



## RECREATION CENTER of HIGHLAND PARK

**RECREATION CENTER OF HIGHLAND PARK**  
Membership & Participant Handbook  
Effective: February 2019



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# RECREATION CENTER OF HIGHLAND PARK

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## Introduction

The Recreation Center of Highland Park has been serving the community since October of 2005 by providing a variety of leisure pursuits. In order to provide the best service and experience for all, the Recreation Center practices and enforces the following policies and procedures. The Recreation Center of Highland Park has the right to amend these policies as needed without notice.

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## Amenities

- 5,800 square-foot fitness center
- Variety of cardio equipment that includes treadmills, elliptical trainers, cross trainers, rowing machines, stair steppers, stair climber, arc trainers, AMTs, upright and recumbent bikes, cycle bikes, air bikes, and nu-steps
- A full line of strength resistance equipment
- Free weights
- Six-lane, 25-yard lap pool
- 1/12 mile, elevated running/walking track
- Two high-school-regulation size basketball courts
- 2 group exercise studios
- Cycle studio
- Personal training studio
- Personal training
- Kid Fit area (childcare services)
- Swim lessons
- Locker rooms
- Exercise towel service at the fitness center
- Complimentary Morning Coffee Service: Monday-Friday, 7am-2pm
- Private parties and rentals



## Recreation Center of Highland Park Hours of Operation

*Hours of operation are subject to change.*

Monday-Thursday	5:00 a.m.-9:45 p.m.
Friday	5:00 a.m.-7:30 p.m.
Saturday-Sunday	6:30 a.m.-7:30 p.m.

## Indoor Pool Hours of Operation

*Hours of operation are subject to change.*

### Labor Day-Memorial Day

Monday-Thursday	5:15 a.m.-9:00 p.m.
Friday	5:15 a.m.-7:00 p.m.
Saturday	6:30 a.m.-7:00 p.m.
Sunday	6:30 a.m.-6:00 p.m.

### Memorial Day-Labor Day

Monday-Thursday	5:15 a.m.-8:00 p.m.
Friday	5:15 a.m.-6:00 p.m.
Saturday-Sunday	6:30 a.m.-5:00 p.m.



## Holidays

The Recreation Center operates on modified hours and modified schedules on the following holidays: New Year's Eve, New Year's Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve and Christmas Day. Modified schedules will be posted a minimum of 1-week in advance.

## Facility Closures

The Recreation Center may shut down areas of facility or the entire facility to perform routine maintenance procedures. These dates and times are scheduled in advance and will be posted a minimum of 2 weeks in advance.

Although the Recreation Center does its best to properly maintain the facility and its equipment, there may be instances where the facility or areas of the facility are shut down due to unpredictable problems that arise. The Recreation Center will do its best to notify members when these situations occur.

The Recreation Center may modify its hours or close the facility due to hazardous weather conditions. Although this is an indoor facility, if weather conditions are too severe for staff or patrons to travel, the Recreation Center may take precautionary measures by closing the facility for the safety of staff, members, and participants.

Memberships will not be prorated, refunded or extended due to facility closures.

**Program Schedules (Group Fitness, Aquatics):**

Schedules are available at any service desk and on the Park District website. Schedules are subject to change by management without notice. Changes will be posted as soon as they are known.

**Track**

The track is free to members of the Recreation Center of Highland Park and Highland Park residents (proof of residency required). Non-residents fee is \$5. All users must register for a scan card and check-in at the fitness desk before entering the track. A fee of \$5 will be charged for lost scan cards. Track users may not enter the paid areas unless they are a member or pay the day fee; this includes the fitness area, aquatic center, kid fit and group fitness studios. Coat hooks are available to track users. Track users may also use the locker rooms.

**Fitness Studios**

The spin studio, studio1, studio 2, and Personal Training studio are not available to members when not in use. The Personal Training studio is available to members **M-Thu 7pm-9:30pm/ Fri 5pm-7:15pm/ Sat 3pm-7:15pm/ Sun 6:30am-7:15pm**. Non-members are not permitted to utilize the studios when they are not in use. All studios are available for rental.

**Kid Fit**

Childcare is available for children ages 6 months-10 years. Only staff, participants of kid fit and parents/guardians of participants are allowed in the Kid Fit area. See the Kid Fit Policy & Procedure Manual for more information.

**Open Gym**

Open gym times are available on the Park District website or by calling the facility. This schedule is subject to change by management without notice. Changes will be posted as soon as they are known. It is strongly recommended to call the day of your visit for up-to-date information. Outside training is not permitted in the facility. Only Recreation Center staff can conduct personal training, instruction and coaching.

**Locker Rooms**

The locker rooms are available for patrons of the Recreation Center and the Highland Park Country Club. Please bring your own toiletries and bath towels if you care to shower in the locker rooms. Lockers are for day use only. Do not store your items overnight. The Recreation Center of Highland Park is not responsible for lost or stolen items. Utilization of cameras and camera phones are not permitted in the locker room.

**Rentals**

Areas of the Recreation Center are available for rental. All renters must abide by the Park District of Highland Park and the Recreation Center Building Use Policies. Non-profit organizations of Highland Park may be eligible for discounted rates. For more information on renting space at the Recreation Center of Highland Park, please contact the Manager of Facility Operations. Rental Rules and Regulations, including cancellation policies, can be found on the back of the facility rental agreement. The Recreation Center of Highland Park reserves the right to adjust the fees for an individual rental or party based on the demands of the facility. This

includes hours of operation, number of participants, and staffing needs as determined by management.

### **Towel Service**

The Recreation Center provides fitness towels in the fitness area for members. Please only use one towel per visit so there are plenty of towels available for other members. The Recreation Center does not provide towels in the pool or in the locker rooms. If you need a swim towel or shower towel you must bring your own.

### **Complimentary Morning Coffee Service**

The Recreation Center is proud to provide its members with complimentary regular & decaf coffee. This service is provided to members Monday-Friday from 7:00 a.m.-2:00 p.m.

### **Headphones**

The Recreation Center of Highland Park does not provide courtesy headphones. Headphones may be purchased at the fitness desk. Headphones purchased at the Recreation Center are non-refundable.

### **Gift Cards**

Gift cards are available at the Recreation Center of Highland Park. Gift cards are non-transferable, non-refundable, and may not be redeemed for cash. The Recreation Center of Highland Park is not responsible if the gift card is lost or stolen. Gift cards may not be used for merchandise or one-day special events. Items and services paid for with a gift card will be refunded by gift card and are subject to our refund policies.

### **Member Guest Passes**

All new and renewed annual Recreation Center memberships receive 6 complimentary guest passes (4 facility days passes, 1 group exercise pass, 1 aquatics day pass). All new and renewed annual Aquatic memberships receive six complimentary guest passes (4 aquatics day passes, 1 group exercise pass, 1 facility day pass). The Recreation Center of Highland Park is not responsible for lost or stolen guest passes; the guest passes will not be replaced.

