



**CITY OF TALLMADGE  
RECREATION CENTER OPERATING PROCEDURES**

Updated September 2023

**Tallmadge Parks & Recreation Department**

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# Table of Contents

<b>1.</b>	<b>CHAPTER ONE - GENERAL FACILITY POLICIES.....</b>	<b>3</b>
1.1.	Operating Calendar.....	3
1.2.	Operating Hours.....	3
1.3.	Specific Area Schedules .....	3
1.4.	Weather/Emergency Closings.....	3
1.5.	Facility Features and Services .....	4
1.5.1.	Front Desk .....	4
1.5.2.	Track Area .....	4
1.5.3.	Multipurpose Field Area .....	4
1.5.4.	Basketball Court Area.....	4
1.5.5.	Fitness Area .....	5
1.5.6.	Group Fitness Studios .....	5
1.5.7.	Indoor Playground Area .....	5
1.5.8.	Multi-Purpose Room .....	5
1.5.9.	Second-Floor Spectator Area .....	5
1.5.10.	Locker Rooms .....	6
1.5.11.	Parking and Security.....	6
1.5.12.	Racquetball Court.....	6
1.5.13.	Indoor Cycling Studio .....	6
1.5.14.	Four Corners of Fitness .....	6
<b>2.</b>	<b>CHAPTER TWO – MEMBERSHIP GUIDELINES .....</b>	<b>8</b>
2.1.	Application Process.....	8
2.2.	Membership Identification Cards.....	8
2.3.	Membership Rates.....	9
2.4.	Membership Classifications and Benefits.....	10
2.5.	Membership Payment .....	11
2.6.	Membership Non-Transferable and Non-Refundable Policy .....	11
2.7.	Indoor Playground Admission Pass.....	11
2.8.	Day Passes/Guest Passes .....	12
2.9.	Visitor Admission .....	12
2.10.	League and Program Admissions.....	12
2.11.	Facility Rental Users.....	12
2.12.	Other Information.....	13
<b>3.</b>	<b>CHAPTER THREE - FACILITY GUIDELINES.....</b>	<b>14</b>
3.1.	Check in and Check out Procedures .....	14
3.1.1.	Entry and Exit .....	14
3.1.2.	Media and Solicitor Access .....	14
3.2.	Code of Conduct .....	14
3.2.1.	Personal Conduct .....	14
3.2.2.	Food, Beverages, Tobacco, and Alcohol Use .....	15

3.2.3.	Guns, Weapons, and Dangerous Ordnances .....	15
3.3.	Children/Youth Rules and Regulations .....	15
3.3.1.	General Age Restrictions.....	15
3.3.2.	Fitness Area/Racquetball Court/Four Corners of Fitness Age Restrictions	16
3.3.3.	Walking Track Age Restrictions.....	16
3.3.4.	Court and Field Age Restrictions.....	16
3.3.5.	Minors Left Unattended/Left After Closing .....	17
3.3.6.	Unruly Minors .....	17
3.4.	Disciplinary Policies.....	17
3.4.1.	General Disciplinary Policy .....	17
3.4.2.	Tallmadge City School System Patrons .....	18
3.4.3.	Police Assistance .....	18
3.4.4.	Warnings, Suspension, and Termination .....	19
3.5.	Patron Attire, Property, and Equipment.....	19
3.5.1.	Patron Shoes and Attire .....	19
3.5.2.	Equipment .....	20
3.6.	Personal Property .....	20
3.6.1.	General Information.....	20
3.6.2.	Lockers .....	21
3.6.3.	Towels .....	21
3.6.4.	Lost and Found.....	21
3.7.	Privacy Rules .....	21
3.7.1.	Photo and Video Policy .....	21
3.7.2.	Cell Phone Policy .....	22
3.7.3.	Security.....	22
3.8.	Safety .....	22
3.8.1.	Accidents and Injuries .....	22
3.8.2.	Assumption of Risk.....	23
<b>4.</b>	<b>CHAPTER FOUR - AREA SPECIFIC RULES AND REGULATIONS .....</b>	<b>24</b>
4.1.	Overview .....	24
4.2.	Indoor Playground Area .....	24
4.2.1.	General Guidelines.....	24
4.2.2.	Check In and Check Out Procedures .....	24
4.2.3.	Health and Safety Guidelines.....	25
4.2.4.	Children’s Clothing and Shoes.....	25
4.2.5.	Indoor Playground Area Rules .....	25
4.2.6.	Bathroom Rules.....	26
4.2.7.	Paging Policy.....	26
4.3.	Fitness Area Rules .....	26
4.3.1.	Entire Fitness Area .....	26
4.3.2.	Free Weight Area .....	27
4.3.3.	Four Corners of Fitness .....	27
4.4.	Basketball Courts Area.....	28
4.5.	Group Fitness Studios .....	29

4.6.	Racquetball Court .....	29
4.7.	Cycling Studio.....	29
4.8.	Multipurpose Field Area .....	30
4.9.	Track Area .....	30
4.10.	Second Floor Spectator Area .....	31
4.11.	Concessions.....	31
4.12.	Parking Lot .....	31
<b>5.</b>	<b>CHAPTER FIVE - VOLUNTEERS .....</b>	<b>33</b>
5.1.	Volunteer Program .....	33
<b>6.</b>	<b>CHAPTER SIX - RENTALS.....</b>	<b>34</b>
6.1.	General Guidelines.....	34
6.1.1.	Rental of Facility.....	34
6.1.2.	Racquetball Court Rental Regulations .....	34
6.1.3.	Basketball Court Rental Regulations.....	34
6.1.4.	Rentals, Rental Contracts and Payments.....	34
6.1.5.	Changes and Cancellations .....	35
6.2.	Applicable Guidelines.....	35
6.2.1.	Renter and Guest Policies and Procedures.....	35
6.2.2.	Food and Catering Policy.....	37
6.2.3.	General Set-up & Tear-Down.....	37
6.2.4.	Security Requirements.....	37
6.2.5.	Fire Code Requirements.....	38
<b>7.</b>	<b>CHAPTER SEVEN - PROGRAMS .....</b>	<b>39</b>
7.1.	Registering for Programs .....	39
7.2.	Program Fees .....	39
7.3.	Waiting Lists.....	39
7.4.	Late Registrations .....	39
7.5.	Program Confirmation .....	39
7.6.	Age Requirements and Program Attendance.....	40
7.7.	Program Suggestions and Evaluations.....	40
7.8.	Assumption of Risk.....	40
7.9.	Participants with Special Needs.....	40
7.10.	Non-Endorsement Policy .....	40
7.11.	Leagues/Clinics/Camps .....	41
7.12.	Program Cancellation, Refund, & Transfer Policies.....	41
7.13.	Personal Training Program.....	41
<b>8.</b>	<b>CHAPTER EIGHT - MISCELLANEOUS .....</b>	<b>43</b>
8.1.	Grievance Procedure Policy .....	43
8.2.	Refunds/Credit/Cancellation Requests.....	43
8.3.	Posting/Leaving Material.....	44
8.4.	Comments and Suggestions.....	44

8.5.	Notice of Complaint .....	44
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## **WELCOME**

### **Message from the Superintendent of Parks and Recreation**

I would like to take this opportunity to welcome you to the Tallmadge Recreation Center. Our employees are dedicated to serving you and your health and fitness needs. This Policy and Procedure Manual was put together to better outline the guidelines of the TRC and give you a more detailed description of our 105,000-square-foot facility and the services we offer. Our goal is to make you as comfortable as possible inside our facility no matter what the Ohio weather gives us outside.

We hope you take advantage of this opportunity and become a member of the TRC today. I look forward to serving you at the Tallmadge Recreation Center.

Sincerely,

A handwritten signature in blue ink that reads "Jessica Simons". The signature is written in a cursive style.

Jessica Simons

Superintendent of Parks and Recreation  
City of Tallmadge

## **ABOUT THE FACILITY**

The Tallmadge Recreation Center (TRC) is an approximately 105,000-square-foot multipurpose facility located on the corner of North Munroe Road and East Avenue. The facility provides diverse, year-round activities in a secure, family-friendly environment.

The Recreation Center is a community recreation, fitness, wellness, and special events facility where:

- People of all ages can enjoy a wide variety of group exercise options. We have talented instructors who provide classes for children, adults, and seniors.
- We provide our members with the ability to reach their fitness goals with a wide variety of strength training and cardio equipment such as treadmills, rowers, and elliptical trainers.
- The community gathers for special events that add to the quality of life for our residents such as Family Fun Night, Easter Egg Scramble, Touch-A-Truck, and Fall Festival.

The Recreation Center offers the following amenities:

- A full-size indoor turf field
- Four full-size basketball courts (3 wood floor, 1 rubber floor)
- Two dedicated group fitness studios
- One dedicated spinning/cycling studio
- One racquetball court
- A 1/5-mile and 1/10-mile rubber surface walking track
- A powerlifting area
- A second-floor fitness area with an array of cardio equipment, strength equipment, plate-loaded equipment, and free weights.
- A large indoor playground area for ages 1-12
- A concessions area, with seasonal operations based on programming.
- A spectator seating area

## **1. CHAPTER ONE - GENERAL FACILITY POLICIES**

### **1.1. Operating Calendar**

- 1.1.1. The TRC will be open Monday through Sunday during the hours listed below. The TRC reserves the right to adjust facility hours as necessary.
- 1.1.2. TRC will be closed or have adjusted hours on holidays with advance notice. An updated schedule is available at the front desk.
- 1.1.3. To achieve the highest standards of facility maintenance, there will be times when certain areas of the facility will be shut down for maintenance. TRC reserves the right to close the entire facility for maintenance with prior notice. We appreciate your understanding and patience while we improve and maintain the cleanliness, safety, and aesthetics of the facility.

