



TEXAS
Community Centre

Policies and Procedures

Revised July, 2017

**ROWLETT COMMUNITY CENTRE
POLICIES AND PROCEDURES MANUAL
(Revised 7/2017)
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Subject: **INTRODUCTION**

Section: **1**
Revised: **7/2017**

1.1 ROWLETT PARKS AND RECREATION MISSION STATEMENT

“To provide quality customer care for our community by offering the best healthy choices for Parks and Recreation services by promoting a safe and fun environment while creating memories and a sense of home.”

VISION STATEMENT:

“Exploring life’s simple pleasures. Your enjoyment is our reward!”

1.2 CUSTOMER SERVICE

The Rowlett Community Centre strives to provide quality customer service to all members, guests, and patrons. We continually strive to meet your recreation needs, and exceed your expectations.

The Rowlett Community Centre has a “satisfaction guaranteed” policy for programs and services. If a patron or guest is unhappy, we will do our best to resolve the situation to the customer’s satisfaction by:

- Providing a household credit, or
- Issuing a refund.

Changes in Personal Schedules – Refunds are not usually granted for changes in personal schedules after a class or program has begun.

Vague or Unreasonable Requests – Complaints resulting in a refund or household credit request must first be determined to be valid by management staff before a refund or household credit is issued.

RCC Staff and Management will work to ensure your satisfaction in our programs and events. RCC staff will be empowered to make the necessary decisions to address customer service needs.

1.3 REGULATIONS

It is the policy of the Rowlett Community Centre to maintain its facilities in conformance with all applicable local, state and federal laws and regulations, including the Americans with Disability Act. The Community Centre may develop and enforce such rules governing the physical facilities as may be necessary to carry out these laws and regulations.

Attendance and membership is open to the entire community without regard to race, age, sex, religion, national origin, political affiliation, or physical ability.

1.4 FAILURE TO COMPLY

Any individual who violates the Centre's rules and regulations, whose conduct is improper or dangerous to the facility or to other members is subject to suspension of privileges. Written notice will be sent or delivered by certified mail to the individual by Community Centre Staff. An opportunity for a written appeal to the Director of Parks and Recreation will be made available. The Director of Parks & Recreation will make final review and consideration.

1.5 POLICY CHANGES

The Community Centre Supervisor shall have the administrative authority to modify or change RCC policies as necessary to maintain the public safety, enjoyment & well being of our patrons and to adjust policy as necessary to respond to changes in market conditions, recreational trends and new program opportunities in a timely fashion, subject to the approval of the Parks and Recreation Director.

1.6 HOURS OF OPERATION

The Centre shall be open at the following times: *

Sundays:	12pm – 6 pm
Mondays:	6am – 9pm
Tuesdays:	6am – 9pm
Wednesdays:	6am – 9pm
Thursdays:	6am – 9pm
Fridays:	6am – 9pm
Saturdays:	8am – 9pm

*This may not include volleyball, basketball leagues or special events and multi-purpose room reservations. Multi-purpose room rentals may extend beyond 9pm but not later than 12 am.

The Centre will be closed on noted holidays including:

- New Year's Day
- Martin Luther King Jr, Day
- Easter Sunday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Friday after Thanksgiving
- Christmas Eve Day
- Christmas Day



Subject: **COMMUNITY CENTRE
CODE OF CONDUCT**

Section: **2**
Revised: **7/2017**

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- All patrons using the facility must present current valid membership cards. Daily membership and/or entry fees will be assessed, when the membership card is not presented.
 - Children under the age of 17 years will be required to have a release form on file before being issued a membership card. The release can be signed by a parent or legal guardian. The release form will require emergency contact and necessary medical information.
 - Membership cards are non-transferable. Only the person whose photo and signature appear on the membership card will be allowed to use it. Violation of this policy will result in suspension and/or forfeiture of membership without refund. Member will be eligible to renew membership one year from suspension.
 - Members are responsible for notifying RCC staff of lost or stolen membership cards as soon as possible. Members will not be held responsible for unauthorized use after notification.
 - Membership cards reported lost will be cancelled from the system and will no longer be eligible for use. Replacement card will be issued after replacement fee has been paid.
 - Children under the age of 7 years old must be accompanied by a person over the age of 16 while in the facility.
 - Parent/Guardian is responsible for ensuring proper behavior of child/children at all times.
 - Alcohol or drugs are prohibited on the premises, including the outdoor parking area. Anyone suspected to be under the influence of drugs or alcohol will be asked to leave. An alcohol permit is required for rental events.
 - Profanity, littering or gambling is prohibited on the premises.
 - Solicitations of any kind are prohibited inside the building or outside the premises.
 - Patrons are expected to show respect for property, other patrons, and staff members.
 - Proper attire should be worn while in the premises at all times. Apparel & tattoos that advertise or depict drugs, nudity, gang membership, obscene language or obscene graphics will not be allowed in the premises.