### **Assessments & Orientations**

Annual members may receive a complimentary assessment or a complimentary orientation.

An assessment is a 30-45 minute scheduled appointment. Depending on your goals and comfort-level, the trainer can measure your resting blood pressure and heart rate, body weight, body fat composition, and assess your cardiovascular fitness level, bicep strength, and leg/back flexibility. This information can be used by a personal trainer to help set up a program for you as well as being able to show progress over time.

An orientation is a 30-45 minute scheduled appointment. Staff will take you through the cardiovascular and weight equipment showing you different programs the machines have as well as how to adjust the settings for your physique. An orientation does not cover free weights and does not give you an individualized program.

To schedule an assessment or an orientation please fill out a PT request form at the front desk.

### **PT Promo**

The personal training promo can be used as 6 half hour sessions or 3 one-hour sessions. These sessions can be purchased within the first 30 days of signing up at the membership desk.

### **Intro to Fitness**

This is a required course for youth ages 11-12 in order to become a member and utilize the fitness equipment at the Recreation Center of Highland Park. This program is 1 hour for 3 days. Dates and times need to be set up with a personal trainer. An additional fee is required for this course.

### **Class Registration Procedures**

The Recreation Center of Highland Park follows registration procedures and guidelines set forth by the Park District of Highland Park. The registration procedures can be found in the current Park District seasonal brochure.

### **Etiquette**

The Recreation Center of Highland Park asks all members, participants and guests to practice proper etiquette standards in order to provide an enjoyable experience for all. For everyone's safety and consideration, all patrons must follow all rules and policies while at the facility. Please see a service desk for a copy of the Recreation Center etiquette standards.

### **Parking**

The circle drive is for immediate drop-off and pick-up only. Do not leave your vehicle unattended. Unattended vehicles will be ticketed by the Highland Park Police Department. Handicap parking is available. Do not park in fire lanes; these are for emergency vehicles only. Unauthorized vehicles will be ticketed by the Highland Park Police Department.

### **Dress Code**

The Recreation Center always requires appropriate attire to be worn. Appropriate attire includes shirt and shoes. The Recreation Center of Highland Park management reserves the right to determine appropriate attire.

### **Lost and Found**

The Recreation Center of Highland Park is not responsible for lost or stolen items. If you find another's personal items, please turn it in to Recreation Center staff. If you are missing an item, please inform Recreation Center staff who will check lost and found for you.

### **Comments & Suggestions**

The Recreation Center of Highland Park continually strives to provide quality programs and services. Take time to tell us how we are doing and provide suggestions for improvement. We consider every comment and suggestion we receive. To share your thoughts, complete a comment card at the Recreation Center or call us at 847.579.4554.



**SMILE**

Scholarships mean involvement in leisure for everyone. The Park District of Highland Park created SMILE to raise funds for our Grant-in-Aid program. 100% of the money raised goes back to the community and allows families in need of financial assistance to participate in recreational programs offered by the Park District. Call 847.831.3810 to donate to SMILE.

**Financial Assistance**

The Recreation Center does provide financial assistance for memberships. SMILE. Grant-in-Aid may be applicable to members. Apply at the West Ridge Center.

**Reasonable Accommodations**

The Recreation Center of Highland Park is willing to make reasonable accommodations to programs and services for members and participants. To make an accommodation request, please contact the Recreation Center at 847.579.4554. Reasonable accommodations do not include financial assistance.

**Photo & Video Policy**

Patrons are prohibited from taking photos or video while on the Park District premises. Photos and video footage are periodically taken of members and participants by the Park District of Highland Park, during general operations, in a class or during a special event. These photos and video footage are for Park District use only and may be used in the District's publications and website. All photos are property of the Park District. Please call the Communications Office at 847.579.3136 for more information.

**Accident/Emergency Reporting**

Please report accidents or emergencies to Recreation Center staff immediately. All Recreation Center staff is certified in CPR, AED and First Aid. In the event you cannot locate Recreation Center staff, dial 911 from any phone (some phones may dial 7-911). First aid kits and AED machines are located throughout the facility. In the event of an emergency, please follow the direction of staff and emergency personnel.

**Smoking**

Smoking is prohibited on the premises of the Recreation Center of Highland Park. This includes the parking lot.

On January 1, 2008, the Smoke Free Illinois Act (410 ILCS 82/1) went into effect. Also, the Chapter 100 of the City of Highland Park Code was amended to incorporate the Smoke Free Illinois Act and further prohibit smoking in certain places including Park District facilities (interior and exterior), parking lots and park grounds.

For more information regarding the Chapter 100 Smoking Regulations, please visit <http://www.cityhpil.com/pdf/ordinances/chapter100.pdf>.

**Alcohol**

Alcohol is not permitted on the premises. Private rentals may purchase Liquor Liability Insurance, in accordance with facility rental procedures and building use policies, in order to have alcohol on the premises.

**Fire Alarm**

If a fire alarm sounds while you are at the Recreation Center of Highland Park, you must immediately exit the facility. All exits are clearly marked. Please familiarize yourself of all emergency exits when you are using the facility. In the event of a fire alarm, please follow the direction of staff and emergency personnel.

**Severe Weather**

In the event of severe weather please follow the direction of staff to ensure your safety and the safety of others.

**Residency Policy**

Recreation program residency rates apply to everyone who lives within Park District of Highland Park boundaries and pays Park District of Highland Park taxes including: residents of Fort Sheridan (60037), portions of the Town of Fort Sheridan that lie within Park District boundaries (60035) and Park District of Highland Park taxpayers who reside on the following Kings Cove (Deerfield) streets:

- Carriage Way
- Bent Creek Ridge
- Fox Hunt Trail
- Millstone Road
- Shag Bark Lane
- Smoke Tree Road
- Tanglewood Court

All other Deerfield street addresses and residents of Highwood do not pay Park District of Highland Park taxes and are, therefore, nonresidents of the Park District.

**Proof of Residency**

Proof of residency, family structure and school identification may be required. Documents that may be used to show proof of residency and family structure are a birth certificate, a valid Illinois driver's license, an Illinois state-issued identification card or a current real estate tax bill with your name and Highland Park address.

## Recreation Center Memberships

The following memberships include unlimited, full access to the fitness center, group exercise classes, RCHP aquatic center, the running/walking track, open gym times, and discounts on Kid Fit childcare and personal training. Annual memberships are valid one year from the date of purchase.

