

Member Policy Handbook



BARTLETT RECREATION CENTER

7700 Flaherty Place

Bartlett, TN 38133

(901) 385-6470

www.cityofbartlett.org/brc

Revised October 2016

Dear Valued Member,

Welcome to the Bartlett Recreation Center. Thank you for choosing us for your fitness and recreation needs. As a commitment to you, management strives to uphold the quality you deserve in a membership. Therefore, it is our policy to minimize a high volume of guests using the facility at one time, especially during peak hours. With your **membership**, you are entitled to 12 guest passes. **You may use one guest pass only per visit.** Written requests to use more than one guest pass per visit should be submitted to the facility manager. To register your guest, please stop by the front desk.

Additionally, each member 16 years of age and older is entitled to a **Free Fitness Assessment and Strength Orientation.** Stop by or call one of our fitness staff to schedule your appointment 901-385-6470.

Please take the time to look over our member policy handbook. If you have any questions or concerns do not hesitate to call 901-385-6470. We admire your commitment to your health and fitness and we are honored by your patronage.

Sincerely,

BRC Management

BARTLETT RECREATION CENTER

General Membership Policies & Information

HOURS OF OPERATION

Monday - Thursday	5:00 AM until 10:00 PM
Friday	5:00 AM until 8:00 PM
Saturday	8:00 AM until 6:00 PM
Sunday	1:00 PM until 6:00 PM

Note: Pool closes thirty (30) minutes prior to the facility closing.

HOURS ARE SUBJECT TO CHANGE

We are closed on Easter Sunday, 4th of July, Thanksgiving Day and Christmas Day. Check with the BRC for holiday hours and severe weather policy

OUR MISSION

The Center exists to provide quality recreational and fitness programs, services and special events for the citizens of Bartlett and our surrounding communities.

GENERAL INFORMATION

- ◆ No running in the halls, locker rooms, or swimming area.
- ◆ A courtesy phone is available for limited personal use in meeting room one.
- ◆ No personal items may be left at the front desk.
- ◆ Front desk phones are for employee use only.
- ◆ All members 16 and older must present a membership card upon entering the facility.
- ◆ Food and drinks in designated areas only.
- ◆ No pets allowed (except Service Animals).
- ◆ Lockers are day use only. Rental information is available at the front desk. **Please bring a lock with you when using the locker room.**
- ◆ We are not responsible for lost or stolen articles.
- ◆ Bicycles are to be placed in the bicycle rack provided.

DECORUM

- ◆ No profanity.
- ◆ Appropriate fitness attire and athletic shoes are required.

- ◆ Inappropriate fitness attire includes offensive text /graphics, profanity on clothing, “see-through” clothing, excessively short shorts or tops / shirts.
- ◆ No abuse of the facility or equipment will be tolerated. Violators will be held liable for damages.
- ◆ No gum, alcohol, illegal drugs, tobacco or vape products, or weapons are allowed.

MEMBERSHIP CATEGORIES

- ◆ Household Membership: Consists of two adults and their children 21 years or younger living at home. Full-time students through the age of 25 may be on the Household membership. A photocopy of current class schedule with their name on it is required. Bartlett Recreation Center reserves the right to request proof of dependency on any and all Household memberships.
- ◆ Single Adult: consists of all individuals over the age of 16 not covered by another membership option.
- ◆ Senior Household: consists of two adults of which one must have reached the age of 62. The above Household membership criteria applies.
- ◆ Senior Single: consists of an individual who has reached the age of 62 years.
- ◆ Add a grandchild to your membership for \$65.00 per child, per year. Some restrictions apply.