- See-through clothing, bathing suits, or clothing considered as undergarments must be covered prior to being allowed admission to the facility.
- Food and drinks are permitted in designated areas or in meeting rooms.
- Fighting or conduct which constitutes a breach of peace will not be allowed and will result in immediate removal from the facility and/or suspension from the facility.
- Office/Control Desk are for staff use only. A courtesy phone may be available for calls of 3 minutes or less.
- It is unlawful to vandalize, deface or otherwise damage the property or the building of the Rowlett Community Centre.
- Violation of policy will result in possible suspension of privileges as stated in the **Suspension Guidelines (Section 13)** of this manual.



Subject: **MEMBERSHIP (Resident)**

Section: **3**

Revised: **7/2017**

3.1 MEMBERSHIP POLICY

Use of the Rowlett Community Centre is generally intended for residents of Rowlett. Proper procedure must be followed to obtain membership at the Rowlett Community Centre. Yearly membership is valid for one (1) year from date of purchase; Monthly membership is valid for one (1) month from date of purchase. Membership card must be presented at the front lobby control desk each time the facility is used.

3.2 PROCEDURE

- Residents may receive a membership card by presenting two (2) forms of identification establishing Rowlett residency. These may be in the form of the following:
 - A valid Texas driver's license or State identification from the Department of Public Safety, showing current address
 - Rowlett water bill (not older than 2 months) or other current bill with Rowlett address.
- Pay the designated membership fee
- RCC management and staff reserve the right to verify pertinent information provided by member. Falsified information on membership form may render, disqualify or invalidate membership.

3.3 MEMBERSHIP FEE

Charges and Fees to be determined by Resolution of the City Council.

Youth membership
Individual/Adult membership
Family membership
Senior membership

3.4.1 DEFINITION OF MEMBERSHIP

- **Youth membership** – pertains to children ages 17 or under. A parent or legal guardian can purchase this membership should they decide that they want to get single membership for their child age 17 and under. This membership is valid only for use of the gymnasiums, weight room, indoor walking track, and the game room. Youth under 16 years of age must be accompanied by a parent/guardian to utilize the weight room.

- **Individual/Adult membership** – covers patrons ages 18 and older. Parent or legal guardian can purchase this membership for a dependent child who is 18 years and older to enable access to the weight room, walking track, gymnasiums, game room and racquetball courts.
- **Family membership** – will include husband, wife, and **dependent children** living in the same household.
 - Proof of guardianship may be required. Acceptable documents showing guardianship are as follows:
 - Previous year's tax return form showing names of dependent children,
 - Child's current school registration form showing current address, or
 - Court documents showing proof of legal guardianship.



Subject: **MEMBERSHIP**
(Non-Resident)

Section: **4**
Revised: **7/2017**

4.1 MEMBERSHIP POLICY

Proper procedure must be followed to obtain membership at the Rowlett Community Centre. Yearly Membership is valid for one (1) year from date of signature; Monthly Membership is valid for one (1) month from date of signature. Membership card must be presented at the front lobby control desk each time the facility is used.

4.2 PROCEDURE

Patrons can register at the Rowlett Community Centre control desk during regular business hours by:

- Presenting a valid Texas driver's license showing current address,
- Signing waiver/release form, and
- Paying appropriate fees.
- Staff reserves the right to verify pertinent information provided by member. Falsified information on membership form may render membership invalid.

All policies and procedures of the Rowlett Community Centre apply to this membership.

4.3 MEMBERSHIP FEE (TBD)

Charges and Fees to be established by Resolution of the City Council

Youth membership
Individual/Adult membership
Family membership
Senior membership

Membership includes use of the gymnasiums, racquetball courts, indoor walking track, weight room, and game room.



