Dear Blue Valley Recreation Center Member,

Welcome! We are excited to have you as a member and hope to see you often. You will find our facility and staff to be top notch. From our basketball courts to our fitness floor, you will not find a nicer facility in the metro area. Whether it is instruction on our state-of-the-art fitness equipment or assisting you in enrolling your child for our fantastic Youth Programs, our staff is eager to assist you.

We welcome your feedback, positive or negative. Throughout the facility you will find comment cards that can be left at the front or fitness desk. If you would rather send an email, please don’t hesitate to let us know how we are doing and what we can do to make your experience an enjoyable one at the Recreation Center.

We are happy to have you as a member and invite you to start your healthy journey today!

Sincerely,

Jason Goin
jgoin@bluevalleyrec.org
Facility Supervisor
Blue Valley Recreation Commission
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I. Facility Memberships: The BLUE VALLEY RECREATION CENTER is a membership-based facility open to the Blue Valley School District residents and its surrounding visitors in the area.

A. Types of Memberships

1. **Resident**: is defined as a person who: **lives, owns property, or a business** within the 91-square mile Blue Valley School District as defined by the Kansas State Legislature.

2. **Non-Resident**: is defined as a person who does not meet the residency requirements listed above.

3. **Membership Category** | **Qualification**
--- | ---
Youth | 2-17 years old (or proof of attending H.S.)
Adult | 18-54 years old
Aging Well | 55+ years old
Aging Well Couple | Two people that are each 55+ years old (must reside at the same address).
Family | Anyone residing at the same address (proof required). Six people can be claimed on the pass (two adults max.)
Plus 1 Youth & Plus 1 Adult memberships can be added for an additional fee.
Plus 1 Youth | +1 Youth (ages 2-17) to any membership except Individual Youth, Silver Sneakers, and 30/90 Day (must reside at same address as primary membership holder).
Plus 1 Adult | + 1 Adult (ages 18+) to any membership except Individual Youth, Silver Sneakers, and 30/90 Day (must reside at same address as primary membership holder).
Silver Sneakers | Must provide Silver Sneakers card at sign-up and be currently eligible at the Blue Valley Recreation Center to qualify.
30 Day | 2+ years old
90 Day | 2+ years old
Daily Pass | See I.G., entitled “Non-Members” below

B. Payment Policies

1. **Methods of Payment**: Without Blue Valley Recreation Center at Hilltop’s (RC) consent the acceptable methods of payment shall be limited to the following:
   i. Check;
   ii. Cash;
   iii. Credit; or
   iv. Debit Card.

2. **Late Fees**: A late fee (service charge) of thirty-five dollars ($35) will be assessed for returned checks and declined electronic payments.
3. **Non-Refundable**: Memberships are non-refundable and non-transferable. Refunds may only be made if there is a documented medical condition or relocation of primary residence more than thirty (30) miles away from the RC for annual full payment passes.

4. **Application Fees**: A twenty-five dollars ($25) application fee will be collected at the start of the billing cycle if monthly billing is requested; this policy shall also be applied to members who may have previously cancelled their membership and wish to reapply.

C. **Membership Billing/Dues**
   1. **Monthly Dues**: These dues will be collected each month via a recurring charge to a credit or debit card. The funds transfer will occur on the 15th of every month. If the 15th falls on a holiday or weekend the funds may not transfer until the next business day. The membership dues will be prorated upon purchase. (See Membership Termination for details)

D. **Changes in Fees, Schedules, Policies, & Hours of Operation**
   1. The RC will review and revise policies as it deems necessary and under its sole discretion. Programs, schedules, policies, and hours of operation are subject to change without prior notification. Notification will be given thirty (30) days in advance of any membership fee change. Refunds will not be given for changes in hours or days the facility is closed.

E. **Membership Benefits**
   1. RC members have access to:
      i. all fitness equipment;
      ii. fitness classes (additional fees may apply);
      iii. walking/running track;
      iv. gymnasium;
      v. multipurpose rooms (additional fees may apply; reservations required);
      vi. locker rooms are available for members and guests;
      vii. a minimum of one court should be available for gym use (except during previously planned events).
   2. **Orientations**
      i. Available upon request to those that want to know how to safely operate equipment.