- **Individual Annual**  
The Individual Annual Membership is for individuals 18 years of age and older.
- **Individual Limited Annual**  
The Individual Limited Annual Membership is for individuals 18 years of age and older with full membership privileges during restricted hours. 10:30 a.m.-4:00 p.m.
- **Couple Annual**  
The Couple Annual Membership is for two adults 18 years of age and older who are sharing the same residence and living expenses.
- **Family Annual**  
The Family Annual Membership is for immediate family members living in the same residence and includes 2 legal guardians, all children under the age of 18 and unmarried, full-time students through age 23. Children ages 11 and 12 must successfully complete the “Intro to Fitness Program” prior to accessing the fitness floor (additional fee required).
- **Student Annual**  
The Student Annual Membership is available to anyone between the ages of 11 and 23 who are full-time students. Students ages 11 and 12 must complete the “Intro to Fitness Program” prior to purchasing a membership (additional fee required). Student ID must be presented at the time of purchase for high school and college students. Students under the age of 18 must register with a parent.
- **Senior Annual**  
The Senior Annual Membership is for individuals 65 years of age and older.
- **Senior Couple Annual**  
The Senior Couple Annual Membership is for 2 adults (18+) of the same residency with shared expenses at least one of whom is 65 years of age and older.
- **Senior Mid-day Annual (Renewals Only)**  
The Senior Mid-day Membership is only available to current Mid-day members; new members may not purchase this option. This membership provides members 65 years of age and older with full membership privileges to the Recreation Center during restricted hours. (Requires one person to be 65 years of age or older.) \*Restricted Hours are: Mon–Thu, 9:00 a.m.–4:30 p.m. and 8:30 p.m.–9:45 p.m.; Fri, 9:00 a.m.–4:30 p.m.; Sat–Sun, Noon–7:30 p.m. Restrictions do not apply in the aquatic center from Memorial Day through Labor Day.

- **Senior Couple Mid-day Annual (Renewals Only)**  
The Senior Couple Mid-day Membership is only available to current Mid-day members; new members may not purchase this option. This membership provides couples 65 years of age and older with full membership privileges to the Recreation Center during restricted hours. Restricted Hours are: Mon–Thu, 9:00 a.m.–4:30 p.m. and 8:30 p.m.-9:45 p.m.; Fri, 9:00 a.m.–4:30 p.m.; Sat–Sun, Noon–7:30 p.m. Restrictions do not apply in the aquatic center from Memorial Day through Labor Day.
- **Individual Month to Month**  
This membership is available to individual ages 11 and older. Provides the same benefits as the Individual Annual Membership, including group exercise classes, without the annual commitment. This membership must be at least 2 months. 11-12-year olds must complete the “Introduction to Fitness” program to obtain membership (additional fee required)
- **Individual 30-Day**  
This membership is available to individual ages 11 and older. Provides the same benefits as the Individual Annual Membership and is valid for 30 days from the date of purchase. 11-12-year olds must complete introduction to fitness to obtain membership.
- **Kid Fit Annual Membership**  
This membership add-on provides unlimited use of the Kid Fit childcare area for all children in the household. This upgrade must be purchased with an active annual membership and is valid concurrently for the entire membership term. Daily time restrictions still apply.

### **Corporate Memberships**

The Recreation Center offers special rates for resident and non-resident businesses with five or more employees who register for annual memberships. For more information please call 847.579.4047.

### **Aquatics Annual Membership**

The following memberships include unlimited, full access to the Recreation Center aquatic center and seasonal use of Hidden Creek Aqua Park; aquatic group exercise classes; and discounts on Kid Fit childcare at the Recreation Center of Highland Park. Membership is valid 1 year from the date of purchase. Previous discounts do not apply.

- **Individual**  
Individuals 18 years of age and older.
- **Family**  
Immediate family members living in the same residence and includes 2 legal guardians, all children under the age of 18 and unmarried, and full-time college students through age 23.
- **Couple**  
Two adults 18 or older that are living in the same residence and sharing living expenses
- **Senior**  
Individual 65 years of age and older.
- **Senior Couple**  
Two adults sharing the same residence and living expenses, at least one of whom is 65 or older



**Auto Charge**

Annual and Month to Month memberships may have a Visa, MasterCard or Discover card automatically charged on a monthly basis. A \$5 per month service fee is charged in addition to your monthly membership dues. Membership's setup on Auto Charge are subject to the insufficient payment policies.

**EZ-Check**

The Park District of Highland Park will begin withdrawing funds on the 5<sup>th</sup> or 20<sup>th</sup> of each month from the financial institution you provide. This authorization is to remain in full force and effect until the Park District receives written notification of termination, at least 14 days in advance of the next regularly scheduled withdrawal.

**Auto Renew**

Annual membership may be setup to renew automatically upon its expiration date. Auto Renew memberships are for an initial 12-month period, after which the membership is continuous and does not require resubmission of membership agreement paperwork.

Members can cancel the Auto Renew feature at any time with no fee. Members wanting to cancel the Auto Renew feature must complete the Auto Renew Resignation Request in person at the Recreation Center of Highland Park. This request does not cancel the membership; it makes it so the membership will not renew upon its expiration date. The membership is valid until the expiration date.

**Membership Cancellation**

To cancel a membership, the member must abide by the Recreation Center of Highland Park cancellation policies. A member must complete a Membership Cancellation Request in person at the Recreation Center of Highland Park a minimum of 30 days prior to the desired cancellation date. If an annual member is cancelling within the initial 12 months of membership, the cancellation fee of \$60.00 will apply and is due at that time.

**Membership Extension**

Annual Members may extend their membership for a minimum of one month or maximum of four months under one of the following conditions: temporary job relocation, illness or seasonal change of residence. Proof of circumstance will be required. This policy will not be offered retroactively. The extension form must be completed in person at least one week prior. Monthly membership fees will still be withdrawn while the membership is suspended. The extension will be added for no cost at the end of the original membership term. A \$5 maintenance fee will be required for each month requested at time of request submission and must be paid for at the time of submission. All members of the membership will be included in the membership suspension and extension. The membership obligation will be extended to include the number of days the membership is suspended. Memberships cannot be canceled when they are on hold. A membership may only be extended one time within a membership term. Suspension start and end dates must fall within the time period of the membership term. All membership extensions are permanent and cannot be undone. Non-annual memberships cannot be put on hold.

**Release and Hold Harmless Agreement**

Members and participants of the Recreation Center of Highland Park recognize and acknowledge that there are certain risks of physical injury and agree to assume the full risk of any injuries, damages or losses which may be sustained because of participation in all activities connected with or associated with such program. Members and participants of the Recreation Center of Highland Park participate at his or her own risk and agree to hold the Recreation Center of Highland Park harmless in the event of accident or injury.

**Right of Participation**

The Recreation Center has the right to refuse or remove from participation any member they believe is unsafe. The Recreation Center of Highland Park may require a doctor's report for participants and members to participate in programs and services.