Subject: **GUEST POLICY**

Section: **5**
Revised: **7/2017**

5.1 GUEST FEE: Charges and Fees to be established by Resolution of the City Council

5.2 POLICY

- Sponsoring member is responsible for his/her guest's conduct while in the facility.
- Guests of members are subject to the same policies and procedures as members as set forth in this policy.
- Guests who violate any RCC policy may be prohibited from coming in as a guest/non-member for a period of time as reasonably determined and set by management.
- Guests of members will not be allowed to stay in the facility once sponsoring member leaves.
- Guest is required to sign a non-member waiver form and pay the applicable fee prior to being issued a guest pass.



Subject: **FITNESS ROOM**

Section: **6**
Revised: **7/2017**

6.1 INTRODUCTION

The Rowlett Community Centre features a 2500 sq. ft. fitness room. This room is designed to provide a user with a total body (upper and lower) workout. It is designed more for muscle tone or definition, cardio-vascular benefits, and general fitness rather than building muscle mass. Although an increase in muscle size is possible with the equipment, the room was not designed for competitive bodybuilding.

Equipment includes free weights, upper and lower body weight machines, multifunctional equipment, treadmills, ellipticals, upright, recumbent, and spin bikes. Equipment which is compliant with the Americans with Disabilities Act is available.

6.2 FITNESS ROOM POLICY

Use of the Fitness Room will be made available to members after submitting a waiver of liability indemnifying the RCC and City of Rowlett.

- The fitness room is restricted to members and their guests 16 years and older. Youth ages 12 – 15 must be accompanied by parent/guardian and remain within an arms distance.
- RCC strongly recommends that members/guests consult with a doctor prior to starting any kind of workout regimen.
- Patrons assume all risks when using RCC fitness room equipment.
- Shirts must be worn at all times in the fitness room for hygiene purposes. Sport bras must be covered with a shirt. Proper attire does not include street clothes.
- Athletic shoes with rubber soles must be worn in the fitness room at all times.
- Participants must wipe off the equipment after each use. Cleaning solutions and paper towels are provided and will be located in and near the fitness room.
- The proper use of equipment by members/guest is expected.
- Strollers and/or carriers are not allowed in the fitness room.
- Limit time on cardiovascular and high demand equipment when other participants are waiting. Sign up sheets are provided.

- Only personal trainers registered with RCC are allowed to give private instruction in the fitness room.
- Only drinks in non-spill or leak proof containers will be allowed in the fitness room.
- RCC staff is not responsible for stolen items.
- Equipment is inspected and maintained on a regular basis. Please report any problems to the staff as soon as possible.
- Violation of policy will result in possible suspension of privileges as stated in the **Suspension Guidelines (Section 13)** of this manual.



Subject: **GYMNASIUM**

Section: **7**
Revised: **7/2017**

7.1 INTRODUCTION

Rowlett Community Centre has 2-full sized basketball courts available for use during regular business hours. City sponsored events will take precedence over other activities. RCC will provide as much notice as possible.

Open-play hours will be posted on entryway of gymnasium doors.

7.2 GYMNASIUM POLICY

- Only drinks in non-spill or leak proof containers will be allowed in the gymnasiums.
- Hanging on the rims or nets is not allowed.
- Organized team practices are only allowed with reservation.
- Only non-marking athletic shoes will be allowed on gymnasium floor.
- Use of teaching aids including cones, chairs, etc, are prohibited on the floor at all times unless it is a scheduled practice.
- Individual training or private coaching is not permitted in either gym at any time.
- Violation of any policy may result in suspension of privileges as stated in the **Suspension Guidelines (Section 13)** of this manual.

(Refraining from bouncing balls or running is requested in the areas outside the gym.)

7.3 GYMNASIUM RENTAL

Anyone wishing to use the gymnasium for organized team practices must make a reservation through the RCC.

Gymnasium rental fee categories are as follows:

- Rowlett Youth League Teams
- Rowlett Adult League Teams
- Non-Rowlett Teams

Charges and Fees to be established by Resolution of the City Council

7.4 GYMNASIUM RENTAL POLICY

- Lessee will be held responsible for his/her team and its members' conduct while utilizing the facility.
- Should any of the rental team members bring their minor children, it is the lessee's responsibility to ensure that they remain in the gymnasium by the team's designated court, and not be unattended or otherwise disrupt patrons of the facility.
- It is the lessee's responsibility to ensure proper behavior and demeanor at all times.
- Gymnasium rentals do not include the use of fitness room or meeting rooms unless specified in rental contract.
- Violation of RCC gymnasium rental policies may result in termination of rental contract.