F. **Member Identification**
   1. **General Policy**: All members will be issued a membership ID. Members must present their ID each time they visit the RC; members may be required to scan multiple times to gain access to the fitness floor; members must carry membership ID at all times.
   2. **Lost Fee**: Lost membership IDs will be replaced for a $5 fee.
   3. **Deactivation**: IDs are deactivated upon membership cancellation, expiration, or misuse of facility equipment, policies, and procedures.
G. Facility Entry for Non-Members

1. **Daily Passes:** Non-members may seek to purchase an initial day pass for (seven dollars) $7 from the RC. The RC will require non-members to provide general information that will be kept confidential by the RC in order to create an account for future purchases.
   
i. A day pass holder may credit the current day’s fee towards the type of membership that the patron requests. This benefit is only available for the current business day.
   
   ii. Non-member daily pass users must wear wristband and may be required to carry a receipt at all times during use of the facility.

   iii. Punch passes available for fitness classes.

H. Membership Renewal

The RC will strive to provide quality service and programming to encourage continuous membership.

1. Members will have the renewal option, which must be exercised within thirty (30) days of the membership’s termination.

2. Members will receive a verbal or written notice at least **twenty-five (25) days** prior to the membership expiration date at the RC front desk or via email.

I. Membership Delinquency

A member’s account will be deemed delinquent when an Auto-Deduct has failed on said member’s account resulting in an amount due.

1. Access to the facility will not be given to any patron whose account has an outstanding delinquency. The member must pay the entire amount due before he or she can begin using facility and the suspension is lifted.

2. If an account has been delinquent for one month, the membership will be terminated. If a member wishes to rejoin the facility, they will be required to purchase an annual membership. At the end of the annual membership, said member can again request the monthly deduction payment option.

3. Day passes cannot be purchased to avoid paying delinquent balances.

J. Membership Termination

The RC reserves the right to cancel a membership at any time at its discretion if the actions or behavior of a member is not deemed to be in the best interest of the RC, its members, or its patrons.

1. The only membership that can be cancelled is a Monthly Auto-Deduct Membership.

2. The termination of an Auto-Deduct Membership must be given to the RC with a minimum of thirty (30) days written notice prior to the next billing date through the completion of a Cancellation Request Form delivered to the RC front desk. **Any** cancellation delivered by phone/email will **not** be accepted.

3. Any notice less than 30 days prior to the next billing date will result in one (1) more automatic withdrawal payment before a membership will be cancelled.

4. Notification of cancellation will be given to the primary member on the membership. In the case of a Youth membership (ages 2-17), notification will be sent to the parent or guardian of the minor.
5. No refunds will be issued for the termination of an Annual membership without management approval.

K. Membership Status Change
1. In accordance with the policies set forth, any change to a membership must be communicated in writing and delivered to the RC front desk by the primary member on the membership. Contact the RC front desk in person to complete a membership status change form (Cancellation or Change Request) to authorize any changes including:
   i. Address, telephone, or email address updates;
   ii. Change in payment type (e.g., use a different credit/debit card);
   iii. Cancellation request (See subsection L below);
   iv. A change fee of $10 will be charged for any change in membership type involving an upgrade, downgrade, member additions or deletions;
   v. Membership changes based on age; and
   vi. Switching the primary member on the membership.

L. Membership Cancellation
1. Memberships will run continuously unless a cancellation is approved in writing by the RC. Upon verification, any member, in good standing, may cancel at no charge provided that he or she is temporarily relocated or is ill/injured.
   i. 30-day, 90-day and Annual Membership dues are non-refundable.
      a. Medical and relocation exceptions only. Documentation is required or membership will not be cancelled and partially refunded.
      b. Once approved the dues will be refunded for the future unused days left until the membership expiration day.
   ii. Monthly memberships will be cancelled, providing the member gives 30 days’ notice, prior to the next billing date. Refunds are not given for monthly membership.
2. Members may cancel their account in writing with a thirty (30) day notice. If the membership is reactivated within 60 days of the expiration date, the $25 processing fee will be waived for a monthly membership. Upon reactivation of a membership, normal monthly billing will proceed at the applicable rate.
   i. A Cancellation Request Form is required to request a membership cancellation.
   ii. The passes for all members on an account will be cancelled.