MEMBERSHIP FEES

<u>◆ Resident Annual</u>		<u>Non-Resident Annual</u>	
◆ Adult (Single)	\$313.00	Adult (Single)	\$486.00
◆ Household	\$486.00	Household	\$734.00
◆ Senior (Single)	\$238.00	Senior (Single)	\$432.00
◆ Sen. Household	\$356.00	Senior Household	\$659.00

<u>Resident Monthly Rates</u>		<u>Non-Resident Monthly Rates</u>	
Adult (Single)	\$ 29.00	Adult (Single)	\$45.00
Household	\$ 45.00	Household	\$68.00
Senior (Single)	\$ 22.00	Senior (Single)	\$40.00
Senior Household	\$ 33.00	Senior Household	\$61.00

Grandchild membership is \$65.00 per child, per year. (Must be paid in full)

3 MONTH MEMBERSHIPS

<u>Resident</u>		<u>Non-Resident</u>	
Adult (Single)	\$ 99.00	Adult (Single)	\$156.00
Household	\$156.00	Household	\$234.00
Senior (Single)	\$75.00	Senior (Single)	\$138.00
Senior Household	\$114.00	Senior Household	\$210.00
Corporate (Single)	\$129.00	Corp. Sen. (Single)	\$108.00
Corp. Household	\$192.00	Corp. Sen. Household	\$162.00

3 month memberships do not receive guest passes. The same requirements apply as with a year membership.

CORPORATE MEMBERSHIP FEES

Annual rates

Adult (Single)	\$400.00
Household	\$605.00
Senior (Single)	\$335.00
Senior Household	\$508.00

Corporate Monthly Rates

Adult (Single)	\$37.00
Household	\$56.00
Senior (Single)	\$31.00
Senior Household	\$47.00

Responsible party must be employed within the City of Bartlett corporate limits on a full-time basis (35 hours-week min.)

Proof of employment must be provided at the time of purchase/renewal. Proof consists of either 1) A valid photo ID and a pay stub showing your name and an indicator of your full-time status, and listing a City of Bartlett business address. 2) A valid photo ID and a letter from a company officer or manager stating that you are a full-time employee, on company letterhead showing a City of Bartlett business address.

Proof of residency may be a current drivers license or any mail with the members name and current date on it.

Other documents must be approved by Management. All Bartlett business owner's must provide proof of ownership in order to receive the Bartlett rate. Documentation must have the owners name on it.

Cash, Check, or Credit Card is accepted for payment in full. Credit Card or Electronic Fund Transfer is required for monthly membership payments in all categories. The City of Bartlett applies a \$20.00 non-payment fee for all returned checks, EFT charges, or Credit

Card drafts.

A \$15 late fee will be applied to any owed balance if not paid by the 10th day of the month. Memberships not in good standing will be denied access to the facility.

A request to change billing information must be completed by the 20th of the month prior to the month you want the change to be effective. Example: Change your account information by October 20th, 2016 to be effective for November 2016.

*To pay prior to the scheduled auto draft, a member must pay before the 1st of the current billed month, otherwise the auto draft may still go through. Additional fees may apply.

- ◆ **All monthly memberships are on a continuous billing cycle. Proof of residency must be shown prior to any new or renewed membership for both adults.**

DAY/WEEK PASSES

Day Pass

Resident Individual	\$ 10.00
Non-Resident Individual	\$ 15.00

Weekly Pass (7 Consecutive Days)

Resident Individual	\$ 23.00
Non-Resident Individual	\$ 35.00

Valid picture ID is required for all passes. Must be 18 years old to purchase a day/week pass.

- ◆ Medical release forms may be required at the discretion of the Fitness Manager.
- ◆ No refunds on passes.

- ◆ Proof of residency is required for the purchase of a Bartlett day/week pass.
- ◆ A picture ID **IS** required.
- ◆ Must be 18 years old to purchase a day/week pass.