### **Membership Registration Procedures & Guidelines**

- Members may register in-person at the membership desk at the Recreation Center of Highland Park. Membership agreements may not be faxed, mailed or emailed.
- Members under the age of 18 must register with a parent or legal guardian present.
- Members must complete a Recreation Center membership agreement.
- All members must have a signed waiver on file with the Recreation Center.
- All members must have their picture taken by the Recreation Center for membership pass validation.
- Payment or payment information for installment billing must be provided at the time of registration.
- Members of the Recreation Center of Highland Park must pay the appropriate rate for their membership based on their resident status and the requirements of the membership.
- Proof of residency, family structure, age, and school identification may be required. Documents that may be required include a birth certificate, a valid Illinois driver's license, an Illinois state-issued identification card or a current real estate tax bill with your name and Highland Park address

### **Membership Transfer Policy**

Membership Transfer Requests must be completed in person at the Recreation Center of Highland Park. This form may not be faxed, emailed, or mailed. The transfer date may not be prior to the date the Membership Transfer Request was submitted to the Recreation Center of Highland Park. Memberships cannot be transferred outside the family account.

- An annual membership may be transferred at any time; the membership expiration date will not change. The amount due or refund amount is a prorated amount determined by the transfer date.
- Non-annual memberships can be transferred to an annual membership prior to the pass expiration date; the remaining balance of the non-annual membership will be applied to the annual membership dues effective the date of transfer. The new membership will be effective on the date of transfer and valid for the term of membership from the effective date.

### **Membership Scan Cards**

Members of the Recreation Center of Highland Park will be issued a Park District scan card. Members must use this card to check in before entering the fitness area, aquatic center, open gym, group fitness classes, and Kid Fit. The card is valid only for the person issued the card. Do not share your card. Sharing cards may result in suspension or revocation of Recreation Center privileges.

### **Lost or Stolen Scan Cards**

Lost or stolen scan cards can be replaced at no charge by visiting any service desk at the Recreation Center. When issued a new scan card, the old card is de-activated.

**Insufficient Payment Policies**

Payment must be provided prior to rendering services. It is the responsibility of the member/participant to provide the Recreation Center of Highland Park with adequate payment. Insufficient payment may result in immediate removal from programs and services, and suspension or revocation of privileges associated with the Recreation Center of Highland Park and the Park District of Highland Park. For accounts on a payment schedule: the Recreation Center of Highland Park reserves the right to require an account to be paid in full due to excessive delinquency.

Returned Checks

If payment is provided in the form of a check and the check is returned as non-sufficient funds (NSF), the member/participant must pay the total amount due plus a \$15 service charge in the form of cash or money order.

Declined Credit Cards on Payment Schedule

It is the responsibility of the member or participant to make sure to provide the Recreation Center of Highland Park with updated credit card information. If the credit card company declines a payment made on a payment schedule, the member/participant has 10 business days to reconcile the account. If the account is not reconciled in 10 business days the Recreation Center reserves the right to suspend the membership

If the balance due is not paid after 30 days, the Recreation Center reserves the right to deactivate the membership and freeze the account. (See Account Status for more information about frozen accounts). Deactivated memberships that are within the first 12 months of membership will incur a \$60.00 deactivation fee. The member is responsible for all dues and fees up to the date of deactivation. After a membership is deactivated, the account will remain frozen. To reactivate a frozen account the member/participant must pay the total amount due

The Recreation Center of Highland Park reserves the right to require an account to be paid in full due to excessive delinquency.

Expired Credit Cards on Payment Schedule

It is the responsibility of the member or participant to make sure to provide the Recreation Center of Highland Park with updated credit card information. If the credit card company declines a payment made on a payment schedule, the member/participant has 10 business days to reconcile the account. If the account is not reconciled in 10 business days the Recreation Center reserves the right to suspend the membership

If the balance due is not paid after 30 days, the Recreation Center reserves the right to deactivate the membership and freeze the account. (See Account Status for more information about frozen accounts). Deactivated memberships that are within the first 12 months of membership will incur a \$60.00 deactivation fee. The member is responsible for all dues and fees up to the date of deactivation. After a membership is deactivated, the account will remain frozen. To reactivate a frozen account the member/participant must pay the total amount due

**Account Status**

Your account is with the Park District of Highland Park. All persons on the account agree to abide by the rules, regulations, policies and procedures set forth by the Park District of Highland Park and the Recreation Center of Highland Park. Your account status is concurrent throughout the Park District of Highland Park.

Active

Active accounts have full access to all Park District of Highland Park facilities, programs and services. All accounts will remain active when the account is in good standing.

Suspended Memberships

Memberships suspended due to unsuccessful payments do not have access to the Recreation Center of Highland Park. Access to other Park District of Highland Park facilities and programs may be allowed. Patrons with a balance on a suspended membership will not be able to register or pay for any other Park District of Highland Park facilities, programs, or services until the membership balance is paid off. Upon receiving payment, the membership will be reinstated to Active status.

Deactivated Memberships

Deactivation of any membership is permanent. Any former member who has been deactivated and who wishes to renew their membership status must follow procedures to rectify their frozen account and begin a new membership agreement.

Frozen Accounts

If an account has a balance that is past due the account may be frozen until payment is collected. When an account is frozen it will deny all persons on the account access to any and all Park District of Highland Park programs and facilities, including the Recreation Center. The account must be rectified in order to return to active status.

## **Cancellation & Refund Policies**

We do our best to issue refunds as soon as possible, but sometimes delays are necessary to ensure accuracy. Refunds by check take approximately two to four weeks. A credit to your charge card takes six to eight weeks to appear on your statement.

All cancellations, transfers and refund requests must be filled out in person at the Recreation Center of Highland Park. The Recreation Center will not fax, mail or e-mail any of these requests.

### Annual Membership:

Membership Cancellation Requests must be completed in person at the Recreation Center of Highland Park. This form may not be faxed, emailed, or mailed. Prorated refunds are determined from the date of cancellation.

1. Annual Memberships paid in full by cash, check, or credit card (Visa, MC, or Discover):
  - A full refund will be issued if a Membership Cancellation Request is submitted to the Recreation Center within 7 days from the pass start date.
  - The member must submit a Membership Cancellation Request 30 days prior to the date of cancellation. A \$60 fee requires payment at the time the cancellation form is submitted if within first 12 months of membership. A prorated refund fee will be issued.
  
2. Auto Renew Annual Memberships paid in full:
  - A full refund will be issued if a Membership Cancellation Request is submitted to the Recreation Center within 7 days from the pass start date.
  - Within the first 12 months of the membership agreement: The member must submit a Membership Cancellation Request 30 days prior to the date of cancellation. A \$60 fee requires payment at the time the cancellation form is submitted. A prorated refund be issued.
  - After the initial 12-month period of the membership agreement: The member must submit a Membership Cancellation Request 30 days prior to the date of cancellation. A prorated refund will be issued, with no additional fee.
  
3. Auto Renew Annual Memberships paid with Auto Charge or EZ- Check:
  - A full refund will be issued if a Membership Cancellation Request is submitted to the Recreation Center within 7 days from the pass start date.
  - Within the first 12 months of the membership agreement: The member must submit a Membership Cancellation Request 30 days prior to the date of cancellation. The membership may be cancelled with a \$60 cancellation fee collected at the time the cancellation form is submitted.
  - After the initial 12-month period of the membership agreement: The member must submit a Membership Cancellation Request 30 days prior to the date of cancellation. The membership may be cancelled with no additional fee.

