



Family Recreation Center

Rules & Guidelines

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www.killeentexas.gov/kpr

The Family Recreation Center has designed these guidelines to create a pleasant and safe atmosphere while you enjoy our facility. All members have agreed to observe and abide by these policies.

ENTRANCE TO FACILITY

- Patrons entering the Recreation Center are **required to have a current membership card or purchase a Day Pass to gain access.** Membership cards must be presented at the Front Desk. Failure to present a Membership card, will result in the charge of \$5.00 to obtain a new card, or the purchase of a Day Pass.
- Anyone purchasing a day pass will be issued a wristband to wear. Wristbands must be worn at all times. Failure to wear the wristband will result in the charge of an additional day pass or removal from the facility. Wristbands cannot be shared among individuals and are only valid for the day they are issued.
- Individuals purchasing a **membership or Day Pass are required to have a profile with current information on file.**
- A current photo is required to be kept on file for all memberships and Day Passes purchased by anyone under the age of 18. A new photo must be taken each time a membership is renewed or once a year.
- Membership Cards cannot be used by anyone other than the individual issued to. Usage of another member's card will result in a one-day suspension of the individual using it and the owner of the membership card.

BASKETBALL COURTS

- **No food or drink is allowed in the gym.** Water bottles containing water and baby formula in a bottle will only be permitted.
- **No gum.**
- **No horseplay.**
- **No backpacks.**
- Organized practice/training or full court play is not allowed unless organized through a facility agreement.
- Games must last 20 minutes or less unless approved by Recreation Staff.
- Hanging on the basketball rim or net is not tolerated. **NO DUNKING.**
- Individuals must be 5 years of age or older to play on the Basketball Courts.
- Ages 5-11 must have a 16 year old responsible person with them at all times.
- Appropriate shoes must be worn. Shirt, shorts and clothing must be worn at all times.
- All expectations in facility behavior policy must be followed at all times.
- Cussing or inappropriate language will not be tolerated.
- Do not hit, throw items at the walls or curtain in the gym.
- Basketballs may be checked out at the Front Desk and a picture ID or membership card must be turned in to do so. Basketballs may not leave the Recreation Center and must be returned by the individual that checked it out after leaving the gym.
- Open basketball courts are an unsupervised, unstructured program open to all members and guests.
- Open basketball courts hours are subject to change without notice.

- The Family Recreation Center is NOT responsible for lost or stolen items.

TOMMIE HARRIS FITNESS CENTER/ DOWNSTAIRS FITNESS AREA/INDOOR TRACK

- Under no circumstances can anyone under the age of 13 be in the Tommie Harris Fitness Center or Downstairs Fitness Area.
- Age 13 to 15 may use the Tommie Harris Fitness Center or Downstairs Fitness Area if they are accompanied by an adult (18+). The adult must be within arm's reach of the minor.
- No strollers are permitted on the track. Direction of the track will change periodically so check signs upon using.
- Spitting on the track or in any part of the Fitness Area is prohibited.
- Personal audio equipment must be worn with headphones at all time and guests must provide their own headphones.
- Please limit cardio usage to 30 minutes each machine during peak times.
- Please limit weight machine and benches usage to 15 minutes during peak times.
- No food or glass containers allowed.
- No basketballs or volleyballs are allowed in the Tommie Harris Fitness Center, Downstairs Fitness area, or indoor track.
- Place all dumbbells, plates and other equipment in appropriate area when finished.
- As a member you are responsible for wiping down equipment after each use to maintain a clean fitness area.
- Do not drop or throw weights and follow all instruction regarding proper use of the equipment.
- It is prohibited for any person to conduct or solicit personal training at the Killeen Family Recreation Center unless organized through a facility agreement. Violators will be subject to membership/pass cancellation without refunds.
- Proper athletic shoes and shirts must be worn in the fitness area at all times. Open toe sandals, flip flops, etc. are not permitted for safety reasons. No hard-soled shoes or spiked heels are allowed.
- Make sure all seats are secured and all pins in place before using the equipment.
- Metal weights should never be leaned against walls, poles, or equipment.

AEROBICS ROOM

- No food or drink is allowed in the Aerobics Room. Water bottles containing water will only be permitted.
- Usage of the Aerobics room is first come first serve, unless occupied by a Recreation Center Class or Program. Please check usage calendar at the front desk.
- No court game play is allowed. This includes but is not limited to basketball, volleyball, and pickleball play.
- For the safety of others and yourself the aerobics room doors must remain open at all times.

FITNESS CLASSES

- Patrons must arrive before the class starts to give themselves an adequate amount of time to sign-in, put belongings away, and find an open spot.
- Patron must sign-in when he/she arrives.
- Patron must be at least 16 years old to participate in a fitness class.

- Notify the Instructor immediately should an accident or injury occur, if you feel faint, dizzy, or sick.
- Our Aerobics Room has a max capacity of 20 people.