### **1.2. Operating Hours**

#### **1.2.1. October 1-April 30**

Monday-Thursday: 5:00 a.m. to 10:00 p.m.  
Friday: 5:00 a.m. to 8:00 p.m.  
Saturday-Sunday: 7:00 a.m. to 8:00 p.m.

#### **1.2.2. May 1-September 30**

Monday-Thursday: 5:00 a.m. to 9:00 p.m.  
Friday: 5:00 a.m. to 8:00 p.m.  
Saturday: 7:00 a.m. to 6:00 p.m.  
Sunday: 7:00 a.m. to 4:00 p.m.

### **1.3. Specific Area Schedules**

- 1.3.1. Areas in the facility may have specific schedules that are different than the general hours of operation.
- 1.3.2. These schedules will be posted throughout the facility and are available to patrons at the front desk.

### **1.4. Weather/Emergency Closings**

- 1.4.1. In the event of severe weather, the facility may be closed to protect the health and/or safety of the facility users, employees, and the community.
- 1.4.2. Efforts will be made to announce such closings as far in advance as possible. Closing information will be posted on our website, social media accounts, and requested for broadcast on local radio and T.V. stations.

## **1.5. Facility Features and Services**

### **1.5.1. Front Desk**

- 1.5.1.1. Information on all areas of the facility, programs, and services can be obtained at the front desk and in the information center on the wall in the front lobby.
- 1.5.1.2. Front desk services include selling and validating memberships; processing program, league, and event registrations; issuing equipment; addressing patron questions and concerns; maintaining lost and found items; and renting Recreation Center and city facilities.

### **1.5.2. Track Area**

- 1.5.2.1. The facility features two indoor tracks: a 1/5-mile track around the interior perimeter of the building and a 1/10-mile track around the soccer field.
- 1.5.2.2. The entire track is a rubber overlay on a gravel base.
- 1.5.2.3. There are warm-up and stretching areas located outside of the group fitness studios.
- 1.5.2.4. There is various fitness equipment located in each of the four corners of the track.

### **1.5.3. Multipurpose Field Area**

- 1.5.3.1. TRC has a full-size indoor soccer field.
- 1.5.3.2. The artificial turf on the field is filled with 2 inches of pulverized rubber and silicon sand on top of powdered limestone and dirt.
- 1.5.3.3. There is unobtrusive black netting above the outer walls of the field to protect spectators.
- 1.5.3.4. The field is lined for soccer and can be used for football, lacrosse, and other activities that can be done on indoor turf fields.

### **1.5.4. Basketball Court Area**

- 1.5.4.1. The facility has four full-size basketball courts.
- 1.5.4.2. Three courts are hardwood surfaces, and one is rubberized.
- 1.5.4.3. The courts can be utilized for a variety of sports including basketball, volleyball, and pickleball.
- 1.5.4.4. The sideboards are 50 feet backboard-to-backboard.
- 1.5.4.5. The main backboards are 88 feet backboard-to-backboard.
- 1.5.4.6. All backboards, sideboards, and divider curtains are remote-controlled and can be lifted to the ceiling.

1.5.4.7. The perimeter of the courts along the track area is lined with curtains to provide separation.

#### **1.5.5. Fitness Area**

1.5.5.1. The fitness area is equipped with a variety of cardio and strength equipment. There is a large free-weight area located near the strength equipment.

1.5.5.2. The facility has televisions available to watch in the fitness area. Television sound is accessible by downloading a listening app and connecting to the TV on a Wi-Fi-enabled device.

#### **1.5.6. Group Fitness Studios**

1.5.6.1. TRC has two (2) studios equipped with a variety of fitness equipment, sound systems, and televisions.

1.5.6.2. The floors in both rooms are constructed of floating maple designed to flex.

#### **1.5.7. Indoor Playground Area**

1.5.7.1. The indoor playground area offers childcare service for children ages 1 through 12 years old while guardians use the TRC.

1.5.7.2. During staffed hours, guardians may leave children for up to two hours while they participate in programs or activities in the TRC. guardians must remain in the facility.

1.5.7.3. Although the indoor playground area is not a licensed child-care program and is not obligated to follow the codes set by the state, the staff maintains high standards of service for the safety and well-being of all participants.

1.5.7.4. The play equipment is 25-foot-tall and totally self-enclosed to keep children from falling and the floor is designed to absorb the impact of a short fall.

#### **1.5.8. Multi-Purpose Room**

1.5.8.1. The multipurpose room is available to rent for parties and meetings. The multipurpose room can accommodate 30 people.

#### **1.5.9. Second-Floor Spectator Area**

1.5.9.1. The second-floor spectator area features stadium style bleachers for members and guests to view games and sporting events taking place on the field and courts.

- 1.5.9.2. Patrons are asked not to loiter in the area when no games are being held.

#### **1.5.10. Locker Rooms**

- 1.5.10.1. The TRC has both men's and women's locker rooms with lockers, bathrooms, showers, and baby changing stations.
- 1.5.10.2. Lockers are available on a first come, first serve basis, and can be used for the day or rented for the year. Users must bring their own locks, towels, and toiletry items.

#### **1.5.11. Parking and Security**

- 1.5.11.1. Parking is conveniently located around the facility.
- 1.5.11.2. The parking lot is well lit, and security cameras are located inside and outside the building.
- 1.5.11.3. Overnight parking is not permitted unless approved by the Superintendent of Parks and Recreation.

#### **1.5.12. Racquetball Court**

- 1.5.12.1. The Racquetball Court is designed for racquetball, wallyball and handball.
- 1.5.12.2. The Court is available for drop-in play by members and non-members or can be rented by members for guaranteed use.

#### **1.5.13. Indoor Cycling Studio**

- 1.5.13.1. The Cycling Studio is equipped with 16 cycling bikes, a sound system, some weight equipment, and rubber flooring.

#### **1.5.14. Four Corners of Fitness**

- 1.5.14.1. The Four Corners of Fitness is a feature located in the corners of the facility around the 1/5-mile track.
- 1.5.14.2. The Corners consist of:
  - 1.5.14.2.1. A Powerlifting Area with thick rubber deadlift platform and a power rack
  - 1.5.14.2.2. A Pull-Up Area with in-wall pull-up bars of varying heights and TRX equipment.
  - 1.5.14.2.3. A Kick-Boxing Area with kickboxing bags, bikes and jump ropes.
  - 1.5.14.2.4. A Cardio/Strength Area equipped with kettlebells, Bosu balls, tubes and mats.

1.5.14.3. Members may incorporate this equipment into their workouts independently or while walking the track.

## **2. CHAPTER TWO – MEMBERSHIP GUIDELINES**

### **2.1. Application Process**

- 2.1.1. Anyone interested in becoming a member of the TRC must complete and submit a *Membership Application Form* at the front desk.
- 2.1.2. Annual members must complete a new application each new membership term. Month-to-month members must complete a new application when they first apply, if their membership information changes, or if their membership lapses for more than one year.
- 2.1.3. Proof of residency/taxpayer status, age, student status, and/or military/veteran service is required at the time of purchase to determine membership fee.
- 2.1.4. Anyone under 18 years of age must be accompanied by a legal guardian any time a membership form must be completed so they may sign the back of the membership form. Legal guardians do not need to be present for renewals.

### **2.2. Membership Identification Cards**

- 2.2.1. Each member must have a photo taken at the time of new membership purchase. Photos will be updated as the member ages. This photo is kept in the system and will be used to identify members when they scan their membership card.
- 2.2.2. Membership cards are issued to all members ages 5 and older except for those on a 7-Day Free Trial. Members are only permitted to have one active membership card at a time.
- 2.2.3. Members must scan their membership card at the front desk each time they enter the facility and at the indoor playground area when dropping off children.
- 2.2.4. Members must be able to present their membership card if asked.
- 2.2.5. Members may receive a replacement card for no additional charge upon membership renewal or when their membership card breaks under normal wear and tear. Members who have membership types that do not need renewed (i.e., insurance-based memberships or annual EFT memberships) may receive a replacement card for no additional charge each calendar year.
- 2.2.6. Members are permitted access to the facility three times without their membership card. The front desk will add notes to a member's account for tracking purposes. The fourth time a member forgets their membership card, they will be required to purchase a replacement card for \$10 to enter the facility. Digital copies of membership cards may be used to access the facility.
- 2.2.7. Any membership identification card thought to be stolen should be immediately reported to the front desk. Membership cards reported lost or stolen will be invalidated. If a membership card is found after being reported lost or stolen, it should be turned in to the front desk.

- 2.2.8. Misuse and suspicious use of membership cards may also result in confiscation and invalidation of the card. The bearer and owner may face disciplinary action (suspension or termination of TRC privileges) and may face additional penalties from police officials.

### **2.3. Membership Rates**

- 2.3.1. Membership rates at the Tallmadge Recreation Center are based on type of membership, length of membership, residency/taxpayer status, student status, veteran/military status, and age.
- 2.3.2. Memberships are available month-to-month or on an annual basis. Annual membership requires a 1-year commitment. Annual members will be permitted to make monthly payments through automatic bank withdrawals from a checking or savings account. Annual memberships paid through automatic bank withdrawals will be automatically renewed at the end of each 1-year term.
- 2.3.3. Individuals must provide proof of residency/taxpayer status, age, student, and/or military/veteran status each new membership term. New proof of residency/taxpayer status is required each new calendar year. Membership fee will be determined using documentation provided at time of purchase.
- 2.3.4. Residency may be demonstrated by showing a state issued identification card displaying a Tallmadge address. The exact address will be used for determining residency. Having a Tallmadge mailing address does not always constitute Tallmadge residency. Resolution of residency issues will be handled by TRC management.
- 2.3.5. Residents who have recently moved into Tallmadge may demonstrate residency by bringing an official piece of mail (i.e., utility bill, bank statement, etc.) containing their name and Tallmadge address dated within thirty days of applying for membership.
- 2.3.6. Those employed by companies located in the Tallmadge-Brimfield Joint Economic Development District (J.E.D.D.) or in the City of Tallmadge receive Tallmadge resident rates regardless of where they reside. To receive the resident rate, individuals must provide proof of employment/payment of Tallmadge City income taxes dated within thirty days of applying for membership.
- 2.3.7. Memberships vary by age:
  - 2.3.7.1. Children ages 4 and under are included on their guardian's membership.
  - 2.3.7.2. Child memberships are for ages 5-17 and those age 18 who are still enrolled in high school.
  - 2.3.7.3. Adult memberships are for ages 18-59.
  - 2.3.7.4. Senior memberships are for ages 60 and older.