Subject: **WALKING TRACK**

Section: **8**
Revised: **7/2017**

8.1 TRACK

- Children under the age of 7 years will not be allowed in the walking track unless accompanied by a person over the age of 16.
- Walkers/Runners must follow daily walking direction as designated by posted signage.
- Food is not allowed on the track.
- Be courteous to other runners/walkers.
- Personal belongings should be locked in lockers and not left unattended.
- Outside lane is for joggers and inside lane is for walkers.

8.2 STROLLER POLICY

- No strollers will be allowed on the walking at any time due to safety reasons for patrons utilizing the amenity.
- Children cannot be left in stroller unattended.



Subject: **RACQUETBALL COURTS**

Section: **9**
Revised: **7/2017**

9.1 RESERVATION POLICY

- Reservations may be made up to 3 days in advance. Members may obtain guaranteed court time by paying Reservation Fee. Non-Reserved court time will be made available on a first come, first served basis as a benefit of the RCC Facility Membership Fee.
- Members using the courts must be 16 years or older. Children ages 8 to 15 years of age may use the court when accompanied by a person 16 years or older.

9.2 RACQUETBALL/HANDBALL/WALLEYBALL COURT USE, RULES AND REGULATIONS

- Reservations can only be made by members with current memberships.
- Courts not reserved are available on a first-come, first-serve basis.
- Courts may be reserved for one (1) hour intervals. Reservations begin on the hour. Reservation will be forfeited at 10 minutes past the hour.
- Only one reservation per person per day may be made in advance. A second reservation may be made the same day of reservation based on availability.
- Handball and Racquetball
 - Maximum of 4 players.
 - Protective eyewear is recommended.
- Members are required to call to cancel at least one hour before reservation time so the court may be reassigned.
- Proper appropriate athletic footwear is required to participate on the racquetball court floors. Footwear that scuffs or leaves marks on the floors is not allowed.
- Only one reservation, per call per person can be made.
- No back-to-back reservations can be made by the same person. After 1 hour of play, players may request an additional hour if the court is available.

- The clock located at the Recreation Center Front Desk will be considered the official clock for reservations under this policy.
- No food, drinks (including squeeze bottles or thermos), or gum, will be permitted inside the courts at any time.
- No smoking or any tobacco products will be permitted inside the facility.
- RCC personnel will not be responsible for items left in the gym, courts or lobby.
- RCC staff has the right to close the racquetball courts at any time should unsafe playing conditions arise for any reason.
- Racquets, racquetballs and protective eyewear are available for checkout at the Front Desk. Participants will be notified when checking out equipment, that they will be held responsible for any loss or damages to such equipment.



Subject: **SHOWER AND LOCKER ROOMS**

Section: **10**
Revised: **7/2017**

10.1 Locker Rooms

- Lockers may be used free of charge to members, guests and those properly admitted to the facility on a daily basis.
- Members can provide their own locks for lockers. Locks are available for rental from the front desk by leaving your membership card or valid identification card.
- We are not responsible for items left in lockers and all such items will be removed nightly.
- The Community Centre is not responsible for lost or stolen items.
- Lockers and showers are not co-ed. Admission of members to male or female locker rooms is limited to persons of those genders.
- Uses of camera cell phones, cameras, or video recording devices in locker rooms, wet area or dressing area are prohibited.



Subject: **ROOM RENTAL
(Non-Business Rentals)**

Section: **11**
Revised: **7/2017**

11.1 INTRODUCTION

Rowlett Community Centre has rooms designed to accommodate meetings, weddings, wedding rehearsal and reception, bridal showers, baby showers, birthday and anniversary celebrations, graduation parties, family reunions, etc. These rooms are available for rent on a first-come, first serve basis.