GENERAL RULES

- The Recreation Center is not responsible for lost, stolen or damaged personal items. Personal items should be secured in a locker. Members and day pass holders must provide their own lock or use a locker with locks installed.
- If using a locker all items must be removed at the end of the day.
- Recreation Center staff will not accept any personal items to hold (keys, wallets, cell phone, etc.)
- Individuals are not allowed behind the Front Desk for any reason.
- Outside music/video playing devices are not be played out loud for others to hear. Patrons must wear headphones.
- Weapons, alcohol, drugs or tobacco products will not be allowed in the building or on the property. Anyone found under the influence, will not be granted access into the building.
- The Recreation Center has zero tolerance for violence or intimidation of any sort. Any physical abuse of any person or conduct which threatens or endangers the health and safety of any member or staff of the Family Recreation Center will result in immediate removal and disciplinary actions.
- Skateboards, roller blades, bicycles are not allowed in the building. Bicycles are not to be locked, chained, or attached in any way to the building structure or handrails. In such circumstances, grounds will be notified and bicycles will be removed.
- Food and drink will only be allowed in the lobby area. All other areas are for exercise and recreational activity. For organized Killeen Recreation Services league team events water and sports drinks will be allowed on the bench area ONLY. All bottles must be removed by teams immediately following their game.
- Animals shall not be permitted inside the Recreation Center unless designated as a service animal.
- Soliciting, gambling, panhandling, loitering, betting or any matter of the nature is not permitted in the building or on the property.
- Children under the age of 18 must be picked up after the Recreation Center has closed and/or 30 minutes after program has ended. In the event that this happens, the parents will be contacted, and if they are not available the Killeen Police Department will be called.
- First Aid is available at the front desk and any Recreation Center staff must be notified right away in the case of an emergency.
- See through clothing, bathing suits, or clothing considered as undergarments must be covered prior to entering and/or using the facility.
- Children under the age of 11 years old must be accompanied by a person over the age of 16 while in the facility.
- Alcohol & tobacco is not allowed in the facility in an open or closed container. Possession of alcohol will result in the individual/s being asked to leave the building. Recreation Director and the Killeen police will be notified if the person/s refused to remove themselves and the alcohol.

- Family Recreation Center management must clear all posters, flyers, signs etc. Displays may only be posted on approved bulletin boards. They may not be attached to the building walls (interior and exterior), doors, windows, rails or any other painted surface. The recreation center retains the right to limit the number, location, and duration of posting.
- Theft should be reported immediately to the center staff at the front counter who will file an incident report. Patrons are responsible for any recreation center equipment they may have checked out from the front desk. In the event of theft or loss of equipment, the ID card of the responsible party will be held until the items are located or replaced.
- The center assumes no responsibility for personal items. All patrons are encouraged to secure their own possessions.
- The center interprets vandalism as the willful or malicious destruction or defacement of Family Recreation Center property. The center has zero tolerance to any damage caused by vandalism.

MEMBERSHIP CANCELLATIONS AND REFUNDS

- Members are responsible for paying for their membership on the due date if not signed up for our automatic renewal option.
- Members are given a seven (7) day grace period to pay for their membership. If membership is not paid by the seventh (7th) day member will not be allowed to use the facility until membership is paid for.
- There is a \$5 administration fee included with all refunds made.
- If requesting cancellation due to relocation, you must present documentation confirming the move. If you are cancelling for medical reasons, a note from your doctor is required.
- All requests for refunds and cancellations must be made using the Application for Refund or Cancellation. Cancellation requests will NOT be accepted over the phone.
- All refunds are subject to review by the Family Recreation Center's management. Providing the Family Recreation Center with a request does not guarantee a refund.
- Request for refunds or cancellations take approximately 4-6 weeks.
- Members who sign up for our renewal option will continue to be drafted unless you come in and request for it to be stopped or canceled.

CHILD CARE GUIDELINES

- Childcare is exclusively for those individuals with active memberships at the Family Recreation Center. **Individuals obtaining a Day Pass cannot utilize child care.**
- Children must be walking up to the age of 10 years.
- NO MORE THAN 30 CHILDREN CAN BE IN CHILDCARE ROOM AT ONE TIME.
- A parent/legal guardian must sign the child into the child care room, and have a photo ID for verification. The same person who drops off the child must be the one who picks the child up from child care.
- NO FOOD is allowed in the childcare room.
- Parent/legal guardian must remain inside the Family Recreation Center at all times while child is present.
- Children must have shoes on at all times when in childcare room/playground.
- No biting, fighting, cursing, and/or any other disrespectful behavior will be tolerated.

- Please do not bring balls, skateboards/scooters or any item that may cause harm or injury to themselves or other children.
- Only one comfort toy (blanket or stuffed animal) is permitted in the childcare room. Small objects which may be a choking hazard are not permitted. Any personal belongings brought into the childcare room must be properly labeled with the child's name. The Family Recreation Center will not be responsible for lost, stolen, or broken items
- The Family Recreation Center enforces a sick child admittance policy, including but not limited to, denying use of the childcare room for children with: impetigo, scabies, skin ringworm and/or scalp ringworm, chicken pox, fever, head lice, culture proven strep infections under treatment for less than 48 hours, conjunctivitis (pink eye), persistent cough, severe diarrhea, vomiting, or pinworm infections.
- There is a 2-hour maximum for the childcare room. Excessive abuse of this time limit may result in suspension or loss of childcare room privileges. Additional consecutive blocks of 2-hour time increments will not be permitted.
- The Family Recreation Center is not equipped or staffed to provide individual services for any specific child in child care.
- Depending on the severity of the situation, the Family Recreation Center reserves the right to suspend and/or deny further access to the childcare room for children who are uncooperative or physically hurting other children in the room. The Family Recreation Center will alert the parents immediately should a situation arise.
- In the event of a medical emergency, you will be notified immediately if this does occur. You further consent that any minor falls may receive medical treatment deemed advisable by emergency personnel, and that you will be reasonable for any and all medical expenses incurred by this procedure.