Month to Month Memberships:

Membership Cancellation Requests must be completed in person at the Recreation Center of Highland Park. This form may not be faxed, emailed, or mailed. Prorated refunds are determined from the date of cancellation.

- The member must submit a Membership Cancellation Request 30 days prior to the date of cancellation. A prorated refund will be issued based on the pass cancellation date.

30-Day Memberships:

30-Day Memberships are non-refundable.

Membership Transfer Request-Downgrade/Refund Request

Membership Transfer Refund Requests must be completed in person at the Recreation Center of Highland Park. This form may not be faxed, emailed, or mailed. Prorated refunds are determined by the transfer date. The transfer date may not be prior to the date the Membership Transfer Request was submitted to the Recreation Center of Highland Park. Memberships cannot be transferred outside the family account.

- For memberships paid in full: a prorated refund will be issued.
- For memberships paid with Auto Charge or EZ-Check. Payments will be adjusted to the proper charge.

10-Passes

10-Passes are non-refundable and non-transferrable. Each individual must use their own punch pass assigned to their name.

Personal Training

10-Passes are non-refundable and non-transferrable. Each individual must use their own punch pass assigned to their name.

Day Fees

Day fees include Member for a Day, Kid Fit, Open Gym and Open & Lap Swim.

- Day fees are non-refundable and non-transferrable.

Facility Rentals

See the Park District of Highland Park Building Use Policy: Rental Rules and Regulations.

*(Found on the back of the Recreation Center Facility Rental Contract.)*

Recreation Programs

The Recreation Center follows the Park District of Highland Park Registration Refund Policies.

*(Found in the current Park District seasonal brochure.)*

Gift Cards

Gift Cards are non-refundable. Items and services paid for by gift card will be refunded by gift card.

## **Child Supervision Policies**

### Fitness Center:

- All participants must be 13 years of age or older to enter the fitness area.
- Those ages 11-12 may enter and use the fitness area after the completion of the Intro to Fitness program. (Additional fee required.)
- Children under the age of 11, or those 11-12 who have not completed the Intro to Fitness program, are not permitted in the fitness area.

### Aquatics Center:

- Children 12 years of age and younger must be accompanied and supervised at all times by a person who is at least 16 years of age.
- When the facility is not protected by a lifeguard on deck: persons under the age of 16 must be accompanied by a parent, guardian, or other responsible person at least 16 years of age.
- Parents must accompany any swimmer in the water who is using an approved floatation device. The approved floatation devices are those rated by the U.S. Coast Guard as Type II, Type II and Type V Personal Floatation Devices. There will be a stamp from the Coast Guard on the device.
- Lifeguards are on duty to enforce rules and regulations, and respond to aquatic emergencies. Parents and guardians are responsible for supervising their children.

### Track:

- Participants ages 13 years and above are permitted to use the track.
- Children ages 5-12 may use the track under the direct supervision of an adult (16 years of age and above). The adult must accompany the child on the track.
- Those ages 11-12 may utilize the track after the completion of the Intro to Fitness program. (Additional fee required.)
- Children ages 4 years and under are not permitted to use the track.
- Any child who is disruptive to other participants will be removed from the track.

### Open Gym:

- Children 10 years of age and under must be accompanied by an adult (16 years of age or older) at all times in the gym.

### Kid Fit:

- Available for children ages 6 months-10 years.
- Children ages 7-10 are encouraged to bring an activity.

### Locker Rooms:

- We recommend patrons use the family changing rooms when appropriate. When occupied, children 5 years of age and under are permitted in the locker room of the opposite gender under the supervision of a parent or guardian.
- Children under the age of 10 must be accompanied by an adult.

**Facility Conduct Policy**

The Recreation Center strives to provide a safe environment for its users and staff. Patrons are required to conduct themselves in a proper manner at all times while on the premises of the Recreation Center of Highland Park. Show respect to other members, participants and Recreation Center staff. Use all machines, equipment and supplies properly and for their intended purpose. Follow all rules and guidelines set forth by the Recreation Center.

Facility users who do not conduct themselves in a proper manner, or do not follow the facility policies will be removed from the facility and grounds. Improper conduct includes disruptive behavior, inappropriate and abusive language, attempted confrontation, aggressive manners, physical confrontation, and intent to do bodily harm.

Management reserves the right to remove any individual from the Recreation Center of Highland Park due to inappropriate behavior or misconduct. Inappropriate behavior or misconduct may result in suspension or revocation of privileges associated with the Recreation Center of Highland Park and the Park District of Highland Park.



## **Behavior Management Procedure**

### **Equal Access**

No eligible participant shall, on the basis of race, creed, gender, gender identity, national origin, or disability, be denied equal access to programs, activities, facilities, services or benefits or be limited in the exercise of any right, privilege, advantage or opportunity. If any special disability accommodations are necessary for participation in any program, the guardian should indicate through the ADA Accommodations prompt at the time of registration. Any patron concerns or questions regarding District policy, program participation or facilities use should be addressed to the Executive Director as early as possible prior to the event or program. These questions may include, but are not limited to requests for registration or use in a name if different than that which appears on official identification documents, privacy or other accommodation in restroom or locker room facilities or program participation.

### **Behavior**

All patrons are expected to exhibit appropriate behavior at all times while participating, spectating, or attending any park district program or activity. This includes participation in programs which may or may not require an admission fee. For the purpose of the Behavior Management Policy, the term “patron” refers to all users, participants, guardians, spectators, and park patrons and the term “program” refers to all park district recreational events and facility usage you may attend as a patron.

The following guidelines have been developed to help make programs safe and enjoyable for all patrons. Additional rules may be developed for specific programs and athletic leagues as deemed necessary by staff.

The agency insists that all participants comply with a basic behavior code. All patrons shall:

1. Show respect to all patrons, staff, volunteers, and themselves.
2. Patrons should follow program and/or facility rules and take direction from staff.
3. Refrain from using abusive, harassing, or foul language.
4. Refrain from threatening or causing bodily harm to self, other patrons, and/or staff.
5. Refrain from bullying other patrons or program staff and/or supervisors as explained in the Park District Anti-Bullying Procedure.
6. Show respect for equipment, supplies, and facilities.
7. Not carry any weapons.

### **Discipline for all Patrons**

A positive approach will be used regarding discipline. Staff may discuss the Behavior Management Policy and Procedure with all patrons and parents/guardians at the start of the program and may periodically review it. If inappropriate behavior occurs, staff will develop a solution specific to each situation as it arises. The Park District of Highland Park reserves the right to dismiss a patron whose behavior endangers themselves or others, or whose behavior diminishes the quality of experience for other patrons at any time.