M. Refund Policy
   Memberships, Day Passes, Fitness Class/Child Watch Punch Passes, Personal/Small Group Training, and Activity/Sport registrations will all be subject to the RC’s Refund Policy.
   1. Refunds will not be given for anything listed above unless approved by management.
   2. Refunds will not be given for no-show or unused memberships.
   3. Refunds may be granted for members (Monthly or Annual) who have moved more than thirty (30) miles away from the RC with proof of relocation, has a medical condition that no longer allows them to use the facility, or is on military leave.
4. **Activity Refund:** A full refund will be granted to those who cancel or withdraw from a program four (4) business days prior to the start date ($10 fee when cancelling less than 4 business days). A pro-rated refund may be granted (less the $10 fee) if no more than half of the program dates have been held. No refund will be issued when more than half of the program dates have been held or the program has ended.
   i. Refer to the refund policy on the receipt for Aging Well Kincaid Trips as this program differs from other BVRC activity refunds.
5. Activity Refunds will NOT be returned in cash. If patron paid with cash, they will receive a check from the RC (check may take up to 3 weeks to return). If a patron paid with a credit or a debit account, their refund will be put back on that card’s account within five (5) business days. If it has been more than ninety (90) days from the date of the debit/credit card transaction, the patron will be reimbursed via check.

**II. Recreation Center Operations**

The RC is pleased to provide quality customer service to all its members and guests. Customer service and accountability are guiding principles. Balancing the need to control entry to the facility with ideal customer service is the goal of the RC front desk staff. Spectators/visitor policies will allow for convenient entry while not compromising the integrity of members access to the RC. Transactions made at the RC front desk will be professional, friendly, accurate, and timely.

A. **Hours of Operation** The RC will be open to patrons seven (7) days a week, with the exception of specified holidays. Hours of operation will be posted. Any change in hours will be communicated to members in a reasonable amount of time by posting a notice in the facility or on the web site.

   1. Monday -Friday.................................5:30A-9:00P
   2. Saturday-Sunday.................................7:00A-6:00P

B. **Admittance Procedures**

   1. **Members:** All RC members are to be verified by displaying their membership ID upon entrance to the staff to ensure the safety and security of the members, program participants, and the facility. If a member has forgotten their member ID, membership may be verified by photo ID on file in the computer or another form of Photo ID, such as a driver’s license or school ID. After the fifth time a member fails to produce their ID in a six-month period (January to June or July to December), a member upon entering must have their member ID or pay five dollars ($5) for a new card.
   2. **Program or Team Participants:** Program/Team participants must stop at the RC front desk and check-in before entering their program area.
   3. **Tours:** Any new member or potential member will be given a tour if needed. No patron shall walk throughout the facility without being guided by a staff member or purchasing a membership.
C. **Age Limits** Each area of the facility has specific guidelines for children’s use. No child under the age of ten (10) will be allowed to enter the facility without being accompanied by a parent or guardian, who is sixteen (16) years old or older. Parents bringing in children for fitness classes, leagues and programs must enter the facility with their child to ensure that no changes have been made to the schedule.

1. **The Fitness Center**: Children under the age of (twelve) 12 will not be permitted in the fitness center area unless they are participating in a fitness class or specified program. Children (Ages 12 & 13) can use all equipment if they are accompanied by a person eighteen (18) years of age or older. Ratio of (one) 1 adult to (two) 2 children age (twelve) 12 to (thirteen) 13 upstairs.

2. **The Track**: Children (thirteen) 13 years or younger must be accompanied by a person (eighteen) 18 years of age or older. The track is to be used for its intended purposes only; no standing or viewing from the track. Runners are to use the outside lanes and the walkers are to use the inside lane. Side-by-side walking or standing is not allowed. The direction of the track will change daily. Ratio of (one) 1 adult to (two) 2 children under (thirteen) 13. Children under 13 must be within arm’s reach of adult.

3. **The Gymnasium**: Children under the age of ten (10) must be accompanied by a person sixteen (16) years or older.

4. **Group Exercise**: Participants must be (fourteen) 14 years or older to attend fitness classes unless enrolled in a specific youth fitness class. If the participant is 12 or 13 and it has been pre-approved by the fitness coordinator they can participate with a participating adult.

D. **Gymnasium**

1. Gymnasium equipment is available for checkout at the RC front desk. Members must provide their membership ID and day-pass users will need to provide their first and last name to check out equipment.