SPLASH PAD

Open Memorial Day Weekend through Labor Day

Operating Summer hours

Monday - Thursday 9am-8pm

Friday - 9am-7pm

Saturday, 9am-5pm

Sunday - 1pm-5pm

Operating hours after school starts back

Monday - Friday 12pm-7pm

Saturday - 9am-5pm

Sunday - 1pm-5pm

Fees

Free to BRC members

Day Pass for Non Members of the BRC

Residents

Non-Residents

\$5.00 Children

\$12.00 Children

Summer Pass

Residents \$90.00 - Household Pass for Splash Pad Only

Residents \$156.00 - Household for Splash Pad & BRC Membership

Non-Resident \$234.00 - Household Pass for Splash Pad and BRC Membership

Adults - Free (with child/children) Splash Pad Only

SPLASH PAD RULES:

1. Limit three children per adult.
2. Children must remain in visual contact of supervising adult
3. Children under 12 must be supervised at all times
4. No food or drinks within the water zone of the Splash Pad
5. No glass bottles allowed anywhere within the facility
6. Appropriate swimwear required on the Splash Pad
7. Children 3 and under or not potty trained must wear a swim diaper
8. No running or rough play allowed. Individuals engaging in unsafe or disruptive behavior will be asked to leave the Splash Pad
9. No hanging, climbing or swinging on Splash Pad equipment
10. Swim shoes are recommended
11. Alcoholic beverages, illegal drugs, steroids, tobacco products (including smokeless tobacco, e-cigarettes and “vape” devices), and any paraphernalia associated with use or consumption of such substances are NOT permitted in the facility
12. No toys, cups, buckets, water balloons or any play objects permitted
13. No spitting or discharging bodily waste on the Splash Pad
14. No buses or large vans allowed
15. Use of the Splash Pad outside the posted hours of operation is prohibited
16. No animals allowed
17. All BRC rules/guidelines apply
18. BRC reserves the right to close the Splash Pad without notice due to inclement weather or other safety issues. Refunds will not be issued
19. BRC staff has the discretion to enforce any rules not specif-

ically stated above

MEMBER GUEST PASSES

- ◆ All memberships are entitled to 12 guest passes per membership.
- ◆ You may use one guest pass **only** per visit.
- ◆ Written requests to use more than one guest pass per visit should be submitted to the facility manager. (This is to help minimize a high volume of guests using the facility at one time, especially during peak hours.)
- ◆ A valid picture ID may be required.
- ◆ All guests must complete and sign a guest waiver form.
- ◆ All members must sign the guest waiver form and inform the front desk when a guest will be arriving or the member must meet the guest at the front desk for guest entry to the facility.
- ◆ Guests are not permitted to wander the facility in search of a member to sign them in as a guest.
- ◆ Someone 18 years of age or older must sign the guest waiver form, stay in the facility and take full responsibility for the guest while they are in the Bartlett Recreation Center.
- ◆ Stop by the front desk to register your guest.

Cancellations or Suspensions:

- ◆ **Terms for cancellation are the following for paid in full memberships:**
- ◆ **Relocation** outside a 20 mile radius from facility.
- ◆ Direct **unexpected** medical hardship requiring an official document on company letterhead from your physician.

- ◆ Military leave requiring official copy of orders.
- ◆ Proof of cancellation must be provided along with written request. **Proof of cancellation documents must include all valid dates and signatures before cancellation request may be reviewed.** Examples of such documents include Rental / Mortgage agreement, official letter of transfer by employer or new utility bill.
- ◆ The Facility Manager reserves the right to approve or deny any request for cancellation based on proof of cancellation provided by the member.

◆ **Terms for cancellation of a monthly membership are:**

- ◆ **If cancellation written requests are received by the 20th of the current month, your cancellation will be effective at the end of the following month. If a cancellation request is received after the 20th of the current month you will be billed for the following month and your membership will end the month after.**

Freezing a membership:

- ◆ A member may freeze their membership for the following circumstances with a written request to the Member Services Manager.
- ◆ Medical - A doctors note **is required** for the dates requested. The time frozen will be added onto the end of the membership.
- ◆ Financial difficulties– A member may request to have their membership frozen for a period of at least one month and up to three months due to financial difficulties. The time re-

requested will be added onto the end of such membership. The freeze will begin on the 1st of the month and end on the last day of the month for members paying on a monthly basis.

- ◆ Travel– A member may request to have their membership frozen if traveling for one month or longer. Proof of travel is required. The time frozen will be added onto the end of the membership.
- ◆ Management reserves the right to approve or deny any request for freezing a membership. Restrictions may apply.