### **Procedures**

If behaviors are known to the guardian prior to the start of the program, upon registration or entry into the program, the parent/guardian should indicate through the ADA Accommodations prompt at the time of registration that additional support may be needed. Similarly, any parent/guardian who believes that their child may be at increased or special risk of receiving negative behavior, the parent/guardian should contact the Executive Director to discuss ways to reduce this risk. The family's main contact will be contacted by the Park District's NSSRA Liaison for information about the necessary support needed for the patron's success in the program and any behavior modification programs in place at school or home. The Park District's NSSRA Liaison will communicate the patron's needs to the program's supervisor and if deemed needed, NSSRA. If the park district was not notified of behavioral needs at the time of registration, the below procedures still apply and support from NSSRA may be explored with verbal consent from the parent/guardian.

Documentation should be maintained by the program supervisor regarding any problem behaviors, special accommodations, and behavior modification programs by the program's supervisor and communicated with the family throughout the program and the Park District's NSSRA liaison if necessary.

Program leaders should evaluate the action and immediately take steps to correct it. Steps may vary depending on the program's structure. If the participant exhibits inappropriate actions, the following responses may be adopted:

1. A verbal warning.
2. A supervised break from the program. The type, extent and person supervising any break may vary according to the situation and the program (observational: from sidelines of activity; exclusion: away from the group but within view of the activity; seclusion: time-out area with staff member present away from view of the activity). If physical restraint is used by to protect against injury, the break should be documented on an incident report and provided to the program's supervisor. These incidents will be communicated with the participant's parent/guardian and NSSRA if supported immediately following the situation.

3. If not already being utilized, a behavior modification plan should be developed and implemented (those involved in development may include but not be limited to, Park District staff, NSSRA staff, parent/guardian, school personnel, other support professionals with written approval from the parent or guardian). The behavior modification plan is developed by reviewing documented incidents and behaviors and developing a strategy for the participant to meet the expectations of the program and the park district. The behavior modification plan should be monitored and updated/adjusted when necessary by the program supervisor with assistance from NSSRA and signed by the participant's parent/legal guardian.
4. A suspension from the program for a designated time period. When determining the timeframes of suspension, the park district should review and consider the severity of the actions; the length of the program or activity; any past behavior issues with the individual; and willingness to improve their inappropriate behavior. Documentation of the situation, parameters of the suspension, and the communication with the parent/guardian is required and must be communicated with the department head.
5. Dismissal from the program or activity. If inappropriate behavior persists, the behavior completely disrupts a program or participants, or puts the safety of others at risk, removal from the program or activity may be necessary. If the participant is supported by NSSRA, the park district and NSSRA will evaluate the placement, the staff or supports assigned, and review other options to determine the best course of action. Once again, the park district reserves the right to dismiss a participant whose behavior endangers his or her own safety or the safety of others. The reason for dismissal must be discussed by the program supervisor and the department head. Documentation of the reason for dismissal is required and must be shared with the parent/guardian.

If a participant receives a suspension or dismissal, the supervisor of the program must contact the parent/guardian. The supervisor should explain the inappropriate actions that were observed by the staff. Documentation of the behavior and the communication with the parent/guardian is required by the program supervisor. Depending on the behavior, guidelines will be set to determine participant preparations required prior to returning to the program by park district staff with the guidance of NSSRA if applicable.

Communication between staff, guardian, and NSSRA should be ongoing regarding any further incidences of inappropriate behavior. Some other options may be discussed with the parent/guardian including:

- Transfer to another program where inappropriate behavior may be less prone to occur due to structure, participants, and/or environment.
- Limited/reduced timeframe that participant is allowed to attend the program.

Appeals by the patron and/or patron's parent/guardian should be directed to the program's department head.

**When to Contact the Police:**

1. If a patron makes a direct threat of hurting himself, or others, staff will call the parent/guardian immediately. If a parent/guardian is not available, call the police and follow the internal chain of command. If a direct threat presents imminent danger to himself, or others, the police should be called immediately, followed by a phone call to the parent/guardian notifying them of the situation.
2. If a patron becomes overly aggressive and violent, call the police, and notify the family of the police being contacted.

## Park District of Highland Park Transgender Patron Policy

### Discrimination Prohibited:

This policy is designed to create a safe and inclusive environment in which community members, visitors and participants can be honest and open about who they are and feel comfortable using our facilities, participating in our programs and attending Park District events. This policy acts as a guideline; each situation that occurs will need to be evaluated on a case by case basis. It is the District's policy to treat everyone with dignity and respect and to provide facilities, services, programs and events that are free of discrimination whether that discrimination is based upon race, color, religion, gender (including pregnancy, gender identity, gender expression, gender change, gender orientation, gender stereotyping, or transgender status), national origin, disability, parental status, political affiliation, genetic information, marital status, membership in an organization, age, reprisal, or other unlawful factors. The Park District offers programs, services, facilities and events consistent with its obligation to maintain an environment that is free of discrimination, including discrimination that is based upon gender identity or perceived gender non-conformity.

The following definitions are not provided to label individuals but rather to assist in understanding this policy and the obligations of District. These terms may or may not be used by transgender individuals to describe themselves.

- “Gender identity” or “Affirmed Gender” is a person’s deeply held sense or psychological knowledge of their own gender, regardless of the gender they were assigned at birth. Gender identity is also defined as an individual’s internal sense of being male or female or something else. It is not based on physical anatomy. The District understands that gender identity is a very personal matter that should be respected by all employees and supervisors.
- “Assigned Gender” refers to the gender assigned to a child at birth based on physical anatomy.
- “Intersex” is a general term used for a variety of conditions in which a person is born with sex characteristics that do not fit the typical definitions of male and female.
- “Cisgender” is a term used to describe people whose gender identity corresponds with their assigned sex at birth.
- “Transgender” describes people whose gender identity is different from their gender assigned at birth
- “Transgender Man” is a term used to describe an individual who currently identifies as a man.
- “Transgender Woman” is a term used to describe an individual who currently identifies as a woman.
- “Gender nonconforming” describes people whose gender expression differs from stereotypical societal expectations related to gender.
- “Gender expression” refers to the way a person expresses gender identity to others, such as clothing, hairstyles, activities, voice or body characteristics, behavior or mannerisms.
- “Transition” is the time when a person begins to live as the gender with which they identify instead of the gender that they were assigned at birth. This may include changing one’s name, dressing and grooming differently. Transitioning may also include such medical and legal aspects as taking hormones, having surgery or changing identity documents to reflect one’s gender identity.

**Restroom/Locker Room Accessibility**

Individuals are allowed to choose to use the restrooms and locker rooms that correspond to the individual's full-time gender identity. Reasonable accommodations which provide access to restrooms or locker rooms may be necessary to ensure the privacy, dignity, and respect of all individuals. Regardless of gender identity, any individual who has a need or desire for increased privacy should be provided access to an alternative restroom or changing area such as a single stall or staff bathroom. The objection of other individuals to a transgender or non-conforming gender individual using the same restroom or locker room facility shall not be the basis for denying the transgender or non-conforming gender individual use of that facility. Rather, the District may designate a different restroom or locker room facility for the objecting individual if available and reasonable.