2. Types of equipment available for checkout include: basketball, volleyball, pickleball paddle, and table tennis paddle. Only one (1) item can be checked out per person at a time.

3. The exact equipment type and number must be returned to the RC front desk. Any item(s) not returned to the RC front desk by the end of the day will result in a “HOLD” being placed on the membership or day-pass user’s account until the correct piece of equipment is returned. If the item(s) are not returned within forty-eight (48) hours of checkout the user will be notified and charged for the missing equipment if it has been lost. Users who refuse to pay the replacement fee for lost equipment will not be allowed to checkout equipment in the future. This applies to all members of the user’s household. The prices are as follows:
   a. Basketball: $40
   b. Volleyball: $30
   c. Pickleball Paddle/Table Tennis Paddle: $30

4. Any items that are returned in a damaged state will be charged to the member or day-pass user who was in possession of the equipment.
5. Only basketballs, volleyballs, pickleball paddles/balls, and table tennis paddles/balls are allowed in the gymnasium. Equipment for any other sports/activities is not allowed in the gymnasium at any time unless approved for BVRC programming. Equipment that is not permitted includes soccer balls, footballs, dodgeballs, baseball/softball equipment, etc.

6. Designated open gym play will be specifically labeled for volleyball, basketball, pickleball, and table tennis. Nets and goals will not be adjusted upon request on open play courts.

E. **Attire** The RC is a community-oriented facility. Patrons are expected to dress in attire appropriate for a family friendly fitness facility. Please be mindful of individuals with a sensitivity or allergy to perfumes or products with fragrances.

1. **Gymnasium:** Patrons are prohibited to wear baggy clothing on the legs or the arms that may cause injury to themselves or others. All participants using the gymnasium floor must wear soft sole, non-marking closed-toe shoes. Additionally, shirts must be worn at all times and cover the patron’s torso and chest. Sports bras must have a shirt covering them at all times.

2. **Fitness Center:** Participants are expected to dress in appropriate work-out clothing. Pants or shorts with zippers, snaps, and buttons can damage weight training equipment; therefore, patrons are asked to avoid wearing such clothing when exercising on weight machines with pads. Street shoes or sandals are not allowed in the cardio/weight room.
   i. Sports bras must have a shirt covering it.
   ii. Shirts must be worn at all times and cover the patron’s torso and chest.

F. **Fitness Classes** The Fitness Class schedule will offer several different types of classes to accommodate any patron. Classes include: Cycle, Zumba, Zumba Gold, Yoga, Cardio & Weights, WERQ, LaBlast, Fitness for Health, Bootcamp, HIIT, Les Mills Programs and more. Class times and days may change without notice. Please arrive early for class. The instructor may not allow a patron to enter a class once it has begun.

1. **Fees:** Large group fitness classes are included in your membership. Additional offerings will have associated fees. These offerings including, but not limited to Individual and semi-private personal training, fitness assessments, InBody assessments, individual and semi-private yoga training, nutrition consultations, and small group training workshops.

2. **Reservations:** All participants are encouraged to sign up ahead of time to ensure a spot in the class. This can be done by scheduling on the MINDBODY app, stopping by the front desk or the fitness desk, or by calling 913-685-6090.
   i. Reservations will be open one week prior to the class date.
   ii. If class reservations do not fill, the class will fill on a first come first serve bases. Each class has a specific participant limit, once that limit is hit, no other members will be allowed to participate in the class.
   iii. Non-members can purchase punch passes or a single class “drop-in”. Class participation is based on a first to reserve a spot basis for members and non-members.
3. **Cancellations:** The RC reserves the right to cancel a class at any time for any reason. Please check the most current schedule in your MINDBODY app or on the Blue Valley Recreation website for the most recent class updates.