11.2 ROOM DIMENSIONS AND CAPACITY

Maximum room occupancy has been designated as follows:

Room A:	24' (w) x 46' (l) = 1,086 sf		
	Maximum capacity with chairs and tables	--	72
	Maximum capacity without chairs and tables	--	155
Room B:	35' (w) x 36' – 46' (l) = approximately 1,475 sf		
	Maximum capacity with chairs and tables	--	98
	Maximum capacity without chairs and tables	--	210
Room C:	37' (w) x 24' – 36' (l) = approximately 1,194 sf		
	Maximum capacity with chairs and tables	--	79
	Maximum capacity without chairs and tables	--	170
Room D:	24' (w) x 30' – 44' (l) = approximately 915 sf		
	Maximum capacity with chairs and tables	--	61
	Maximum capacity without chairs and tables	--	130
Room E:	24' (w) x 40' (l) = 960 sf		
	Maximum capacity with chairs and tables	--	64
	Maximum capacity without chairs and tables	--	135

Maximum capacity set by the Fire Marshall will be strictly enforced. The entire party may be asked to leave by an RCC staff should it be proven that this regulation has been violated. No refund of the deposit will be given in this instance.

11.3 DEPOSITS AND RENTAL FEES

To reserve a meeting room an RCC Rental Agreement Form must be completely filled out and the deposit fee paid in full. Room deposits are deposited by the City of Rowlett the next business day. Deposits will be refunded by the City of Rowlett within 3 - 4 weeks following the event if deposit is paid with check or cash. Room deposits are as follows:

Charges and Fees to be established by Resolution of the City Council

Rental fees as well as other charged fees must be paid for in full at least seven (7) days prior to event.

Room Deposit	\$100/room
Kitchen Deposit	\$75
Dance Floor	\$200

Rental fees can be paid for during RCC's normal business hours. Fees are as follows:

Reservations outside of normal operating hours will be priced to accommodate overtime costs to the city.

Additional Fees (if applicable):

Alcohol - permit (Security consisting of an off-duty Rowlett Police Officer must be on premises at expense of patron)

Podium
Easel
Set Up (over 100 guests)
Alcohol Permit Fee
AV Equipment
Sound System
Table Cloths

Changes and fees to be established by resolution of the City Council.

11.4 RESERVATION POLICY

- All reservations, whether residents or non-residents, are done on a first-come, first-serve basis.
- Lessee reserving the room must be at least 18 years of age.
- Lessee must present a valid driver's license before any reservations can be made.
- A 14-day advance notice is required for all rentals. Rentals with less than 14-day notice will be required to pay the entire balance in full at time of making reservation.
- Lessee must complete and sign a rental agreement, and pay necessary deposit to secure room reservation; payment of full rental amount is required prior to occupancy in accordance with this policy and is due no later than one (1) week prior to rental. Lessee will be given a copy of the signed rental agreement.
- No admission charges, collections, dues or sales shall be made or required for participation in any functions held in RCC rooms except by advanced written permission. RCC rooms may not be used for fund-raising events/activities unless such event/activity will directly benefit the City of Rowlett or other city sponsored or co-sponsored programs.

11.5 ROOM RENTAL AGREEMENT/POLICY

This part of the policy will state room rental agreement/policy that lessee has agreed on from date of signature until the conclusion of his/her event.

- Any amendments to the rental agreement executed must be made by the primary lessee in person.
- Changes on time and date of rental made will be made at the discretion of the RCC staff and will be based on room availability.
- Cancellation of rental, less than seven (7) days prior to event, may result in forfeiture of rental fees, and/or deposit.
- Minimal room configuration or set-up changes to a regular set-up room will be allowed. Regular room set-up will provide ample seating to accommodate maximum room capacity.
- Lessee, whose name and signature appear on the contract, will be the main contact person and must be on-site or in attendance for the whole duration of the event.
- Lessee will be the first person to be allowed in the room. Any other member of the responsible party will not be allowed in the rented room until after lessee has signed in with an RCC staff member at the control desk.
- Lessee, guests, caterer, party coordinator, florist, or any part of the renting party will not be allowed in the room until entry time stated in the contract. It is lessee's responsibility to notify their caterer, party coordinator, and guests of this policy.
- RCC management/staff is not responsible for unattended or damaged items left in facility.
- Any equipment brought in cannot be left in the facility before time designated in the contract and must be removed immediately after the event has occurred.
- Lessee, whose name and signature appear on the contract, shall be the responsible party and shall be responsible for any loss or damage to RCC property caused by any attendee of the activity during time of rental. Such responsible party shall be responsible to the extent of paying the necessary costs and/or expenses needed to replace or repair damaged items.
- Unless previously noted, the gymnasium, racquetball courts, fitness room, game room, or other parts of the facility are not included in the rental agreement. However, a separate agreement may be executed for use of the same.
- Lessee and his/her guests should remain in the designated rented room(s). Children and guests are not allowed access, other than the restroom and kitchen facilities, if included in the rental agreement.
- Use of alcoholic beverages is prohibited unless it is specifically authorized by the RCC Staff and a valid permit is obtained. If serving of any alcoholic beverage is going to be a part of the event, lessee is required, at their own expense, to secure the services of an off duty Rowlett Police Officer. A license fee of \$50 will be charged at the time of reservation. Such officer shall be on duty 30 minutes before the function and until 30 minutes after the function has ended. Lessee will not be allowed to bring any beverage into the building without the presence of the Rowlett Police Officer. **NO** sales of alcoholic beverages are permitted.