CHILDCARE DISCIPLINARY ACTIONS:

“TIME OUT” will be used for disruptive behavior. Parents will be notified and staff will document each occurrence. It is impossible to provide continuous one-on-one supervision or to handle severe behavior problems.

1. If your child causes any harm to another child or a child care assistant the following actions will be taken.
2. Parent will be contacted and the child will be removed for the remainder of the day.
3. Parent will be contacted and the child will be suspended for one week (7 days).
4. Parent will be contacted and the child will be expelled from using the childcare room.

Check In and Out Procedures:

Before utilizing the childcare room, parents/guardians must complete a Parent/Guardian Contract and Waiver and an Emergency Procedure Form for each child. These forms are included in this packet and must be submitted upon the first visit to the childcare room. They are valid through December of the current calendar year. Please allocate at least 10-15 minutes for a brief orientation to the childcare room on your first visit.

Upon each arrival, parents/guardians must complete the childcare room check in/check out sheet with information such as child's name, time in, parent/guardian name, anticipated location in the facility, and pick up time when child is released from care. **Only the parent/guardian that**

checked in the child will be able to pick the child up. Parents/Guardians may be required to show proper photo ID when checking in or signing the child out.

BEHAVIOR POLICY

Appropriate behavior is expected from all participants, members and guests utilizing the Family Recreation Center facilities at all times, to protect the enjoyment and safety of all patrons. Therefore, the Family Recreation Center staff has established the following behavior policy and suspension guidelines.

Behaviors that will not be accepted include, but are not limited to the following:

- Endangering the health and safety of other members, participants, patrons or staff
- Use of verbal harassment, profanity, vulgarity, obscenity or racial slurs
- Attempting to gain access to facility without the purchase of a Day Pass or membership
- Using another member's card to gain access
- Soliciting, gambling, panhandling, loitering, betting or any matter of the nature
- Failure to follow Recreation Center staff directions
- Inappropriate display of affection, including but not limited to prolonged kissing and touching of any private areas of the body.
- Disrupting a program or creating a disturbance at the facility
- Inappropriate or offensive dress, including, but not limited to, dress which is too revealing and clothing which displays obscene or offensive words or pictures.
- Blatant disrespect of staff and program or facility policies and procedures
- Damage, vandalism, or theft of private or Recreation Center, equipment or supplies.
- Fighting with another patron or staff on the premises

Any violation of the above policies will result in removal from the premises by a Recreation Center staff or Killeen Police Department, and will include a minimum one-day suspension. If the violation is deemed to receive a longer suspension, the patron or parent/guardian will receive a written notification of the inappropriate behavior and a detailed description of the additional suspension will be included.

DISCIPLINARY ACTIONS:

Tier 1 Offenses: Foul language, inappropriate behavior, continuous horseplay, breaking building policies & gym rules

Tier 2 Offenses: Physical Contact, Verbal Harassment, Theft, Vandalism, Disrespecting Family Recreation Center Staff

Step 1: Immediate ejection from the facility	(Tier 1 offense)
Step 2: 1 Week suspension	(Tier 1 offense)
Step 3: 2 Week suspension	(Tier 1 offense)
Step 4: 1 Month suspension	(Tier 2 offense)
Step 5: 6 Month suspension	(Tier 2 offense)
Step 6: 1 Year suspension	(Tier 2 offense)
Step 7: Membership Revoked / Lifetime Ban	(Tier 2 offense)

****Severity of incident will be taken into consideration when deciding which Step to enforce****

****Multiple rules violations will deem higher step enforcement****

****All Incident reports will be reviewed by Family Recreation Center Management and patrons will be contacted within 48 hours regarding the disciplinary action being taken****

If the patron is suspended three or more times, or the patron is involved in one severe incident, as determined by Recreation Center Staff, (ex: fighting, damage, vandalism, or theft of private or Recreation Center equipment or supplies), the patron will be automatically suspended for one year and will be required to schedule a meeting to reinstate facility access. Killeen Police Department will also be contacted if the violation is unlawful or in the case of assisting Recreation Center Staff in the removal of a patron. At the meeting, the patron, parent/guardian if the patron is a minor and Recreation Center Supervisor's will be present and continued participation in a program or access to the facility will be assessed and reviewed. Inappropriate behavior by an adult may result in more rapid progress toward suspension or termination from participation in a program or facility access.

Program and or membership fees, including Day Pass fees, will not be refunded for any person removed from the premises or a program due to violation of the behavior policy.