4. **Class Etiquette:**
   i. Arrive 5 minutes before the start of your class. Your class spot may be filled if you are not present 5 minutes prior to the start of class.
   ii. Gym bags and personal items are not allowed in the exercise rooms. Please use the lockers in the locker room or the cubbies provided in the studios to secure your belongings.
   iii. Please inform the instructor if you are leaving class early. Please utilize the back row and leave in polite manner to help not disrupt other patrons in the class.
   iv. No food, gum, or drink is allowed apart from water or a sports drink in a sealable, non-glass, leak-proof container.
   v. In order to preserve the flooring, and equipment, please bring shoes that are for exercise use only. Street shoes bring in rocks, water, and dirt that cause extreme wear on the floor and equipment. No member has the right to reserve a specific spot during class, spots are available on a first come first serve basis.
   vi. Please do not enter the room until the previous class has exited the room.
   vii. Do NOT enter the classroom if the door is closed and the “class in progress” sign is visible.
   viii. All group fitness rooms are multi-purpose rooms and are intended for BVRC programs. We reserve the right to close a room for maintenance, training, or program set up prior to a program beginning.
      1. If a program is not using the Wellness Room (Upstairs), patrons can use the space for workouts and Fitness on Demand (FOD).
      2. Fitness on Demand is only available outside of our live class times. FOD virtual classes must end 15 minutes prior to live fitness classes.

5. **Fitness Class Cancelation Policy:**
   i. All cancelations must be done 60 minutes prior to the class you intended to take. Members who don’t cancel prior to their class will follow a three-step warning policy:
      1. First offense, is a written warning
      2. Second offense, will remove privileges of reserving your spot in **ANY** class for one week
      3. Third offense, will remove privileges of reserving your spot in **ANY** class for one month
   ii. You must sign in by telling the front desk and/or your class instructor that your attending class.
   iii. Scanning your card WILL NOT sign you in for class.
   iv. Pre-registering on the Mindbody app WILL NOT sign you in for class.
G. **Code of Conduct** Membership to the RC is a privilege which can be revoked for due cause. Members caught violating policy or rules, vandalizing property, stealing, or engaging in illegal activities will lose their membership. If a member’s conduct results in the need for public safety or police assistance, legal charges may apply. Suspension and/or membership revocation will be handled by the Recreation Center Facility Supervisor/Assistant Facility Supervisor on a case-by-case manner. The following are breaches to the proper safety precautions and practices:

1. Destruction of property or theft;
2. Sharing your membership ID with others;
3. Providing means of unauthorized access to non-members;
4. Being in possession or under the influence of alcohol or drugs;
5. Unauthorized possession of a weapon of any kind on any RC property regardless of whether the person has a concealed weapon permit or is allowed by law to possess a weapon;
   a. In order to become authorized under the RC’s policies, one must ask the front desk employee what the appropriate procedure for the temporarily storing said weapon before bringing the weapon on the premises.
6. Sexual misconduct, disorderly conduct, and physical fights;
7. Verbal or other forms of harassment;
8. Selling or promoting products and services without authorization by management at the RC;
9. Failure to pay membership fees;
10. Any behavior that is determined to be unacceptable by the RC, and detrimental to those we serve;
11. Such conduct will be grounds for immediate suspension or termination of membership;
12. The RC is a tobacco-free environment. Use of any type of tobacco will not be permitted in or on the grounds of the center;
13. Inappropriate language will not be tolerated. Patrons may be asked to leave the facility;
14. Vandalism will not be tolerated. Violations will be reported to the Overland Park Police Department for investigation. Vandals will be prosecuted to the fullest extent of the law. The violator’s membership will be revoked.

H. **Food & Drink**

1. Only containers with water and sealable tops are permitted in fitness areas.
2. Food and drink must remain in multi-purpose rooms, concession, lobby, gymnasium and vending areas.
3. Food and drink can be purchased at the vending machine and concession areas.
4. The concession area may not be open at all times.
5. Glass containers and coolers are not permitted.
I. **Non-Discrimination Policy** The Blue Valley Recreation Commission and RC are an equal opportunity agency, and do not discriminate based on race, color, creed, religion, national origin, gender, marital status, and status with regard to public assistance, membership, or activity in a local commission, disability, age, veteran status, genetic information or other legally protected status. The RC does not tolerate any type of harassment—physical, bullying, verbal, or sexual—of our members, guests, or employees. The RC reserves the right to deny access to the facility and its programs to those who refuse to abide by these policies.