- 2.3.7.5. To qualify for a child or senior membership, proof of age is required in the form of a state-issued identification card or a birth certificate.
- 2.3.8. Membership types are listed and described in the next section.
- 2.3.9. Rates are subject to change. Members will be notified if such changes are made. The most current rate schedule is available at the front desk.

## **2.4. Membership Classifications and Benefits**

- 2.4.1. Blue Membership:
  - 2.4.1.1. Blue Membership is the basic package and includes access to the track, fitness area, basketball courts and soccer field.
  - 2.4.1.2. Additional fees apply to use the indoor playground area and participate in group fitness classes.
- 2.4.2. Gold Membership:
  - 2.4.2.1. Gold Membership is the premium-level package and includes all the benefits of the blue membership plus group fitness classes and use of the indoor playground area.
  - 2.4.2.2. If a guardian has a gold membership, children ages 1-12 do not need a membership to access the indoor playground area.
- 2.4.3. Special Memberships:
  - 2.4.3.1. Group Fitness membership includes access to group fitness classes and childcare for children ages 1-12 during class time only.
  - 2.4.3.2. A College Membership is available for students who are currently enrolled in college. A current semester class schedule or proof of semester tuition payment is required at time of purchase and each new semester.
  - 2.4.3.3. A Senior Walking Membership is available to those age 60 or older and restricts use to the track only.
    - 2.4.3.3.1. Individuals with disabilities who only wish to use the track area may qualify for the senior walking membership rate. Please see the Superintendent of Parks and Recreation for details.
  - 2.4.3.4. A Military/Veteran Membership is available to active duty military personnel and military veterans. Documentation is required to verify military status at time of purchase. This membership is only available to military personnel and veterans, not family members.
  - 2.4.3.5. City of Tallmadge Employees and Tallmadge School Employees are eligible for discounted membership rates. Please ask the front desk for details.
  - 2.4.3.6. The TRC may offer other Special Memberships, which may be available on a limited basis. Information on eligibility and rates can be obtained at the front desk.

## **2.5. Membership Payment**

- 2.5.1. Annual memberships may be paid in full or in monthly installments by electronic funds transfer (EFT) from a checking or savings account. Members must complete an Agreement to Authorize Electronic Funds to allow TRC to automatically deduct membership fees each month.
- 2.5.2. EFT memberships will automatically renew at the current membership rate every 12 months. Members will have 1 month beyond the expiration date to cancel their membership. After that time, a penalty fee will be charged. A current list of cancellation fees is available upon request.
- 2.5.3. Month-to-month memberships must be paid in person, over the phone or online each month and do not automatically renew.
- 2.5.4. Members will not be permitted to enter the facility without a valid membership.
- 2.5.5. TRC accepts cash, check, Visa, MasterCard, Discover, American Express, gift cards, money orders, Apple Pay, and Google Pay.
- 2.5.6. Cash payments should not be sent through the mail.
- 2.5.7. Checks and money orders must be made payable to the CITY OF TALLMADGE and must be written for the exact amount due.

## **2.6. Membership Non-Transferable and Non-Refundable Policy**

- 2.6.1. Memberships are non-transferable and non-refundable.
- 2.6.2. Refunds and/or credits may be granted under extenuating circumstances. Individuals wishing to be considered for a refund/credit must provide a written request outlining the reason for refund/credit/cancellation to the Superintendent of Parks and Recreation. Extenuating circumstances will be determined based upon factors outlined in Chapter Eight and will be ruled upon by the Superintendent of Parks and Recreation.

## **2.7. Indoor Playground Admission Pass**

- 2.7.1. Childcare is included as a benefit for gold-level and insurance-based members.
- 2.7.2. Non-members or members whose passes do not include childcare may purchase a childcare punch pass at the front desk.
- 2.7.3. Childcare punch passes include two (2) 30-minute increments. Childcare will be charged in 1/2-hour increments. One minute over a half will be charged as a full half hour.
- 2.7.4. These passes are to be treated like cash and will not be replaced if lost or stolen.
- 2.7.5. There is a 2-hour maximum per visit for childcare services.

- 2.7.6. Any time after the two-hour maximum that a child is left in the indoor playground area will result in a penalty fee. The penalty fee will be collected at the front desk.
- 2.7.7. Guardians must remain on the premises while their children are in the indoor playground area.

## **2.8. Day Passes/Guest Passes**

- 2.8.1. Non-members may purchase daily admission passes to use the facility for the day. Daily admission passes are nonrefundable and will not be prorated.
- 2.8.2. Members may bring in up to two (2) guests per day at a discounted daily admission rate. Guests must arrive with the member to qualify.
- 2.8.3. Daily and guest admission passes are available for blue-level and gold-level amenities.
- 2.8.4. Ages 5-12 must be accompanied by a paying adult, age 18 or older to purchase a day pass. The paying adult must remain in the building with the minor child.
- 2.8.5. Those 18 years or older must provide a state-issued photo I.D. to purchase a day pass.

## **2.9. Visitor Admission**

- 2.9.1. All individuals entering the building for any reason must stop at the front desk upon arrival.
- 2.9.2. Employee-led or individual-led facility tours are available upon request at the front desk.

## **2.10. League and Program Admissions**

- 2.10.1. All spectators must remain in the second-floor spectator area, concessions area, or court-side bleacher seating and are not permitted to use any other area of the Recreation Center without a valid membership or daily admission pass.
- 2.10.2. All spectators must leave the facility at the conclusion of the sports league or program that day.
- 2.10.3. Some programs or events may require a spectator entry fee at the discretion of TRC management. This fee does not entitle the spectator to use the facility.

## **2.11. Facility Rental Users**

- 2.11.1. Non-members who are attending a court or field rental do not need to purchase a daily or guest admission pass.
- 2.11.2. All rental users are restricted to the rented area. Use of other areas of the facility is prohibited.
- 2.11.3. All rental users must leave the facility at the conclusion of the rental.

## **2.12. Other Information**

### **2.12.1. Facilities for All Abilities**

- 2.12.1.1. Those who may need assistance to enjoy our programs should contact the front desk for more information.
- 2.12.1.2. Second-floor facilities are accessible via an elevator located in the concessions area.

### **2.12.2. Age Restrictions**

- 2.12.2.1. Please note that various minimum age restrictions apply for the general use of the facility and within specific areas.
- 2.12.2.2. Please refer to Chapter Four for rules regarding specific areas.

### **3. CHAPTER THREE - FACILITY GUIDELINES**

#### **3.1. Check in and Check out Procedures**

##### **3.1.1. Entry and Exit**

- 3.1.1.1. All members, spectators and visitors should use the main lobby doors to enter and exit the facility. All users must check-in at the front desk upon entry.
- 3.1.1.2. Closing announcements will be made 15 and 10 minutes prior to closing and at the time of closing. Patrons are expected to exit the facility at the time of closing.
- 3.1.1.3. TRC staff reserves the right to deny admission to anyone who appears to be under the influence of alcohol or a controlled substance, or in violation of facility rules and/or regulations.

##### **3.1.2. Media and Solicitor Access**

- 3.1.2.1. TRC staff reserves the right to deny admission to anyone from the media who does not have a scheduled appointment with a member of the Administrative Staff.
- 3.1.2.2. TRC staff reserves the right to deny admission to any solicitor who does not have a scheduled appointment with a member of the Administrative Staff.
- 3.1.2.3. No fundraising, donation, business, or other solicitation is permitted at the Recreation Center unless it is a city-sponsored event, or otherwise authorized by the mayor for a community wide benefit.

#### **3.2. Code of Conduct**

##### **3.2.1. Personal Conduct**

- 3.2.1.1. All users must abide by the rules and regulations of TRC. The rules and regulations may be modified, added to, or deleted as necessary and without prior notice.
- 3.2.1.2. The following conduct is not permitted and will result in suspension, expulsion, or termination of membership and/or use of the facility with or without warning:
  - 3.2.1.2.1. Use of foul/offensive language
  - 3.2.1.2.2. Fighting/threats
  - 3.2.1.2.3. Stealing
  - 3.2.1.2.4. Property damage/vandalism
  - 3.2.1.2.5. Disorderly conduct and/or horseplay
  - 3.2.1.2.6. Loitering (inside/outside of facility)

- 3.2.1.2.7. Littering
- 3.2.1.2.8. Displays of amorous public affection.
- 3.2.1.2.9. Any criminal conduct
- 3.2.1.2.10. Any activity that harasses or causes harm to others
- 3.2.1.2.11. Failure to obey directives provided by TRC staff
- 3.2.1.3. Headphones are permitted if the volume is low enough that it does not interfere with other patrons.
- 3.2.1.4. Patrons must obey the directives of TRC staff. If a dispute arises between patrons that the patrons are unable to resolve, TRC staff shall be consulted. If a dispute arises between TRC staff and a patron, the Grievance Procedure outlined herein shall apply. TRC staff shall remove themselves from any dispute where a conflict of interest exists as soon as possible and refer the matter to a neutral TRC staff member.