Terminations:

- ◆ Management reserves the right to terminate any membership at any time.

PROGRAM INFORMATION

- ◆ Program reservations are on a first-come, first-serve basis for those classes and events that are included with your membership. All other classes, programs and special events are on a **first-paid, first-serve** basis. Class sizes are limited and no guarantee of availability is implied.
- ◆ Cancellations: The Bartlett Recreation Center reserves the right to cancel any program if enrollment is insufficient. A full refund or credit will be given if a program is cancelled, if implied a refund will be granted.
- ◆ Credits, Refunds and/or Transfers must be requested within 72 hours of the first class meeting. Credits/Refunds will be processed after the second week of the session.
- ◆ Refunds based on medical requests must have accompanying physician's note and/or Bartlett Recreation Center (BRC)

management approval.

COURT RESERVATION POLICIES

- ◆ Racquetball court reservations are limited to annual members only. Day-use members may use courts on a first-come, first-serve basis.
- ◆ Courts may be reserved up to two weeks of intended use. Due to the demand for court space, only one reservation is permitted at a time.
- ◆ Members must have their partner's name at the time of reservation.
- ◆ Phone-in reservations are accepted.
- ◆ Court cancellations will be taken only from the person making the reservation.
- ◆ Court reservations will be held until 10 minutes past the hour. After that time, the court will be available on a first-come, first-serve basis.

PARENT REMINDERS - Regarding Children

- ◆ All youth 15 years of age and under must have parent or adult over 18 providing supervision while in the facility unless they have successfully passed the J.Y.M class. (see the Front Desk for details).
- ◆ Children are permitted in **organized BRC** programs without direct parental (adult) supervision.
- ◆ Children 13 and under may not attend adult classes. Children 13 and under are not allowed in the aerobics or meeting room while classes are being conducted.

- ◆ Locker Rooms – children 4 years and older are expected to use the appropriate locker room. Family locker rooms are available.
- ◆ Children 7-15 years of age may use the swimming pool, racquetball courts and gymnasium without immediate adult supervision. (**Must pass a swim test. See a lifeguard for details.**) However, an adult is required to be **in the** facility. The adult providing supervision **must not** leave the facility for any reason. Children 15 and under are not to be left in the facility by themselves.
- ◆ Youth 12 and older are permitted in cardio areas, **excluding treadmills**, after successfully completing the J.Y.M program, directly accompanied by an adult or by completing an equipment orientation with a trainer.
- ◆ Youth ages 14 -15 may use the strength training area (Hammer Strength or free weights) directly accompanied by an adult or by completing an equipment orientation with a trainer.
- ◆ Youth ages 12-13 may only use the LifeFitness circuit equipment after successfully completing the J.Y.M. program, directly accompanied by an adult or by completing an equipment orientation with a trainer.
- ◆ For your safety, when the pool reaches maximum capacity lifeguards have the right to restrict access.
- ◆ Strollers are not permitted on the second floor. Strollers are permitted on the perimeter of the gym floor. (Tile floor)
- ◆ Children in strollers or car seats are not permitted in the strength training area or cardio areas.

CHILD CARE POLICIES

General Rules

- ◆ Childcare is available for children 3 months thru 6 years of age.
- ◆ Child occupancy maximum is twenty-eight (28). The Bartlett Recreation Center reserves the right to restrict occupancy for any reason.
- ◆ Maximum daily stay is (2) two hours.
- ◆ A parent must be in the facility at all times while children are in the Childcare Area.
- ◆ Upon initial visit, Parents must present their valid Driver's License and complete the necessary paperwork per child.
- ◆ Children showing symptoms of illness to include fever, vomiting or diarrhea within the past 24 hours, discolored nasal mucus, any discharge or tearing from the eyes, rash or any other illness or condition deemed a liability to the health and well being of the other children and staff present are restricted from using Childcare.
- ◆ Payment for childcare must be made prior to services rendered.
- ◆ Parents must provide all necessary items for their child.
- ◆ Children must have a clean diaper upon entry into the childcare area. Changing stations are available in the locker rooms.
- ◆ Toys from home are allowed granted childcare attendant deems them "safe". The Bartlett Recreation Center is not re-

sponsible for any lost, broken or stolen articles.