J. **ADA Compliance** – The Blue Valley Recreation Commission prohibits the discrimination based on race, color, national origin, sex, gender, age, religion, pregnancy status, disability, sexual orientation, veteran status, and other status protected by law in employment and its programs, activities and services. The RC complies with the Americans with Disabilities Act (ADA), under which qualified individuals with a disability may be entitled to reasonable accommodations in programs, activities and services of the RC. For public inquiries regarding the non-discrimination policies, including any request for accommodation under the ADA or any grievances, please contact:

Administration Manager  
6545 W. 151st St  
Overland Park, KS 66223  
913-685-6000

Persons with hearing and/or speech disability may register for programs online at [www.bluevalleyrec.org](http://www.bluevalleyrec.org) or by calling the Kansas Relay Service (800-766-3777). Persons with a visual impairment who want to register for a program, or need other Blue Valley Recreation Center documentation, will be provided assistance as requested. Forms may be converted to large print or Braille.

K. **Parking** Free parking is available on the RC grounds. Members are permitted to use the parking lot only when they are utilizing RC facilities. Owners of illegally parked vehicles will be reminded and then towed at the owner’s expense if necessary. Please use our parking lot responsibly: park in designated areas, observe the “pick up/drop off” and “handicap” areas as well as the fire lane, drive slowly, and please watch out for pedestrians.

1. Bicycles, Skateboards, Hover boards, and In-line skates are not permitted on the RC’s property.
2. The RC is not responsible for lost or stolen belongings left in vehicles parked on or near the grounds.

L. **Insurance** It is the responsibility of every individual, or his/her parents or legal guardian to provide accident and health coverage while participating in all RC activities. The RC does not provide any accident or health coverage for its members or guests. The RC strongly recommends that individuals possess personal accident and health insurance.
M. **Annual Maintenance Program** The RC will close portions of the facility periodically for annual preventative maintenance, cleaning and revitalization. Patrons will be notified throughout the facility concerning upcoming facility closings.

N. **Pets** There are no pets allowed at the RC. Service animals are permitted.

O. **Wireless Internet Use Policy**
   1. The Blue Valley Recreation Commission provides free wireless unfiltered access points at the RC for public Internet access. These access points will allow users to connect to the Internet from their laptop computers, phones, and tablets when sitting within range of the access points. Users are responsible for configuring their own equipment. The RC does not provide technical support for establishing or maintaining a connection or equipment configurations. The RC is not responsible for any changes made to an individual computer’s settings and does not guarantee the user’s technological compatibility. The RC is not responsible for any personal information (e.g., credit card) that is compromised, or for any damage caused to hardware or software due to electronic surges, security issues, or consequences caused by viruses or hacking. All wireless access users are individually responsible for maintaining up-to-date virus protection on personal laptop computers or wireless devices.
   2. Wireless users agree to abide by the RC’s Internet Use Policy while using the RC’s wireless network. The following violations may result in removal from the facility, suspension of membership, or termination of membership.
      i. Improperly downloading files that contain a “virus” or similar piece of code that may damage any data, hardware, or networking device.
      ii. Use, which creates a disturbance to other patrons, will not be tolerated. (Ex. loud music or movie)
      iii. Viewing obscenity or pornography. If a minor, viewing content defined as “harmful to minors” according to state or federal law.

P. **Locker Rooms Use** *Lockers are designed for day use. We do not offer monthly rentals. Staff will work to ensure the cleanliness and safety of the locker rooms.*
   1. Family locker rooms are provided for the convenience of families with children or persons needing assistance or extra space.
   2. Each night the locker room will be cleared of all materials in the locker area. If a lock is on a locker after closing, we will cut the lock off and place any materials in the lost & found at the RC front desk. The lock will be disposed of once it has been cut.
   3. The RC is not responsible for any items left in the locker room.
   4. Locks are not provided. Please bring your own or purchase one at the RC front desk.
   5. Patrons may request to have a lock removed from a locker by the custodial staff. Patrons will state the contents of the locker before the lock is removed. Staff will remove the lock only in the presence of the patron and verify the contents.
   6. To protect the privacy of our patrons, the RC prohibits the use of any electronic, mechanical, manual, digital, voltaic or other devices, instrument or means capable of recording, producing, duplicating, reproducing, storing, copying, transmitting or displaying any visual
video, photographic, electronic digital, recorded, or other visual image, picture, or representation, including but not limited to any camera, photographic camera, video camera, fiber optic camera, motion picture camera, television camera, camcorder, videotaping device, or camera cell phone, in any restroom, locker room, lavatory, bathroom, shower facility, or dressing room, in any facility, or dressing room, in any building owned, leased to, or under the control of the RC. Signage will be posted in all locker rooms, restrooms, lavatories, shower facilities, and dressing rooms. If a patron violates this policy staff will ask them to leave the facility, and their membership will be reviewed for possible suspension or termination.

