### **Appeals:**

Any person opposed to a suspension may appeal the action by filing a statement in writing setting forth the reason(s) such person believes the suspension is improper, provided such writing is submitted within 30 days of the event giving rise to the suspension. Such appeal shall be considered and ruled upon by the Center Coordinator or the Town of Grand Lake Manager and appropriate staff if necessary. The Town Manager may conduct a hearing at which time the person filing the appeal may appear and present testimony and witnesses. The decision of the Town Manager shall be final. Suspension shall continue in effect pending the appeal.

The legal guardian of a minor must be notified if their child has been suspended from the Center. The staff on duty is responsible for such notification, as well as preparing a detailed incident report that includes: parties involved, addresses, phone numbers, description of incident and action taken. Copies of all reports are to be reviewed by the Town Manager. A copy of the report should be filed in the Center's office.

If an individual is suspended for any reason outlined within this policy, no refunds of admission or membership fees shall be granted.

### **INCIDENT REPORTS**

An incident report form must be completed by the staff on duty for any medical emergency, occurrence of vandalism or theft, and acts of misconduct. Incident reports must also be completed when a participant is given a verbal warning or is asked to leave the facility due to acts of misconduct, fighting, unruly behavior, or use of facility without payment.

If you have an incident, complaint, or issue with another patron that you wish to file with the Grand Lake Center please see the front office during posted Center hours and fill out an incident report form. The incident will be discussed with the Town of Grand Lake Manager and proper action will be taken or discussed with patron filing the incident claim to see how claimed incident can be resolved. We want to provide a safe and fun environment for all of our patrons.

### **PARTICIPANT INJURY OR ACCIDENT**

Any patron-related accident involving injury should be attended to immediately by staff. Notify the staff on duty and if the situation requires medical attention call 911 immediately. Once the injured party has been attended to, staff on duty should complete an incident report immediately. Based upon the severity of the injury or accident, the staff on duty should determine whether or not the Town of Grand Lake Manager should be contacted, otherwise, the report should be forwarded to the Center Lead Coordinator.

### **FITNESS**

- No outside shoes/clean gym shoes only. Closed toed shoes athletic shoes only.
- Members and non-members attending any group fitness class or activity must pay that instructor directly for those class fee(s). These are considered separate from the Center's payment fee structure.

- Children must be 13 years or older and accompanied by a legal guardian to use the fitness rooms and walking track.
- Children must be 17 years or older to attend fitness classes unless accompanied by a legal guardian
- Profanity or excessively loud or suggestive language will not be tolerated
- Patrons lift weights at their own risk and should use extreme caution to avoid potential injury to themselves or others
- All weight training should be performed in a controlled safe manner
- Dropping, Slamming, or bouncing weights is prohibited
- Spotters are recommended for all lifters
- All free weights and dumbbells must be returned to appropriate racks when finished
- Weights and bars of any kind should not lean up against the walls, pillars, equipment or mirrors
- All equipment must remain in the area it was placed. Do not move equipment from one area to another
- All equipment must be used in the manner for which it was designed. Do not attempt to modify the equipment.
- Please wipe down all equipment after use with spray and cloths provided
- Do not attempt to use equipment if unfamiliar with the proper use. Please see staff for assistance
- No loitering inside or outside of the building, all users should be actively engaged in Center activity
- All users are encouraged to bring a towel to absorb sweat and for use on equipment
- A 30 minute time limit on Cardio machines if there is other patrons waiting to use the equipment
- Patrons should check with their Doctor before starting a new fitness program

### **GROUP FITNESS**

- No outside shoes allowed in group fitness rooms. Clean, close-toed athletic shoes only.
- All group fitness class participants must be 17 years or older unless accompanied by a legal guardian
- It is highly recommended that participants stay for the entire group exercise class to ensure participation in the proper cool down phase of the class.
- All equipment must remain in the group fitness rooms and must be returned to its proper location after use



### **INDOOR WALKING TRACK**

- Use of the indoor-track requires that you be 17 years of age unless with supervised adult
- We only have one lane so slower walkers should be courteous and step aside for faster walkers
- No running
- Stretching is allowed in the group fitness room, cardio room, and weight room, please do not stretch on the track
- If others are using the walking track, please step into a room or entry area to have conversations and do not stop on the track
- No food or drinks besides water on the walking track

### **GYMNASIUM**

- Only clean non marking athletic shoes, no street shoes allowed
- Food and water must be kept to the side of the gym while in play
- No alcohol, chewing gum, tobacco or glass permitted in the gym

If you have any questions regarding rules and regulations of the Grand Lake Center please contact our staff at [info@grandlakecenter.com](mailto:info@grandlakecenter.com), call 303-627-2415, or stop in the office during regular posted business hours.

-Thank You, Grand Lake Center Team