**Participation in Park District Programs**

Individuals are encouraged to contact the Executive Director prior to registration or participation in District programs to ensure a smooth and respectful process or with any questions regarding participation or registration.

**1. Registration in Programs or for Events**

Individuals are encouraged to register for programs and events in the name and gender by which they live.

**2. Participation and Registration in Gendered Programs or Events**

Generally, individuals are entitled to participate in gender specific programs and events consistent with their gender identity. This may be reviewed on a case by case basis when a question of competitive advantage exists, or when sports organizations and associations in which the Park District participates have specific policies or concerns related to gender and competitive advantage. In those cases, additional information may be sought from the registrant (or parent or guardian if registrant is a minor) to fully evaluate the situation.

**Names/Pronouns**

Individuals are entitled to be addressed by a name and pronoun that corresponds to their affirmed gender. This name does not need to be the name consistent with an individual's government issued identification. Intentional or persistent refusal to respect an individual's gender identity through the use of names and pronouns not correlated with the affirmed gender is a violation of this policy and will not be tolerated.

**Fitness Center Rules & Guidelines**

- Must be 13 years of age to enter the fitness area.
- Participants ages 11-12 may enter after completing the Intro to Fitness Program.
- All members must check in at the fitness desk before working out.
- Non-members must pay the appropriate day fee prior to entering the fitness center.
- All equipment must remain in the fitness area unless under the supervision of a Personal Trainer or Group Fitness Instructor.
- Any misuse of equipment may result in loss or suspension of Recreation Center privileges.
- Bring a change of shoes when using the fitness center. Clean athletic shoes must be worn while using equipment.
- Appropriate athletic attire is required. Shirts and closed-toed shoes must be worn at all times while utilizing the Fitness Center.
- Food and beverages are not permitted in the fitness area with the exception of water and sport drinks.
- Spitting on the floor or in the water fountain is not permitted.
- Clean your machine before and after use. Gym wipes are available. Please wipe down the machines and fitness equipment after each use with the provided wipes.
- Use of chalk is not allowed.
- Dropping of dumbbells or weights is not permitted.
- Do not bang weight stacks against other equipment.
- Strip all barbells after use except for pre-set barbells.
- Use collars on all barbell routines to secure weights.
- Olympic style lifting is not allowed.
- Break down and restack your free weights and dumbbells in the correct order after use.
- Only Recreation Center staff can conduct personal training, instruction and coaching. Outside training is not permitted in the facility.
- Limit your time on the cardiovascular equipment to 30 minutes during busy times.
- Return your towel to the towel return when finished.
- Abusive language, profanity, attempted confrontation, or physical confrontation are not permitted and will result in immediate expulsion from the facility; and could result in revocation of Recreation Center Membership, suspension, or banned from the facility.
- When utilizing the free weights and circuit training equipment, do not monopolize equipment. Between sets allow other members to use the equipment.
- For safety reasons, personal items, bags and other items are to be stored in lockers only and not on the Fitness Center floor.
- Disrupting or interfering with the workout of another member is not allowed. Respect the rights of others by using courteous and appropriate behavior.
- Report any equipment malfunctions, personal injuries and specific concerns immediately to the staff.

## **Aquatic Center Rules & Guidelines**

- Diving is not permitted.
- Only clean shoes are permitted on the pool deck. Street shoes are not permitted on the deck.
- Children who are not toilet trained must wear the following under a bathing suit: tight-fitting rubber or plastic pants over a swim diaper.
- Running on the deck and horseplay of any kind are strictly forbidden.
- Appropriate swimming attire is required. Cut-off shorts, underwear and sports bras are not permitted.
- Food and beverages are not allowed in the aquatic center with the exception of water and sport drinks.
- When the facility is not protected by a lifeguard on deck: persons under the age of 16 must be accompanied by a parent, guardian, or other responsible person at least 16 years of age.
- Children 12 years of age and younger must be accompanied at all times by a person who is at least 16 years of age.
- Children 3 years of age and younger may swim for free when entering with a paid adult.
- Parents must accompany any swimmer in the water who is using an approved floatation device. The approved floatation devices are those rated by the U.S. Coast Guard as Type II, Type III and Type V Personal Floatation Devices. There will be a stamp from the Coast Guard on the device.
- Lifeguards are on duty to enforce rules and regulations, and respond to aquatic emergencies. Parents and guardians are responsible for supervising their children.
- Due to limited space, all lanes designated for lap swim must be shared. Swimmers shall engage in circle swimming whenever there are more than two people in a lane. Look for people to share a lane with who swim at the same speed as you. Stay on the right side of the lane, if you need to pass, tap the person on the foot to alert them to stay over to the right.
- When you are going to be sharing a lane, please alert the other swimmer that you will be entering the pool.
- The Recreation Center staff may require patrons to move to a lane more suitable for the persons swimming ability.
- Kickboards, pull buoys and assorted swimming accessories are provided for use in the pool. They must be returned to their storage space after use.
- During aquatic group exercise classes we ask that all swimmers utilize the deck opposite the instructor as to not interrupt the class.
- Aquatic group exercise classes will be designated 3 lanes when there are 10 or more participants in attendance.
- Only Recreation Center staff can conduct personal training, instruction and coaching. Outside training is not permitted in the facility.
- Please report any violation of our posted pool rules to the Aquatic Center staff.



## Track Rules & Guidelines

- All users must register for a scan card and check in at the fitness desk before entering the track.
- People ages 13 years and above are permitted to use the track.
- Children ages 5-12 may use the track under the direct supervision of an adult (16 years of age and above). The adult must accompany the child on the track.
- Children ages 4 years and under are not permitted to use the track.
- Proper attire is required including appropriate walking/running shoes and shirts.
- Strollers are not permitted on the track.
- No Recreation Center equipment is permitted on the track unless under the supervision of a Personal Trainer.
- Only Recreation Center staff can conduct personal training, instruction and coaching. Outside training is not permitted in the facility.
- Track users are welcome to bring small hand and ankle weights from home for use on the track.
- For safety purposes: walkers and runners should stay in the posted designated lanes and only walk/jog/run in groups of two people wide. Stopping and/or standing is not permitted on the track.
- Food and beverages are not allowed on the track with the exception of water and sport drinks.
- Any participant who is disruptive to other participants will be removed from the track.
- When using the track please be aware noises may be incurred by other areas of the facility.
- **Facility Noise Levels:** On the following days and times the Recreation Center experiences higher noise levels due to group exercise classes held in the gymnasium: Sunday from 9:15-10:15am, Monday from 8:30-10:30am, Tuesday from 9:30-10:30am, Wednesday from 9:30-10:30am, and Friday from 9:30-10:45am. The music volume is a necessary component of these classes. If this is disruptive to you, we ask that you utilize the track at another time. There may be additional times when there are loud noise levels due to rentals, basketball games, events, and other functions. If you have sensitivity to these noises, ear plugs are available to you at the fitness desk. We appreciate your cooperation.