CHILDCARE FOOD & BEVERAGE

For the safety and well being of all the children, parents are asked to adhere to the following:

- ◆ All personal items (bags, bottles, snacks, cups, etc.) must be labeled with the child's first and last names.
- ◆ Only "sippy" cups or sealed "non-spill" lids are allowed. Water only.
- ◆ Baby formula is allowed.
- ◆ Small snacks are allowed in a sealed and resealable bag or container.
- ◆ Prohibited foods include chocolate, chewing gum, peanut products to include any item containing peanut oil, and restaurant meals.
- ◆ The Bartlett Recreation Center reserves the right to deny any and all food and beverage not described above.
- ◆ Parents are asked that all children be fed prior to their stay in the Childcare Area
- ◆ Sessions are available for purchase, \$2.00 per session, 6 sessions for \$10.00 or 12 sessions for \$20.00, or Unlimited for \$30. Maximum stay of 2 hours per day. Other specials may be offered.

GYMNASIUM

- ◆ All children 6 years and under must be accompanied by an adult (18 years or older).
- ◆ Glass containers are not allowed inside the gymnasium.

- ◆ No alcoholic beverages permitted at any time.
- ◆ No horseplay.
- ◆ No swinging, pulling, or hanging on the rim or net.
- ◆ No dunking or slapping the backboard. Zero tolerance.
- ◆ No offensive language or actions.
- ◆ No playing or jumping off of the bleachers.
- ◆ No excessive public displays of affection.
- ◆ No food or drink.
- ◆ No gum, smoking, chewing or dipping is permitted in the building.
- ◆ Non-marking athletic shoes must be worn at all times.
- ◆ Athletic shoes must be clean and free from dirt.
- ◆ Gym attendant has the right to ask patrons to clean their shoes before entering the gym.
- ◆ Patrons will not be allowed to enter the gym wearing soiled shoes.
- ◆ No black sole shoes allowed.
- ◆ No bare feet or socks only.

The gym may be closed for special community events. You may need to call the front desk for specific times for open play. Member's may be asked to leave the facility if compliance of rules is not followed.

GYM RENTAL

Management reserves the right to rent the gymnasium and its contents (i.e. backboards, athletic equipment, bleachers, ta-

bles, chairs, concessions, audio/visual equipment...) for community events.

- ◆ See the Program Coordinator for availability.
- ◆ Large community/sporting events will have to be approved by the Facility Manager and or the Parks and Recreation Director.
- ◆ Insurance policies may be required for certain events.

LOCK-INS (Rental)

The following areas of the Bartlett Recreation Center are available for use during group Lock-Ins:

- ◆ Gymnasium
- ◆ Pool (10:00 PM until 2:00 AM)
- ◆ Meeting Room
- ◆ Racquetball Courts
- ◆ All lock-ins start at 10 PM and end the following day at 6:00 AM.
- ◆ Reservations must be made at least two (2) weeks prior to lock-in date.
- ◆ The sponsor must provide adult supervision.
- ◆ The Cardio Room and Strength areas are not available for rental during lock-ins.