### **3.2.2. Food, Beverages, Tobacco, and Alcohol Use**

- 3.2.2.1. No food or drink is permitted anywhere in the facility except the concessions area, the second-floor spectator area, and the multipurpose room, unless approved by the Superintendent of Parks and Recreation. Water is the only exception.
- 3.2.2.2. Possession or consumption of alcoholic beverages is prohibited.
- 3.2.2.3. Smoking or tobacco use in any form is prohibited in the facility and on TRC grounds.
- 3.2.2.4. Use of electronic cigarettes and vape pens is prohibited in the facility.
- 3.2.2.5. Chewing gum is prohibited in the facility.

### **3.2.3. Guns, Weapons, and Dangerous Ordnances**

- 3.2.3.1. Guns, weapons, and other dangerous ordnances are strictly prohibited on the premises. No person shall knowingly possess, have under the person’s control, convey, or attempt to convey a weapon, gun, or dangerous ordnance on the premises unless otherwise authorized by law, pursuant to the Ohio Revised Code.
- 3.2.3.2. Conceal/carry licensees are **NOT** given special permission to carry firearms into the building.

## **3.3. Children/Youth Rules and Regulations**

### **3.3.1. General Age Restrictions**

- 3.3.1.1. Children 1-12 may use the indoor playground area when it is staffed by a TRC employee.

- 3.3.1.2. Children 12 and under must be accompanied by an adult (18 or older) to enter the facility. The adult must remain in the facility for the duration of the child's visit.
- 3.3.1.3. Children 12 and under must be accompanied by and seated with an adult (18 or older) when watching a league, tournament, or program.
- 3.3.1.4. Children 12 and under must be directly supervised by an adult (18 or older) when using the batting cages.
- 3.3.1.5. Children 13 and older may participate in group fitness classes without an adult present. Anyone taking a group fitness class must have a gold or an equivalent level of membership.
  - 3.3.1.5.1. Children ages 13 and older may use the fitness studios outside of class time for personal workouts.
  - 3.3.1.5.2. Children ages 17 and under are NOT permitted to use the cycling studio outside of class time.

### **3.3.2. Fitness Area/Racquetball Court/Four Corners of Fitness Age Restrictions**

- 3.3.2.1. Children 13 and older may use the fitness area/racquetball court/four corners of fitness without an adult present.
- 3.3.2.2. Children 10-12 must be accompanied by an adult (18 or older) to use the fitness area/racquetball court/four corners of fitness.
- 3.3.2.3. Children 9 and under are NOT permitted to use the fitness area/racquetball court/four corners of fitness.

### **3.3.3. Walking Track Age Restrictions**

- 3.3.3.1. Children 10 and older may use the track without an adult present.
- 3.3.3.2. Children 5-9 must be directly supervised by an adult (18 or older) while using the track.
- 3.3.3.3. Children 4 and under are NOT permitted to use the track unless the child is secured in a stroller and is accompanied by an adult (18 or older).

### **3.3.4. Court and Field Age Restrictions**

- 3.3.4.1. Children 10 and older may use the basketball courts or multipurpose field without an adult present.
- 3.3.4.2. Children 9 and under must be directly supervised by an adult (18 or older) to use the basketball courts or multipurpose field.

### **3.3.5. Minors Left Unattended/Left After Closing**

- 3.3.5.1. Any children ages 12 and under left at TRC without an adult will be reported to the Tallmadge Police Department.
- 3.3.5.2. Any minors ages 13 to 17 left at TRC at the time of closing may use the telephone to contact a guardian. TRC staff will record the name of the minor and the guardian. The second time such an incident occurs, the minor will not be admitted to the facility without a guardian, who must remain in the facility. If a third such incident occurs, it will be reported to the Tallmadge Police Department.

### **3.3.6. Unruly Minors**

- 3.3.6.1. Minors are expected to follow all TRC rules and regulations and must follow the directives of TRC staff.
- 3.3.6.2. TRC reserves the right to suspend, expel, or terminate membership and/or use of the facility with or without warning for minors who violate the code of conduct.

## **3.4. Disciplinary Policies**

### **3.4.1. General Disciplinary Policy**

- 3.4.1.1. The TRC operates for the benefit of the Tallmadge community. All users are expected to join the staff in promoting a pleasant recreational environment. Users are asked to use mature judgment in choosing actions, clothing, and language, and to be sensitive to the message it delivers to others. Everyone should respect the rights of others and is encouraged to display good sportsmanship so that participation in all activities is enjoyable and safe. The behavior of any user must not disrupt the experience of others. All problems should be reported to TRC staff immediately.
- 3.4.1.2. Rules, regulations, and policies are posted, distributed or otherwise available to all TRC users. The authority to enforce these policies is vested in the TRC staff responsible for the facility and its programs. Violations of rules/regulations, malicious use or defacing of property, solicitation, verbal abuse, or other violations of TRC policy will not be tolerated.
- 3.4.1.3. All users are expected to abide by the rules and regulations laid out in this operating policy and other program-specific documents. Users who violate the rules and regulations of TRC may be asked to leave on their first offence.

- 3.4.1.4. All players, coaches, and spectators for TRC leagues, programs and tournaments are expected to exhibit positive sportsmanship conduct. Threatening, abusive or disrespectful behavior, profanity and fighting will not be tolerated. Patrons are encouraged to report any perceived misconduct so that it may be dealt with accordingly. League-specific rules and disciplinary actions are outlined in each league's rule book.
- 3.4.1.5. The Superintendent of Parks and Recreation or their designee shall have the final authority to decide what disciplinary action is required. TRC employees, users and other witnesses may provide input, but the Superintendent of Parks and Recreation or designee will ultimately determine the appropriate course of action. TRC reserves the right to make discretionary adjustment to disciplinary action depending on the circumstances, which may include suspending or revoking patron privileges. Suspension will be dictated by usage patterns.
- 3.4.1.6. No refunds will be granted to any individual or organization for suspensions or terminations due to disciplinary problems.

### **3.4.2. Tallmadge City School System Patrons**

- 3.4.2.1. Discipline procedures for Tallmadge City School students during class instruction and athletic practice times will be enforced by the instructor/coach supervising that activity. The Superintendent of Parks and Recreation or designee will work with the Athletic Director or school administration to decide what disciplinary action is required. Disciplinary action may include prohibiting a patron from continuing to participate in any sports game or event.
- 3.4.2.2. Tallmadge students using the facility for school practices or games are governed by all policies and procedures established by the TRC. The TRC rules and regulations will supersede the policies and procedures established by the school system while on TRC property. If an act requiring discipline infringes upon the facility and/or TRC users, disciplinary procedures may be implemented by both parties.

### **3.4.3. Police Assistance**

- 3.4.3.1. TRC has immediate access to the City of Tallmadge Police Department when assistance is needed for any disciplinary incidents.
- 3.4.3.2. TRC staff will fully cooperate with the police to resolve any incidents occurring in or around the facility.

### **3.4.4. Warnings, Suspension, and Termination**

- 3.4.4.1. TRC staff may give a verbal warning for general problems the first time they occur. However, TRC reserves the right to suspend users or terminate memberships on a first offense, should the nature of the offense warrant such an action. At the time of the warning, the individual will be informed of the specific problem with the behavior and that it will not be tolerated. If the user refuses to cooperate after they have received one warning, the violator should be warned a second time to discontinue the infraction or leave the facility. If they continue to violate the rule, they may be suspended from the facility. The suspension length depends on the infraction. For users ages 17 and under, a guardian will be contacted and informed of the situation. All warnings will be documented in an incident report by TRC staff.
- 3.4.4.2. Suspension for the above problems will be decided on a case-by-case basis by the Superintendent of Parks and Recreation or designee. The nature and seriousness of the offense will determine the suspension.
- 3.4.4.3. For extreme and/or repeated violations, permanent termination from the TRC will be considered. Users may appeal any disciplinary decision through the Grievance Procedure outlined in Chapter Eight, Section I A.
- 3.4.4.4. Refunds will not be granted to those removed or suspended from the facility due to disciplinary issues.

### **3.5. Patron Attire, Property, and Equipment**

#### **3.5.1. Patron Shoes and Attire**

- 3.5.1.1. Shoes are required in all areas of the facility except the locker rooms, powerlifting corner, and indoor playground area, or at the discretion of TRC staff. Socks are required in the powerlifting corner and indoor playground area.
- 3.5.1.2. To minimize damage to the floor surfaces, clean athletic shoes with non-marking soles should be worn in the facility. Patrons wearing shoes that will damage the floor may not continue in the activity until they change their shoes. Being without shoes is not an acceptable alternative.
- 3.5.1.3. Muddy and/or dirty shoes are not permitted. Users are asked to change into a separate, clean pair of appropriate shoes as soon as possible and must change shoes before entering an activity area.
- 3.5.1.4. No cleats of any kind are permitted on the multipurpose field.

- 3.5.1.5. Patrons must wear shirts in all areas of the facility except the locker rooms.
- 3.5.1.6. Proper exercise attire is required to use the equipment in the fitness area and to participate in most classes and team sports. TRC staff shall be the judge of proper exercise attire based on the use of the facility.
- 3.5.1.7. All clothing must exhibit good taste and contain no obscene or offensive words or pictures. TRC staff shall be the sole judge of obscene or offensive attire.
- 3.5.1.8. TRC reserves the right to make the determination of whether a user's attire is in accordance with TRC's regulations.

