

## Facility Rules

- All patrons are required to "check in" at the front desk before entering the Fitness Area, Gymnasium, or Natatorium and pay the daily admission fee, scan membership keytag, or provide a complimentary guest day pass.
- Children under the age of 12 must be accompanied by someone who is 16 or older.
- Shirts are required unless in the Natatorium, Gymnasium, or Changing Rooms. Shoes must be worn outside of the Natatorium and Changing Rooms.
- Food and drink may not be brought into The Centre, except for water bottles, cake and ice cream when renting the Birthday Party Room, and functions in the meeting rooms.
- Food and drink (except water) is prohibited in the Gymnasium.

## Monthly Payment Plan

For the convenience of our members, The Centre offers a monthly payment plan for Annual passes. Monthly payments may only be made through an Electronic Funds Transfer (EFT) from a personal checking/savings account or credit card (MasterCard, Visa, American Express, and Discover).

## Membership Cancellation Policy

No refunds are issued on passes for The Centre unless the pass holder is either relocating from the area or has been instructed by a doctor not to participate in physical activities due to a medical condition. All requests to cancel a membership must be submitted in writing to the Guest Services Manager and must include supporting documentation (i.e. change of address, letter from doctor, etc.).

## Statement of Accessibility

We invite and welcome people of all abilities to participate in programs. Please note on registration form if we can provide assistance.

## Return Payment Fee

The City of Rolla will assess a service charge of \$15 for every check or EFT returned for insufficient funds or declined credit card payments.

## Scholarships

The Recreation for Everyone Foundation was organized to provide scholarships for those unable to afford passes to The Centre. The Foundation is a 501C3 corporation and is operated by a board completely independent of the City of Rolla. For more information, or to get an application, please contact Angie Proffitt.

## Lost and Found

All items turned into the Lost and Found will be held for approximately one week at the Front Desk, after which time, items will be donated to a local charitable organization.

## Youth Fitness Policy

No one under the age of 18 is allowed in the fitness area unless: They have completed the Youth Fitness Orientation course. They must walk AT ARM'S REACH with their parent or guardian on the track.

## Youth Facility Policy

No one under the age of 12 is allowed to be in our facility without being accompanied by someone age 16 or older. This does not include youth programming.

## Youth Pool Policy

Children age 5 and under, or those wearing a life jacket or flotation device, must have a parent or guardian (over the age of 16) with them in the water. Children 8 and under must have a parent or adult on the pool deck supervising them. Children 12 and under must have a parent or adult in the building.

## Refund Policy for Programs

- A full refund will be granted for registrants if a program is cancelled. The Rolla Parks & Recreation Department reserves the right to cancel a class if the minimum has not been met 2 business days before the first class meeting.
- Administrative approval must be received before a refund is issued.
- All refund requests must be made 10 working days before the start of the program.
- For each refund request, there will be a \$5 service charge per registrant per program. To avoid the \$5 service charge, you may transfer your refund to another class.
- No refunds will be granted once the respective session starts, unless the request is due to illness.
- A written physician statement must accompany the request form. The Rolla Parks & Recreation Department must receive the request no later than 7 days after seeking medical treatment.
- Send refund requests to: The Rolla Parks & Recreation Department—Program Refund, P.O. Box 979, Rolla, MO 65402.

## Lock Rentals and Locker Use

Members may check out a lock at no charge by leaving their membership key tag or government issued picture ID. Guests who pay the daily admission may rent a lock by leaving a photo ID. The ID will be returned when the lock is turned in. If a lock or key is lost or is not returned at closing time, a \$5 replacement fee will be assessed. All locks will be removed at the end of the night and all personal items will be placed in our Lost and Found. The Centre recommends leaving valuables at home. However, if valuables must be brought during your visit, we suggest you utilize a locker to store your items safely. The Centre is not responsible for lost or stolen items.

## Photography

Frequently the Rolla Parks & Recreation Department takes photos or video of people enjoying the facilities and programs. These images are for promotional and marketing materials, and are used at the City's discretion and become its sole property. The use of any image recording devices, including video recorders, cameras, and camera phones is strictly prohibited in all Centre locker rooms, washrooms, and shower areas. Please report any violations immediately to facility staff or management.

## Inclement Weather

### Youth Activities (Monday-Friday)

If Rolla Public Schools close due to inclement weather, all youth programs will be cancelled.

### Youth Activities (Saturday & Sunday)

Weather conditions will be assessed and any cancellations and closures will be posted on our Weather Cancellation Line no later than 1 hour prior to the program start time.

### Adult Activities (Monday-Friday)

If Rolla Public Schools close due to inclement weather, adult programs, except water fitness, scheduled to begin before 2:00 PM will automatically be cancelled. For programs scheduled to begin after 2:00 PM, weather conditions will be reassessed and any additional cancellations and closures will be posted on our Weather Cancellation Line and on social media outlets no later than 2 hours prior to the program start time.

### Adult Activities (Saturday & Sunday)

Weather conditions will be assessed and any cancellations and closures will be posted on our Weather Cancellation Line and on social media outlets no later than 1 hour prior to the program start time.

## School Delays

If Rolla Public Schools are delayed due to fog, snow, or rain, all adult activities will run as scheduled. Youth activities scheduled to begin before 9:00 AM will be cancelled. Youth activities scheduled to begin at 9:00 AM or later will run as scheduled.

**The Weather Cancellation Hotline number is (573) 364-0847.**