- At the time reservation is being made, lessee is to notify RCC staff of any kind of music that will be used during the event. Unless otherwise noted on the contract, use of any kind of music will not be permitted during the event. At which time, the lessee MUST reserve the dance floor for safety purposes during the event. Noise level will need to remain at a low level in order to not disturb or disrupt other facility rentals taking place at the same time.
- Kitchen rental includes the use of the refrigerator, microwave ovens, stove/oven, and the ice machine. RCC will not provide cooking utensils and party supplies. Supplies in kitchen cupboards and drawers are not available for use. Any obvious tampering of cupboards or drawers, with or without the intention of using its contents, will result in loss of full kitchen use and forfeiture of deposit.
- Smoking and the use of any tobacco products is prohibited anywhere inside the facility including the deck area. This includes Vapors or any other type of electric cigarettes.
- All decorations are limited to tabletop and freestanding items only. Attachment of any kind of decoration to the walls and windows is prohibited.
- Confetti, rice, sequins or birdseeds within 25 feet of building entryway is prohibited. These items are not allowed indoors. Bubbles can be used outside the building only. Any evident use of confetti, sequins or birdseeds in the building may result in reduction or loss of deposit.
- Balloons must be secured. Please notify staff of any free-floating balloons as they may set off the facility alarm.
- Candles or any open flame device is prohibited and cannot be used in the building.
- Lessee must clean and vacuum rented room(s), remove all food and personal items in the room, and place all trash in provided containers prior to vacating the premises. If kitchen is included in rental, kitchen floor must be swept and mopped, and kitchen counters wiped down. Lessee is responsible for transporting trash to the dumpster behind the Community Centre.
- RCC reserves the right to void or waive stipulations of this contract at any time prior to or during the rental time period. This shall include the right to terminate a reservation during the activity if violation of the policy or endangerment to patrons warrant.
- RCC reserves the right to have a staff member present at any party, meeting or program held in the facility.
- Failure to comply with these policies will result in denial of any future use of RCC rental rooms, and fees and/or deposit.



Subject: **ROOM RENTAL
(Business Rentals)**

Section: **12**
Revised: **7/2017**

12.1 INTRODUCTION

The Rowlett Community Centre now has rooms that can be rented by business organizations for meetings and trainings. These rooms are available for rent on a first-come, first-served basis.

12.2 BUSINESS RESERVATION AND RENTAL POLICY

- Rental rates for room booked will depend on actual business address.
- Residency rates for business rentals will be determined based on business address.
- No admission charges, collections, dues or sales shall be made or required for participation in any functions held in RCC rooms except by advanced written permission. RCC rooms may not be used for fund-raising events/activities unless such event/activity will directly benefit the City of Rowlett or other city sponsored or co-sponsored programs.
- Room reservations must be made with at least a 24 hour advance notice.
- Rental deposits must be made at the time of reservation.
- Cancellation of a scheduled room reservation could result in an administrative charge of 20% of the total deposit.
- With advanced notice, continental breakfast and/or snacks can be furnished for an additional charge.
- Rental of meeting room does not include use of amenities.
- Maximum room capacity shall be established by the Fire Code as determined by the Fire Marshall.
- Lessee shall ensure cleanliness of rented room prior to vacating. All trash items must be deposited in trash bins found inside the room. Any spills on the table and/or floors must be wiped off.
- Lessee is to notify RCC staff of any spills on the carpet as soon as possible.
- Violation of any of these policies may result in forfeiture of room, fees, deposit, and loss of privilege to rent any RCC room(s) in the future.