### **3.5.2. Equipment**

- 3.5.2.1. TRC has a limited supply of sport equipment available for patrons to check out at the front desk. Users must provide their membership card or a photo ID to checkout equipment. This will be returned to the user when they return the equipment. Photo IDs left at closing will be logged into the lost and found.
- 3.5.2.2. Users may bring their own equipment to TRC and will be responsible for any items lost or stolen items.
- 3.5.2.3. No baseball bats are permitted on the multipurpose field except for organizations that have a signed facility contract on file with TRC that includes a hold harmless provision. Such organizations are permitted to use baseball bats on the multipurpose field only under the strict supervision of coaches, managers, or other authorized adult personnel.
- 3.5.2.4. Strollers are permitted in the second-floor spectator area, concessions area, track, and the cardio side of the fitness area only. Strollers are not permitted on the weight side of the fitness area or in the racquetball court. Strollers are permitted in the group fitness studios in accordance with the guidelines in Chapter 4, section 4.5.4
- 3.5.2.5. No bicycles, skateboards, roller skates, in-line skates, scooters or shoes containing wheels are permitted inside the facility. These items are not permitted to be used in the TRC parking lot, except when in use as a method of transportation.

## **3.6. Personal Property**

### **3.6.1. General Information**

- 3.6.1.1. All users should secure their belongings in lockers or cubbies. TRC is not responsible for items that are lost or stolen.

### **3.6.2. Lockers**

- 3.6.2.1. Lockers are available to be rented on an annual basis to annual members. Current rental fee information is available at the front desk. Rented lockers should be secured with a lock provided by the member.
- 3.6.2.2. Patrons may secure their personal items in unoccupied lockers with their own lock while they are on the premises.
- 3.6.2.3. Any lock remaining on an unrented locker at the close of business each day will be cut from the locker and any items left will be removed and placed in the lost and found.
- 3.6.2.4. TRC will have no liability for the cost of the lock or any contents in the locker.

### **3.6.3. Towels**

- 3.6.3.1. TRC provides towels to use in sanitizing equipment before and/or after use. These towels are the property of TRC and must be placed in the provided receptacles after use.

### **3.6.4. Lost and Found**

- 3.6.4.1. All found items should be turned in at the front desk. All items found in the facility will be placed in the lost and found or the TRC safe depending on size and value.
- 3.6.4.2. Lost and found items of no exceptional value will be held for at least fourteen (14) days. Valuable items will be kept for at least sixty (60) days. After this time, unclaimed items will be disposed of at the discretion of TRC Management.
- 3.6.4.3. TRC staff members are not permitted to hold any personal property, valuables, or bags for patrons.
- 3.6.4.4. Found monies under \$10 will be posted into the TRC revenue account with the daily deposit. Found monies over \$10 will be placed in the safe at the TRC for 30 days before being posted in the TRC revenue account.

## **3.7. Privacy Rules**

### **3.7.1. Photo and Video Policy**

- 3.7.1.1. To protect the privacy of all users, individuals wishing to take pictures or videos of the facility or specific programs must obtain approval from the Superintendent of Parks and Recreation or designee.

- 3.7.1.2. Cameras are permitted to photograph organized sports activities being held on the multipurpose field and basketball courts. This exception does not allow for photography of any group fitness or fitness-style classes, or other activities held on the premises.
- 3.7.1.3. On occasion, TRC staff may take photos or videos of participants enrolled in programs, classes, activities, and events. These photos are for TRC's use only and may be used in future catalogs, brochures, pamphlets, or flyers. Names of participants will not be disclosed for any photos utilized in marketing materials. Patrons may request that their photographs not be used in marketing materials by contacting the Superintendent of Parks and Recreation.

### **3.7.2. Cell Phone Policy**

- 3.7.2.1. Due to facility users' rights of privacy and safety considerations, the use of all cell phones is prohibited in the restrooms and locker rooms.

### **3.7.3. Security**

- 3.7.3.1. TRC is sensitive to the issue of privacy of facility users; however, TRC has video surveillance in public areas for the safety of patrons and staff.
- 3.7.3.2. Surveillance videos may be turned over to the City of Tallmadge Police Department or the City of Tallmadge Director of Law should an incident/accident occur.
- 3.7.3.3. Any patrons wishing to view TRC video surveillance video must submit a public record request with the city.

## **3.8. Safety**

### **3.8.1. Accidents and Injuries**

- 3.8.1.1. All accidents should be reported to TRC staff immediately, who will provide first aid and report the accident or injury as outlined in the Emergency Action Plan.
- 3.8.1.2. Open wounds/bleeding must be covered to participate in any area of the facility. Clothing soiled with bodily fluids must be changed.
- 3.8.1.3. First-aid supplies (ice, band-aids, gauze, gloves) are available to be self-administered. Staff shall not treat general injuries.
- 3.8.1.4. The staff is available to call Tallmadge EMS upon request. If the person is unconscious or unable to respond, Tallmadge EMS will be called.

- 3.8.1.5. All accidents/injuries requiring assistance from a staff member will require a staff member to complete an accident form. Cooperation in obtaining the patron information necessary for completion of this form is requested.
- 3.8.1.6. TRC is not responsible for accidents or injuries which are incidental to the activities and/or use of the facilities or equipment in the TRC.

### **3.8.2. Assumption of Risk**

- 3.8.2.1. Individuals assume a risk of injury or even death while voluntarily electing to participate in physical activity. All participants are strongly encouraged to have a health evaluation; to consult with their personal physician to determine the appropriate fitness level; to use good judgment concerning their ability to participate; and to carry medical insurance coverage. A waiver must be signed upon membership and/or participation in any TRC program or service.
- 3.8.2.2. In the event of a serious accident or illness, it is the policy of the TRC to:
  - 3.8.2.2.1. Have staff and/or patrons perform basic first aid for general injuries.
  - 3.8.2.2.2. Have staff perform basic first aid, CPR or use the AED until the Tallmadge EMS arrives in the event of a more serious injury.
  - 3.8.2.2.3. Contact the Tallmadge EMS to perform the necessary medical treatment. TRC staff will not move an individual. Tallmadge EMS will assess the situation and determine if the individual should be moved.
  - 3.8.2.2.4. Contact a guardian or immediate family member as soon as the situation permits.

## **4. CHAPTER FOUR - AREA SPECIFIC RULES AND REGULATIONS**

### **4.1. Overview**

- 4.1.1. In addition to the rules, regulations and policies listed in Chapter Three, various areas of the facility have specific guidelines that must be followed.
- 4.1.2. Patrons are expected to familiarize themselves with information pertaining to any area of the facility they utilize.
- 4.1.3. All concerns, equipment malfunctions, and maintenance needs should be reported to TRC staff immediately.
- 4.1.4. Users of all areas must comply with all instructions given by TRC staff. TRC staff have the authority and responsibility to direct individuals not abiding by the policies or creating a disruption to leave the facility. Failure to comply with such instructions or with the policies of the facility may result in disciplinary action.

### **4.2. Indoor Playground Area**

#### **4.2.1. General Guidelines**

- 4.2.1.1. The indoor playground area will be available to children ages 1-12 years old during posted staffed hours. Updated hours are available at the TRC front desk.
- 4.2.1.2. There is a 2-hour maximum per visit for childcare services. If a child is left in the indoor playground area for longer than 2 hours, it will result in a penalty fee. The penalty fee will be collected at the front desk.
- 4.2.1.3. Guardians must remain on the premises while their child is in the indoor playground area.
- 4.2.1.4. The maximum capacity of the indoor playground area varies based on the number of employees and the age of the children present. TRC reserves the right to determine when the area has reached maximum capacity, and no additional children will be permitted to enter.

#### **4.2.2. Check In and Check Out Procedures**

- 4.2.2.1. All children must be signed in upon arrival. Guardians will complete the Check In/Out Form including the child's name, time-in, parent/guardian name and location(s) in the TRC facility, pick up time, etc.
- 4.2.2.2. The parent/guardian will be required to scan their membership card or present valid photo ID when signing the child in and out.

- 4.2.2.3. Only the parent/guardian who checked in the child will be allowed to pick up the child.

#### **4.2.3. Health and Safety Guidelines**

- 4.2.3.1. Children with a contagious illness or fever are not permitted to use the indoor playground area. To prevent the spread of germs, the staff reserve the right to deny admission to the indoor playground area if the child appears to be sick. If a child gets sick while in the indoor playground area, the guardian will be notified immediately.
- 4.2.3.2. TRC staff cannot administer medication to children. The short duration of each use of the facility should allow guardians to administer medication before or after using the facility.
- 4.2.3.3. Upon arrival, guardians should attend to the child's bathroom/diaper needs. TRC staff will not be responsible for changing diapers or assisting with bathroom needs other than snaps, zippers, and buttons. If more than 10 minutes remain in the child's visit and they have an accident or dirty diaper, the guardian will be notified.
- 4.2.3.4. TRC is a mandatory reporter of suspected child abuse and/or neglect. The safety of the children is of utmost importance. For more information on the TRC's child abuse policies and guidelines, please see the Child Abuse Prevention Handbook.

#### **4.2.4. Children's Clothing and Shoes**

- 4.2.4.1. Children should wear clothing that is conducive to an active indoor environment. Children will be coloring, playing, and participating in other activities that may cause a mess; therefore, guardians should dress their children appropriately.
- 4.2.4.2. Children are not permitted to wear shoes but must wear socks while playing in the indoor playground area.

#### **4.2.5. Indoor Playground Area Rules**

- 4.2.5.1. No food or drinks are permitted in the playground area.
- 4.2.5.2. Children must keep their hands and feet to themselves.
- 4.2.5.3. Name calling and/or inappropriate language is not permitted.
- 4.2.5.4. Children must follow all staff directions.
- 4.2.5.5. Children should avoid bringing personal items or small toys that could pose a choking hazard into the playground area (comfort toys such as blankets are permitted).

#### **4.2.6. Bathroom Rules**

- 4.2.6.1. Children should be able to use the bathroom by themselves and assistance from TRC staff is limited to helping with snaps, zippers, and/or buttons.
- 4.2.6.2. Only one child is permitted in the bathroom at a time.
- 4.2.6.3. Everyone must wash their hands after using the bathroom.