**General Group Fitness Rules & Guidelines**

- Must be 13 years of age or older to participate in a group fitness class unless others specified.
- Children ages 11-12 that have completed the Intro to Fitness program may participate in group fitness classes.
- Check in at the fitness desk prior to attending any class and give your group fitness card to the instructor.
- You may only check yourself in; you may not check in or reserve a spot for another participant.
- Arrive on time for the class; if you are late, warm up prior to starting the class.
- Late arrival to yoga and meditation classes is disruptive to individual's patrons practice. For the comfort of all class attendees, late arrivals will not be permitted to yoga and meditation
- Stay until the end of the class as the final stretch and cool-down are very important components to any class.
- If you need to leave early please position yourself near the door to minimize disruptions to your fellow members.
- If it is your first time in a particular class, please introduce yourself to the instructor prior to the start of the class.
- Athletic attire is required. This includes shirt and athletic shoes. Shoes must be clean and closed-toed, unless otherwise noted for specific classes such as yoga and pilates.
- Food and beverages are not allowed the fitness studios with the exception of water and sport drinks.

### Cycle Sign-Up Procedures

- Members may sign up for a bike for only **ONE** class anytime the day of class in person on the day of the class.
- You must be at your bike at the designated start time of the class or your bike will be given to another person and no refund will be issued.
- For the comfort and safety of all participants, admittance to the class may not be granted if you arrive more than 5 minutes after the class starts.
- You may only sign up yourself and not another person.
- You may only sign up for one class per day in advance. If you wish to take multiple classes, you can sign up the same way as non-members.
- You may only sign up in person, there is no call-in's for signing up.
- If the class you are trying to sign up for is full, you may sign up for the waiting list for that class as well as sign up for another class if it's available. If you are taken from the waiting list then you will be removed from the other class that you signed up for and your bike will be given to another waiting participant.

### Cycle Etiquette & Information

- Sign up for only yourself. Reserving space for others is not permitted.
- Arrive at least 5 minutes before class to set up your bike. Those late for class risk losing their bike if another person is waiting for a bike.
- Set up your bike properly to fit your body. Adjust your seat height, fore/aft position, handlebar height and position of your foot on the pedal. Request assistance from the instructor as needed.
- Go at your own pace. If you feel faint or dizzy, slowly stop pedaling, pull up on the resistance knob brake and carefully dismount from the bike.
- Store your personal belongings in the locker room or in the cubbyholes in the spin room. Don't walk around barefoot in the facility.
- Stay for cool-down and stretching, as they are important components of class.
- Inform the instructor, front desk, or management of any issues regarding your bike so that proper maintenance can be performed before the next class.
- Maintain control of your pedal stroke, keep some resistance on your bike at all times. Increase and decrease resistance and/or speed, as directed by the instructor.
- Wipe your bike free of sweat with the wipes provided in the cycle room after class.
- Be sure to attend the classes that you like regularly and become part of their success.



**Personal Training Rules & Guidelines**

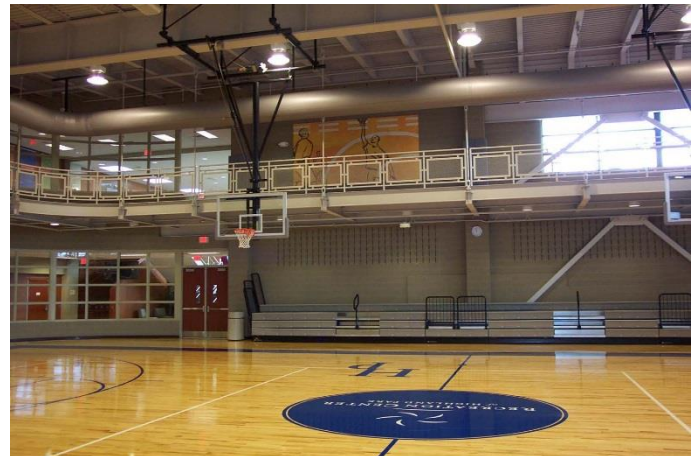
- Personal training session(s) must be purchased prior to the scheduled appointment time at the fitness desk.
- Clients must show up on time and warmed up for their session. Late clients will lose time from their session.
- Recreation Center personal trainers set up all their own appointments and handle all cancellations of appointments of their clients.
- Client cancellations of less than 24 hours or missed appointments will result in being charged for training session.
- Personal training sessions cancelled less than 24 hours or missed appointments by a personal trainer will result in a complimentary session for the client.
- If you wish to be set up with a different personal trainer, please fill out a personal trainer request sheet.
- Personal training can only be performed by Recreation Center staff. No outside training, coaching, or instruction is permitted.

## Open Gym Rules and Regulations

- All open gym participants must check-in prior to entering open gym.
- At check-in, each participant of open gym will receive a wristband. The wristband must be worn at all times while participating in open gym. Failure to wear the wristband will result in immediate removal from open gym. Wristbands are good for one day only.
- Valid picture ID must be presented prior to entering open gym. Minors who do not possess a picture ID must be checked in by an adult with picture ID.
- Payment must be provided prior to participating in open gym.
- Members must provide proof of Membership prior to participating in open gym.
- All Non-Members must complete a waiver the first time participating in open gym. The waiver will remain on file through December 31<sup>st</sup> of that year.
- If a participant is determined to have not paid or not provided proof of membership, their ability to play on that particular time or in the future could be restricted.
- Gym shoes must be worn on the court. Street shoes are not permitted.
- Proper attire must be worn.
- Children 10 years of age and under must be accompanied by an adult (16 years of age or older) at all times in the gym.
- Food and beverages are not allowed in the gymnasium with the exception of water and sport drinks.
- Participants must clean up after themselves including complimentary basketballs.
- Abusive language, attempted confrontation, or physical confrontation are not permitted and will result in immediate expulsion from the facility, open gym will be closed for the remainder of the day; and could result in revocation of Recreation Center Membership, suspension, or banned from Open Gym or the facility.
- Teaching of private lessons, conducting team practices, or instruction are not permitted.
- Open gym times and the breakdown of open gym times are subject to change by management without notice. Changes will be posted as soon as they are known. Please visit the Park District website or call the Recreation Center for up to date schedule information.

## Open Gym Court Etiquette

- If only one court is available: side courts or hoops may be divided based on age, skill level, and number of participants.
- If two courts are available: courts, side courts or hoops may be divided based on age, skill level and number of participants.
- If there are more than two groups of five, the first team to reach 11 points wins. The winning team will remain on the court for the next game.
- Teams can only remain on the court for two consecutive games if there are more than two teams.
- Management reserves the right to determine how courts are divided at a given time



**Policy Violation**

The Recreation Center reserves the right to refuse service to any member or participant who violates any rule or regulation. Any violation of Recreation Center policies and procedures may result in immediate expulsion from the facility, revocation of Recreation Center privileges, suspension, or banned from the facility. Management will determine the result of the policy violation.