12.3 ROOM DIMENSIONS AND CAPACITY

Room A:	24' (w) x 46' (l) = 1,086 sf		
	Maximum capacity with chairs and tables	--	72
	Maximum capacity without chairs and tables	--	155
Room B:	35' (w) x 36' – 46' (l) = approximately 1,475 sf		
	Maximum capacity with chairs and tables	--	98
	Maximum capacity without chairs and tables	--	210
Room C:	37' (w) x 24' – 36' (l) = approximately 1,194 sf		
	Maximum capacity with chairs and tables	--	79
	Maximum capacity without chairs and tables	--	170
Room D:	24' (w) x 30' – 44' (l) = approximately 915 sf		
	Maximum capacity with chairs and tables	--	61
	Maximum capacity without chairs and tables	--	130
Room E:	12' (w) x 22' (l) = 960 sf		
	Maximum capacity with chairs only	--	36
	Maximum capacity with chairs and tables	--	15
	Maximum capacity without chairs and tables	--	48

12.4 RENTAL FEE

TBD



Subject: **SUSPENSION GUIDELINES**

Section: **13**

Revised: **7/2017**

13.1 INTRODUCTION

Members and guests whose behavior is in violation of this policy or otherwise endangers the safety of patrons, or violates any federal, state, or local law shall be immediately asked to leave the facility. The Community Centre Supervisor or designee shall thereafter suspend or revoke membership privileges of a member or guest for a reasonable period of time.

13.2 SUSPENSION GUIDELINE POLICY

- RCC management reserves the right to review all cases and take appropriate action. Should a member be suspended, his/her membership card will be held at the control desk until suspension has been lifted.
- RCC management, staff, including scheduled on-duty Rowlett Police Officers, can impose any warranted suspension.
- Refund will not be given in event of suspension.
- This policy will be strictly imposed.
- Any action taken may be appealed to the Parks and Recreation Director or designee.



Subject: **LEAGUE SPORTS**

Section: **14**
Revised: **7/2017**

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- All RCC sponsored league sports are scheduled through the Athletic and Aquatic Supervisor.
 - League teams will be allowed to practice and play at RCC gymnasium on times designated to them.
 - League team members and their guests are allowed use of the gymnasium and restroom areas only. Fitness room, racquetball courts, children's area, and the game room are not part of the contract for league's use of RCC gymnasium.
 - The team coach is responsible for ensuring appropriate behavior of team members and their guests.
 - League members' children must be supervised.
 - Food or drinks will not be allowed in the gymnasium.
 - Parents of league participants will not be charged a day pass/guest fee if they are watching from the bleachers.



Subject: **YOUTH & ADULT CLASSES**

Section: **15**

Revised: **7/2017**

15.1 INTRODUCTION

Classes held at the Rowlett Community Centre are conducted by independent instructors, companies, RCC staff, or City employees. We strive to provide our patrons with the best activities, events, and services.

15.2 CLASS PARTICIPANT POLICY

- Class participants need not be members of RCC to participate in classes or activities, however, registration is required and fees based on residency shall be established.
- Class participants must register and pay required class fee at RCC front desk prior to attending any particular class.
- Registration for any class does not include use of non-class facility amenities such as the basketball gymnasium, racquetball courts, game room, kid's area, and fitness room.

15.3 INSTRUCTOR POLICY

- Instructor is required to turn in class description, including potential days and times of class, and a list of qualifications prior to commencement of class.
- Instructor must sign RCC/Instructor agreement form before the first day of class. This contract can be renewed as deemed appropriate by the Recreation Programmer.
- Instructor cannot in any way transfer his/her rights or duties under this agreement. Should instructor decide to cancel his/her class, RCC reserves the right to find a replacement.
- RCC or class instructor may terminate signed agreement any time by giving thirty (30) days written notice to the other party.
- For services rendered, compensation will be based on agreed upon amount between RCC management and instructor.
- Instructor is expected to show up in a timely manner and conduct his/her class as scheduled. Extension of class beyond scheduled time will only be permitted with Recreation Programmer's approval.
- Due to the high volume of classroom use, instructor is expected to vacate assigned room as scheduled, unless previously approved by Recreation Programmer.