#### **4.2.7. Paging Policy**

- 4.2.7.1. Indoor playground area staff reserves the right to page or otherwise contact a guardian to pick up their child if the child becomes ill, is continuously crying for an extended period, is being unruly, or has an accident.
- 4.2.7.2. Any time a guardian is paged, they must report to the indoor playground area within 10 minutes.
- 4.2.7.3. It may be difficult to hear a page in some areas of the facility. To avoid missing pages, it is recommended that guardians avoid using headphones while their child is in the indoor playground area.

### **4.3. Fitness Area Rules**

#### **4.3.1. Entire Fitness Area**

- 4.3.1.1. To ensure a comfortable atmosphere for everyone, please be courteous and respectful of others.
- 4.3.1.2. Children ages 13 and older may use the entire fitness area without an adult present. Children 10-12 years old must be accompanied by an adult (18 years of age or older) to use the fitness area, racquetball court and four corners of fitness. Children 9 and under are not permitted to use the fitness area, racquetball court, or four corners of fitness.
- 4.3.1.3. Strollers are permitted on the cardio side of the fitness area but not on the strength side of the fitness area.
- 4.3.1.4. Proper exercise attire is required and should cover the body appropriately.
- 4.3.1.5. Only portable headphone devices are permitted.
- 4.3.1.6. Patrons must clean weight equipment, benches, and cardiovascular equipment with supplied sanitizer and towels after use.
- 4.3.1.7. All equipment is available on a first come, first served basis. Loitering on equipment is prohibited. Users should be aware of others waiting to use equipment and allow them to rotate in on strength equipment and should adhere to a 30-minute time limit on cardio equipment.

- 4.3.1.8. Patrons must use extreme caution when lifting weights to avoid any potential injury. Instruction placards should be followed when using the weight equipment.
- 4.3.1.9. Stacked weight equipment should not be slammed while lifting.
- 4.3.1.10. No additional weights shall be added to Nautilus machines.
- 4.3.1.11. Anyone using equipment in an unsafe manner will be instructed on appropriate techniques or procedures.
- 4.3.1.12. Patrons are strongly encouraged to wear a treadmill safety clip while using a treadmill.
- 4.3.1.13. The fitness attendants will provide information on how to use the equipment. This may include such things as how to adjust the seat, how to adjust the weight stacks using the pin, and how to program the cardiovascular equipment.
- 4.3.1.14. The fitness attendants will not provide personal training instruction or prescribe a workout program. Anyone wishing to be advised on a program for individualized needs can purchase personal training at the front desk.
- 4.3.1.15. TRC staff shall have exclusive control over the television settings. All TVs will be muted. Patrons can listen to the TV sound through their smartphone with the AppAudio application.

#### **4.3.2. Free Weight Area**

- 4.3.2.1. Weight belts are prohibited when using benches in a position where the buckle is in contact with vinyl or padded equipment.
- 4.3.2.2. The use of chalk is prohibited.
- 4.3.2.3. Moving equipment, benches, or dumbbells from the free weight area into another area is not permitted.
- 4.3.2.4. Spring collars must be used with all bars.
- 4.3.2.5. Spotters are required at all press stations.
- 4.3.2.6. Weights and dumbbells should not be dropped, placed on vinyl benches, or rested against the walls, or equipment.
- 4.3.2.7. Power and Olympic style lifting is prohibited except in the Powerlifting Corner.
- 4.3.2.8. All bars should be stripped immediately after use. All weight plates and dumbbells should be re-racked in the appropriate place with the writing facing outward.

#### **4.3.3. Four Corners of Fitness**

- 4.3.3.1. All equipment must be kept in the designated corner and off the track.

- 4.3.3.2. All equipment must be returned to its designated place and disinfected after use.
- 4.3.3.3. Anyone found acting in a manner that could be considered careless or dangerous may be asked to leave.
- 4.3.3.4. Spotters are recommended in the powerlifting area.
- 4.3.3.5. Senior Walking members are not permitted to use the Four Corners.
- 4.3.3.6. Members must be at least 13 years of age and older to use the four corners of fitness without an adult present.
- 4.3.3.7. The maximum capacity of each corner is 6 people.

#### **4.4. Basketball Courts Area**

- 4.4.1. The basketball courts area includes all four basketball courts regardless of the nature of the patron's use.
- 4.4.2. All users must place their personal belongings in secured lockers in the locker rooms or against an end wall so that it does not interfere with or pose a potential danger to anyone playing on the court.
- 4.4.3. Children ages 9 and under must be directly supervised by an adult age 18 or older.
- 4.4.4. No food or drink, except for water, is permitted in the basketball courts area unless approved by TRC Management.
- 4.4.5. Pushing or running through the curtains surrounding the court is strictly prohibited.
- 4.4.6. All openings to the basketball courts must be free of obstructions, including spectators.
- 4.4.7. The basketball courts area will be available on a first come, first served basis unless rented by an outside group or in use by a TRC or Tallmadge City School sponsored program.
- 4.4.8. If a court is available, patrons may request equipment such as a volleyball net, pickleball net or batting cage be set up for use. The supervisor on duty will review the court schedule, current usage and staffing to determine if the special set up may be accommodated. Patrons who wish to have exclusive use of a court must reserve time following the guidelines in Chapter Six.
- 4.4.9. Dunking and/or hanging on the rims, nets, or supports is strictly prohibited.
- 4.4.10. During full court basketball games, those not participating in the game are not permitted to shoot at any basket on the same court.
- 4.4.11. TRC staff reserve the right to stop full court basketball games to accommodate the needs of the facility and other members.
- 4.4.12. Batting helmets must be worn while hitting in the batting cage. Failure to do so may result in being asked to leave the facility.
- 4.4.13. Users must bring their own batting helmets, bats, balls, and gloves.
- 4.4.14. The batting cage cannot be used if there are programs or rentals on Court 4.

#### **4.5. Group Fitness Studios**

- 4.5.1. Group fitness equipment and weights should not be dropped or mishandled. All equipment must be sanitized and returned to the appropriate storage location after use.
- 4.5.2. Group fitness studios may be used by members when not in use for classes.
- 4.5.3. Use of the sound systems is prohibited.
- 4.5.4. Strollers are permitted in the group fitness studios if the child is secured into the stroller and is not causing a disruption. Strollers must not block ingress/egress of the studios.

#### **4.6. Racquetball Court**

- 4.6.1. The racquetball court may be used for racquetball, handball or wallyball unless otherwise approved by TRC management.
- 4.6.2. Patrons must be age 13 and over to use the racquetball court without adult supervision. Children ages 10-12 may use the courts with adult supervision. Children ages 9 and under are not permitted to use the racquetball court.
- 4.6.3. American Amateur Racquetball Association-approved safety goggles are required for racquetball and handball play for all players including those who require corrective eyewear.
- 4.6.4. Racquets must be made specifically for racquetball play and must have a protective bumper and a wrist safety strap. The safety strap must be worn during play.
- 4.6.5. Only racquetballs, handballs and wallyballs are permitted on the courts.
- 4.6.6. Horseplay is not permitted at any time and may be grounds for removal from the court.
- 4.6.7. Food and drinks are not permitted on the racquetball court.
- 4.6.8. Drop-in play is limited to an hour if others are waiting, and drop-in players must vacate the courts for reservations.
- 4.6.9. TRC Members may reserve the racquetball court in accordance with the guidelines set forth in Chapter Six.

#### **4.7. Cycling Studio**

- 4.7.1. Members attending scheduled cycling classes must sign-in on the sign-sheet within the cycling studio prior to the start of class to reserve a spot in the class. Bikes are only secured by signing-in ahead of time.
- 4.7.2. Classes will be limited by the number of available bikes. Bikes will be secured by the order in which patrons signed in.
- 4.7.3. Members may sign in for themselves and their significant other. Adding additional participants to the sign in sheet is prohibited.

- 4.7.4. Once class begins, participants must follow the rules and instructions of the cycling instructor.
- 4.7.5. Members ages 17 and older may use the cycling room for individual workouts when classes are not in session.
- 4.7.6. Members are not permitted to use the sound system in the room.
- 4.7.7. All users of the room must use the sanitizing spray and towels provided to wipe off the bikes after use.

#### **4.8. Multipurpose Field Area**

- 4.8.1. The multipurpose field is available to all members and day pass users when programs or rentals are not present on the field. Those who would like exclusive use of the field must reserve time by following the guidelines set forth for rentals in Chapter Six.
- 4.8.2. No baseball/softball bats are permitted on the multipurpose field except for organizations that have signed a contract on file with TRC that includes a hold harmless provision. Such organizations are permitted to use baseball bats on the multipurpose field only under the following terms and conditions:
  - 4.8.2.1. Only coaches will be permitted to hit balls.
  - 4.8.2.2. Only ground balls and line drives will be permitted.
  - 4.8.2.3. If a player is seen using /holding a bat they may be asked to leave the facility.
- 4.8.3. TRC reserves the right to withdraw permission to use bats on the multipurpose field at any time.
- 4.8.4. No cleats of any type are permitted on the field. Only athletic/tennis shoes are permitted. Shoes should be worn while on the field.
- 4.8.5. Children ages 9 and under must be accompanied by an adult, age 18 and older, when using the field.
- 4.8.6. Golf practice is only permitted on the multipurpose field if there are no other patrons on the field at the time. Participants must provide their own golf balls. Only plastic golf balls may be used. A special golf mat is available at the front desk. If there are other users on the field, golf practice is limited to inside the netted area of the batting cages with hitting done towards the playground area.

#### **4.9. Track Area**

- 4.9.1. Children ages 5-9 must be accompanied by an adult age 18 or older.
- 4.9.2. Children ages 4 and under may not use the track unless secured in a stroller or carrier and accompanied by an adult.
- 4.9.3. Strollers are permitted on the track. TRC staff reserves the right to determine whether a stroller is suitable for the track/track surface.
- 4.9.4. Stretching is allowed in designated areas only.