POOL RULES & REGULATIONS

Pool Hours:

Monday - Thursday	5:00 AM until 9:30 PM
Friday:	5:00 AM until 7:30 PM
Saturday:	8:00 AM until 5:30 PM
Sunday:	1:00 PM until: 5:30 PM

- ◆ Please enter and exit the pool area through the locker rooms.
- ◆ All persons using the pool must take a shower before entering the pool.
- ◆ No running, pushing, splashing, dunking, or horseplay.
- ◆ No diving in the shallow end of the pool area. Diving is permitted in the deep end only. No back flips.
- ◆ Spitting, spouting water, blowing the nose, or discharging bodily waste in the pool is prohibited.
- ◆ Infants must wear swim diapers.
- ◆ Any persons having open sores, band-aids, communicable diseases or infections are not allowed in the pool.
- ◆ No persons under the influence of alcohol or drugs may use the pool.
- ◆ No food, drinks, smoking, or gum allowed.
- ◆ No glass containers allowed.
- ◆ Lap lanes are for lap swimmers only.
- ◆ No playing on or around ladders, handicap ramp, lap lanes or deep end ledge.
- ◆ No street shoes on the deck.
- ◆ Tempered masks, fins and snorkels are allowed.
- ◆ Noodles, dive rings, lifejackets, and small water toys are allowed.
- ◆ No rafts, water guns or inner tubes allowed.

- ◆ All flotation devices must stay in the shallow end of the pool.
- ◆ **Non-Swimmers, children wearing life jackets, water wings or any type of flotation device must be accompanied by an adult 18 yrs or older in the water and stay in the shallow end at all times. Child must be within arms reach at all times.**
- ◆ *To be considered a “swimmer”, you must be able to swim a length of the pool non-stop.*
- ◆ Lifeguards will give swim tests to those under the age of 18 to determine if they are swimmers.
- ◆ Appropriate swim attire required.
- ◆ Persons refusing to obey rules and/or lifeguards are subject to removal from the pool.
- ◆ Lifeguards have the right to restrict bather load at anytime.
- ◆ During afternoon and evening swim, the pool may be closed for 10 minutes every hour based on bather load.

WEIGHT ROOM ASSISTANCE

- ◆ Orientation sessions will be conducted based on demand. Please register at the trainers desk for these sessions.
- ◆ Weight room assistance is available at most times.
- ◆ Specific training advice is not available from the center staff; personal trainers and fitness staff are available for specific training needs.
- ◆ Personal Fitness Assessments are available. Contact the Front Desk (385-6470) for more details.

FITNESS PROGRAMS

- ◆ Appropriate attire is required (no street clothes).
- ◆ Available space is on a first-come, first-serve basis.
- ◆ No one ages 13 years and under may participate in aerobic class nor are they allowed in the room while classes are being conducted.
- ◆ Youth under the age of 16 are prohibited from using the treadmills.
- ◆ For other youth regulations, please see “Parent Reminders”.
- ◆ Personal training other than for your immediate family member is prohibited unless you are contracted by the city of Bartlett.

LOCKER ROOMS

- ◆ Family locker rooms are designated for parents with small children only and persons with special needs.
- ◆ Please shower before entering the pool.
- ◆ Lockers are available for daily use at no charge, but lock and property must be removed when you leave.
- ◆ Locker rentals are available for annual rental charge of \$60

TANNING

- ◆ Tanning Packages are available. Please call the front desk for information regarding price and policy.

LOST & FOUND

- ◆ The BRC is not responsible for lost or stolen items.
- ◆ Jewelry, money, keys, glasses, locks will be turned in at the front desk.
- ◆ Lost and found items will be kept for 30 days.
- ◆ Everything else will be placed in the “Lost & Found” bin located at the front desk.

ROOM RENTAL

The meeting room is to be used for events that may involve catering and/or gifts and entertainment. This room is ideal for birthday parties, anniversaries, showers, dinners, and gatherings such as meetings.

The meeting room is available for rent during pool parties, gym rentals, and lock-ins. Availability may be limited. Contact the Program Coordinator for information on pricing and scheduling.

BIRTHDAY PARTY PACKAGES

- ◆ Bartlett Recreation Center staff will set-up the tables and chairs.
- ◆ Please call for fees and special discounts.
- ◆ Additional fees may apply for non-Bartlett Recreation Center Members.

Fees will be based on a per person or per party rate depending on the facilities requested. Please contact the Program Coordinator for more information.

GIFTS & ENDOWMENTS

Honorariums and memorial gifts may be made by
calling the Facility Manager at 385-6470.