- 4.9.5. Spectators are not permitted to watch activities from the track.
- 4.9.6. Stopping on the track is prohibited.
- 4.9.7. The track is designed for fitness use only. Speed work and sprinting may be restricted by TRC staff to ensure patron safety.
- 4.9.8. Small hand weights are the only type of athletic equipment permitted on the track.
- 4.9.9. All walkers and runners are required to follow the daily directional arrows.
- 4.9.10. Walkers must use the two inside lanes and runners must use the two outside lanes. All patrons must use caution when passing others.
- 4.9.11. Track users have the right-of-way but are encouraged to use caution at track crossings, corners, and doorways to avoid collisions.
- 4.9.12. Members utilizing the track are encouraged to bring an extra pair of shoes to change into after entering the facility and before using the track to help keep the track dry and clean.

#### **4.10. Second Floor Spectator Area**

- 4.10.1. Spectators must not hang from the bleachers, run, jump, or act in any other loud or unsafe manner.
- 4.10.2. Foul and/or abusive language is offensive and will not be tolerated.
- 4.10.3. No horns, whistles or noisemakers of any kind are permitted in the facility.
- 4.10.4. Children 12 and under must be supervised by an adult 18 or older while in the spectator area.

#### **4.11. Concessions**

- 4.11.1. The concessions area offers a variety of pre-packaged snack foods, beverages, and vending products.
- 4.11.2. Concessions stand is open limited hours during leagues and events. Hours will be posted.
- 4.11.3. TRC contracts with outside companies to have vending machines in the concessions stand. TRC has no control over or access to the vending machines and cannot issue a refund or retrieve products. Patrons use the vending machines at their own risk.
- 4.11.4. If a patron has lost money in the vending machine, they may contact the vending machine vendor regarding a refund at the number posted on the machine.
- 4.11.5. If any machine is not working, TRC staff should be notified so they may mark the machine out of order and call for maintenance.

#### **4.12. Parking Lot**

- 4.12.1. Bicycles, skateboards, roller skates, in-line skates, and other sports-related activities are prohibited in the parking lot and on sidewalks at the TRC except when used as a method of transportation.

- 4.12.2. Any suspicious activity occurring in the parking lot should be reported to TRC staff immediately.
- 4.12.3. Bikes must be placed in or immediately surrounding the bike rack and may not be stored in the building.

## 5. CHAPTER FIVE - VOLUNTEERS

### 5.1. Volunteer Program

- 5.1.1. The TRC offers a variety of volunteer opportunities for individuals of all ages and interests.
- 5.1.2. *Volunteer Information and Application Forms* are available at the front desk.
- 5.1.3. Volunteer activities may include but may not be limited to special event monitors, programming assistants, guest services, and facility assistants.
- 5.1.4. Volunteers will not be compensated for their services and are not employees of the City of Tallmadge.
- 5.1.5. Upon approval of the volunteer application, individuals will be contacted to begin their volunteer service.
- 5.1.6. TRC staff will provide volunteers with training and orientation to familiarize them with the policies and procedures of the facility.
- 5.1.7. Guidelines for volunteers will be distributed at orientation.

## **6. CHAPTER SIX - RENTALS**

### **6.1. General Guidelines**

#### **6.1.1. Rental of Facility**

- 6.1.1.1. Areas of TRC are available for rent during regular operating hours. The entire first floor of the facility is available for rent after hours.
- 6.1.1.2. Anyone interested in renting any area of the facility should contact the Facility Rental Clerk.
- 6.1.1.3. Rental rates vary based on the season and rental facility. A full list of rates is available at the front desk.

#### **6.1.2. Racquetball Court Rental Regulations**

- 6.1.2.1. The racquetball court is available for rent to TRC blue, gold and insurance-based members ages 18 and over.
- 6.1.2.2. Rentals may be made no more than 48 hours in advance and may not exceed 2 hours in length.
- 6.1.2.3. Each member may only rent the court twice per week.
- 6.1.2.4. Non-members and those whose memberships do not include use of the court must pay the daily admission fee to use the court even if they are joining a member who has reserved the court.

#### **6.1.3. Basketball Court Rental Regulations**

- 6.1.3.1. Courts may be rented by members and non-members. Admission for all players is included in the rental fee.
- 6.1.3.2. Volleyball and pickleball court rentals require 2 hours' notice for set up.
- 6.1.3.3. Volleyball rentals include net set up to the requested height. Referee stands are not available. Pickleball rentals include up to three nets per court. Renters must provide their own equipment other than nets.

#### **6.1.4. Rentals, Rental Contracts and Payments**

- 6.1.4.1. Those interested in renting areas of the TRC should inquire about the rental at the front desk. The front desk will process one-day rentals. Rentals spanning multiple dates or requiring special attention (i.e. tournaments or leagues) should be transferred to the Facility Rental Clerk. Special requests are typically reviewed within two (2) business days and are subject to approval based on facility and staff availability. Specific policies include:

- 6.1.4.1.1. Only adults ages 18 or older are permitted to request rental of the facility.
- 6.1.4.1.2. The reservation time shall include all preparations, activities, and clean-up.
- 6.1.4.1.3. Events requiring major set-up should be submitted at least one month in advance of the event. A detailed description of the special event activity and set-up should be provided when submitting the request.
- 6.1.4.2. All rentals requiring a payment plan or proof of liability insurance will require a rental contract. Signed contracts, rental deposits, and proof of liability insurance naming TRC as “additional insured” must be returned to secure booking.
- 6.1.4.3. Single-day rentals must be paid in full at the time of booking. Rentals requiring a contract may have a payment plan outlined in the contract.
- 6.1.4.4. The renter will be responsible for all damage to the facility caused by the negligent, reckless, or willful conduct of the renter, their employees, agents, assigns, business invitees or guests while on the premises. Any damages will be charged to the renter.

#### **6.1.5. Changes and Cancellations**

- 6.1.5.1. Any requests for changes to the rental contract must be submitted in writing.
- 6.1.5.2. If the change is approved, it must be signed and dated by both the renter and the appropriate TRC staff member.
- 6.1.5.3. TRC reserves the right to deny any change to the rental request.
- 6.1.5.4. Requests to cancel any part or the entirety of the rental contract must be submitted in writing and will be subject to the cancellation fees outlined in the rental contract.

### **6.2. Applicable Guidelines**

#### **6.2.1. Renter and Guest Policies and Procedures**

- 6.2.1.1. Renters and guests must follow the established TRC Rules and Regulations.
- 6.2.1.2. Violations of such regulations or misrepresentation of use may be cause for immediate cancellation of the rental without a refund.
- 6.2.1.3. In addition, these guidelines must be followed:
  - 6.2.1.3.1. Renter or representative of the organization renting the facility must be present during the entire event and assist with admission.

- 6.2.1.3.2. Renter must provide a specific floor plan and/or special requests at the time of booking.
- 6.2.1.3.3. Rental guests will not be admitted into the rental area more than 15 minutes prior to the start time of the rental unless mutually agreed upon by both parties.
- 6.2.1.3.4. The renter is responsible for supervising all guests, including restricting guests to authorized areas only. The renter is held liable for the actions, including any damage or losses to TRC equipment or facilities, caused by their group.
- 6.2.1.3.5. Certain groups may require entry/exit from a designated set of doors other than those at the main entrance. In these cases, the renter will be responsible for directing group members to the appropriate doors. The renter will also monitor access through these doors to ensure there is no unauthorized access into the facility.
- 6.2.1.3.6. Use will be restricted to the terms of the rental contract including area reserved, time of entry and departure, intended activity, etc.
- 6.2.1.3.7. Rentals shall not infringe on or restrict the use of other facilities in the TRC.
- 6.2.1.3.8. No alcohol is permitted on TRC grounds.
- 6.2.1.3.9. Smoking and use of tobacco products, including e-cigarettes, are prohibited.
- 6.2.1.3.10. No electrical appliances are allowed without prior written approval. No open flames of any type are permitted.
- 6.2.1.3.11. Participants must adhere to the TRC dress code guidelines.
- 6.2.1.3.12. Charging admission or selling merchandise requires prior written approval.
- 6.2.1.3.13. All furniture, equipment, decorations, and other needs shall be detailed in writing and approved in advance.
- 6.2.1.3.14. Decorations shall not be attached to the walls, ceilings, or sprinkler systems. Decorations shall not be taped to, alter, or damage any surfaces. Banners or other similar signage may be permitted with prior approval from TRC management.
- 6.2.1.3.15. No rice, confetti, silly string, or straw shall be used in or around the TRC property.

- 6.2.1.3.16. Renters are asked to keep the noise at a reasonable level.
- 6.2.1.3.17. Only music suitable for a public facility will be permitted and must be played at a reasonable level. Acceptable music and volume will be determined by TRC Management.
- 6.2.1.3.18. Any material (pamphlets, etc.) containing advertising must be approved by TRC management prior to distribution.

## **6.2.2. Food and Catering Policy**

- 6.2.2.1. No outside food or drinks are permitted in the facility during times the concessions area is open, except for personal drinks and small snacks.
- 6.2.2.2. Food and beverage other than water is restricted to the concessions area and second floor spectator area.
- 6.2.2.3. Upon request, TRC can provide certain food items for the renter from items available in the concessions area, provided the concessions area is open. The items will be charged to the renter at full price.
- 6.2.2.4. Accidental spills should be reported to TRC staff immediately for clean-up.

## **6.2.3. General Set-up & Tear-Down**

- 6.2.3.1. TRC will provide a crew for set up and tear down for all normal rental requests.
- 6.2.3.2. If the set-up or tear-down requires equipment not provided by TRC, the renter will be responsible for set up and tear down.
- 6.2.3.3. If additional equipment (chairs, tables, etc.) is needed for the rental, the renter is responsible for arranging the rental of these items from an outside organization once they have been approved by the TRC.
- 6.2.3.4. There will be a set-up fee assessed for set-up and use of chairs, tables, scoreboards, and flag football equipment, if applicable.

## **6.2.4. Security Requirements**

- 6.2.4.1. All groups must comply with safety and security guidelines established by the Director of Public Safety and Police Department.
- 6.2.4.2. Security staffing must be handled by the Tallmadge Police Department. The Tallmadge Police Department has the first right of refusal.

### **6.2.5. Fire Code Requirements**

- 6.2.5.1. In some cases, renters may be required to submit a detailed rental diagram and layout of traffic flow at the time of booking.
- 6.2.5.2. This layout must be reviewed and approved by the City of Tallmadge Fire Department.
- 6.2.5.3. TRC reserves the right to require Fire Department personnel to attend the event at the renter's cost for large-scale events, as determined by TRC management.

## **7. CHAPTER SEVEN - PROGRAMS**

### **7.1. Registering for Programs**

- 7.1.1. Patrons may register for programs in person at the front desk, online at tallmadgerecreation.org or over the phone at 330-634-2349.
- 7.1.2. Full payment or enrollment in Electronic Funds Transfer (EFT) if applicable, is required at the time of registration.
- 7.1.3. TRC accepts cash, checks (made payable to City of Tallmadge), Visa, MasterCard, Discover, American Express, Google Pay, Apple Pay and Tallmadge Parks and Recreation Department gift cards.
- 7.1.4. An NSF fee equal to the bank charges incurred by the City will be assessed to any check or EFT returned due to insufficient funds or closed accounts.
- 7.1.5. Two (2) returned checks from the same household in a two (2) year period may result in payment restrictions.

### **7.2. Program Fees**

- 7.2.1. Program and activity fees may be tiered based on whether the legal guardian or participant is a Tallmadge resident or taxpayer.
- 7.2.2. Resident/taxpayer status must be current at the time of registration to receive the resident/taxpayer rate.
- 7.2.3. Some programs may require a supply fee, which will be indicated in the individual program description.

### **7.3. Waiting Lists**

- 7.3.1. Once a program is full, a waiting list may be created.
- 7.3.2. Patrons placed on the waiting list will be notified if a space becomes available.
- 7.3.3. Payment will not be taken or processed for individuals placed on the waiting list.

### **7.4. Late Registrations**

- 7.4.1. Registration for programs will typically end one week prior to the start of class; however, late registrations may be accepted on a case-by-case basis.
- 7.4.2. Individuals registering after the start of a program will be required to pay the entire fee at the time of registration. Registration fees will not be prorated.

### **7.5. Program Confirmation**

- 7.5.1. Program confirmation is assumed with registration payment.
- 7.5.2. The patron will only be contacted again if the program is changed or cancelled.
- 7.5.3. The patron will provide current contact information during registration.

## **7.6. Age Requirements and Program Attendance**

- 7.6.1. Programs are open to participants of the age listed in the activity description.
- 7.6.2. Only the registered individuals may attend the program or class.
- 7.6.3. All TRC program participants must check in at the front desk.

## **7.7. Program Suggestions and Evaluations**

- 7.7.1. TRC is constantly striving to improve programs and services offered to the community. Patrons are encouraged to submit ideas and suggestions for upcoming programs or improvements in services by emailing the Superintendent of Parks and Recreation or the person in charge of the program.
- 7.7.2. Occasionally, TRC will email Program Evaluations at the conclusion of a program. Program participants or their guardians are encouraged to complete these evaluations.

## **7.8. Assumption of Risk**

- 7.8.1. Participants must recognize that all programs of a physical nature involve some risk and by registering for programs of this nature, there is an assumption of risk by the participant.
- 7.8.2. Participants must sign a release and waiver before participating in programs.
- 7.8.3. If a participant is aware of any unsafe condition, they must notify TRC staff immediately.

## **7.9. Participants with Special Needs**

- 7.9.1. TRC encourages individuals with special needs to participate in all programs and activities.
- 7.9.2. The staff will make every effort to assist special needs participants to ensure that they have a positive experience.
- 7.9.3. Individuals requiring accommodation for participation should contact the Superintendent of Parks and Recreation.

## **7.10. Non-Endorsement Policy**

- 7.10.1. Instructors used by the TRC are contracted because they have a special skill, talent, or area of expertise that they are willing to share with others.
- 7.10.2. TRC does not endorse the opinions or business affiliations of our instructors and/or contractors.

### **7.11. Leagues/Clinics/Camps**

- 7.11.1. All spectators will be admitted to the second-floor spectator area and concession area during any sports program that they are observing.
- 7.11.2. Some programs or events may require a spectator entry fee at the discretion of the TRC.
- 7.11.3. All spectators must leave the facility at the conclusion of the sports league or program.
- 7.11.4. Spectators may not use any area of the facility without a valid membership or daily admission. Spectators may purchase a daily admission or childcare pass if they wish to use these facilities.

### **7.12. Program Cancellation, Refund, & Transfer Policies**

- 7.12.1. The TRC will make every effort to successfully implement all programs that are offered; however, on occasion a program may be cancelled due to low enrollment or may require a change of date, time, or location.
- 7.12.2. If a program is cancelled by the TRC, a refund/credit for the full amount that was paid will be processed.
- 7.12.3. The TRC maintains a **NO PROGRAM REFUND POLICY**. If an individual wants to cancel enrollment in a program due to extenuating circumstances, they must submit a written request to the Superintendent of Parks and Recreation stating the reason for cancellation.
- 7.12.4. Refunds/credits that are requested after the start date or for extenuating circumstances will be granted on a case-by-case basis and may be assessed an administrative fee of \$5 or 10% of the registration fee, whichever is greater. TRC reserves the right to deny a request or provide only a partial refund.
- 7.12.5. If an individual would like to be considered for a transfer from one class to another, they can request this change at the front desk. Requests must be in writing and submitted to the Parks and Recreation Superintendent.

### **7.13. Personal Training Program**

- 7.13.1. The TRC contracts with certified personal trainers to provide one-on-one training for an additional fee.
- 7.13.2. Training sessions incorporate the fundamentals of exercise to create a comprehensive fitness program customized to the patron's goals, ability, history, and interests.
- 7.13.3. Personal training is only available to current TRC members.
- 7.13.4. Members must initially purchase a 3-session package to start personal training. After the initial 3 sessions, members may purchase individual sessions. It is the member's responsibility to contact the trainer prior to purchasing the package to ensure their schedules align.

7.13.5. Only contracted personal trainers are permitted to conduct personal training sessions within the facility. No outside personal trainers are permitted.

## **8. CHAPTER EIGHT - MISCELLANEOUS**

### **8.1. Grievance Procedure Policy**

- 8.1.1. Any person aggrieved by any action of TRC management or staff may appeal the action by filing a written statement with the reason(s) the person believes the action is improper. Such an appeal must be filed with the Director of Public Service, 46 North Avenue, Tallmadge, Ohio 44278, within one (1) week from the date of action and shall be considered and ruled upon by the Grievance Committee.
- 8.1.2. The Grievance Committee may conduct interviews and gather information deemed necessary and may conduct a hearing at which time the person filing the appeal may be asked to appear and present testimony and witnesses.
- 8.1.3. Any action shall continue to be in effect while the appeal is in review unless stayed by the Grievance Committee.
- 8.1.4. The appeal decision made by the Grievance Committee will be final. There is no further administrative appeal process once this decision is made.
- 8.1.5. Under no circumstances will a membership fee be prorated due to suspension or termination.
- 8.1.6. The Grievance Committee is composed of the Director of Public Service and two appointed TRC members selected by TRC management.

### **8.2. Refunds/Credit/Cancellation Requests**

- 8.2.1. TRC management will determine whether a refund/credit/cancellation request will be granted. The primary consideration shall be whether extenuating circumstances existed which caused the need for the request.
- 8.2.2. Some extenuating circumstances that may be considered; but do not guarantee approval of a request, include, but are not limited to, the following:
  - 8.2.2.1. Patron moves farther than 30 minutes away.
  - 8.2.2.2. Patron has a health issue as documented by a physician. TRC may place a membership on hold without terminating the membership.
  - 8.2.2.3. Other factors may be considered as needed.
  - 8.2.2.4. No additional fee will be charged in these circumstances.
- 8.2.3. Refund requests for other reasons may be assessed fees as outlined in the Recreation Center pricing grid.
- 8.2.4. Patrons may appeal a decision of a refund/credit/cancellation request to the Grievance Committee for review in accordance with the Grievance Procedure Policy.

### **8.3. Posting/Leaving Material**

- 8.3.1. Only material/information produced/sponsored by the City of Tallmadge or pertaining to activities/events being held at the TRC will be posted on the city bulletin board, electronic sign, and information center.
- 8.3.2. Due to the limited availability of space, only information pertaining to a registered nonprofit organization located in or serving the City of Tallmadge will be permitted to be posted on the community bulletin board in the front entry. The information shall not contain offensive or lewd content or graphics as determined by TRC management. All material must be left at the front desk for TRC management to date and initial if approved.
- 8.3.3. Unapproved materials put out for display will be removed and disposed of by TRC staff.

### **8.4. Comments and Suggestions**

- 8.4.1. The TRC is always striving to improve service to the community. Patron suggestions and ideas are essential to the continual success of the TRC.
- 8.4.2. Patrons may voice their concerns and suggestions by communicating with the Parks and Recreation Superintendent.

### **8.5. Notice of Complaint**

- 8.5.1. If a patron verbalizes a complaint about a program, policy, or employee, the TRC staff member receiving the concern should offer a Notice of Complaint Form. If a patron refuses to fill out a Notice of Complaint Form the TRC staff member should document the information and submit it to the appropriate staff member.