Q. Lost and Found
   1. Valuable lost and found items may be stored for up to fourteen (14) days.
   2. Lost and found items not considered valuables are stored for up to (seven) 7 days before being donated to Goodwill.
   3. Some valuable lost and found items may be stored in the safe until retrieved by owner.
   4. A patron must describe item in great detail, including the date it was lost, to retrieve it from our lost and found.

R. Paging Announcements
   1. The paging system is designed for RC closing and emergency announcements only.
   2. Patrons will not be paged except under emergency conditions. A closing announcement will be made prior to closing.

S. Solicitations
   1. Selling of external goods and services is not permitted at the RC. Individuals may not circulate any petition or subscription list, solicit business, place any advertisement or leaflets, or exhibit any article for sale at any time on the RC grounds including cars in the parking lot and on the corner of the street/parking lot.
   2. Announcements or posters may not be circulated or placed anywhere on the RC grounds without the consent of the Facility Supervisor.
   3. If you are promoting a not-for-profit event or program and would like to advertise in the facility, please get the item approved through facility management.

T. Weather Alerts In the event of snow or icy weather, RC staff will make every effort to open the facility but may operate on a snow schedule. The BVRC Administration will decide on programs during the inclement weather. The weather line and the RC voicemail will be updated and contain the most recent information regarding closures. Patrons will be asked to move to emergency areas when “warnings” are issued.
U. **Vending Machines**
   1. Vending machines will be stocked with a variety of different snacks and drinks.
   2. If items purchased do not dispense correctly please contact the RC front desk to receive a refund or to retrieve your items from the machine.
   3. If an “Out of Order” sign is on the machine, please do not insert money. You will not be given a refund.

III. **Facility Rentals** The RC will have multiple locations throughout the facility available to rent for a fee. Each room will have a specific rate by the hour. Each rental agreement will be signed and returned before the rental date. A facility rental must be completely out of the space by the “end-time” agreed upon on the rental contract. A deposit may be asked depending on the size and space needed of the rental. No alcohol is allowed in the facility for any type of rental. Management reserves the right to enter space rented at any time.

   A. **Court Rentals** Basketball & volleyball will be available to rent in several different time blocks throughout the week/weekend. Courts can be rented a minimum of 1 hour up to an “All Day” rental for tournaments. Court rentals may not be available during certain times of the year.
      1. Courts may also be used for rental birthday parties and programming within the BVRC.
   B. **Multi-Purpose Room Rental** Can be rented by the hour for many different types of events. Room set up can change from rental to rental. Chairs and tables are available upon request. (Food and drink restrictions may apply)
   C. Inquire at the RC front desk for more pricing and availability.

IV. **Fitness Center Policy**

   The Fitness Center staff strives to balance customer service with risk management and cleanliness. This area of the facility is a main selling point for memberships and is open to members during all hours of operation of the facility. Staff will strive to help all patrons learn proper exercise techniques and feel comfortable with the exercise equipment and their routines.

   A. **Aerobics Room Use** All aerobic rooms are available for classes. Aerobic room 203 is available for Fitness on Demand and stretching when not in use. While classes are in session, no patron is allowed to enter the rooms.

   B. **Personal Training** Personal trainers are available for an additional fee to help train, design exercise programs, update fitness regimes, nutritional advice, one-time consultations, or for long-term training appointments.
      1. To schedule a personal training appointment, contact the Fitness Program Coordinator. Then purchase your sessions, choose a trainer, and fill out a health questionnaire.
2. Personal Trainers are by appointment only. Same day consultations are not advertised and may not apply. For a list of personal training packages please visit the fitness center front desk or the RC front desk. If you have questions on using equipment or basic fitness questions, please contact the Fitness Attendant.

3. Personal Trainers for the RC are exclusive to our facility. Outside trainers are not permitted.

4. Any individual warned and/or continually in violation of policy pertaining to outside training may have their membership revoked. Skype or Video/Chat Personal Training is strictly prohibited.

C. Rules Fitness center rules have been established to govern the use of the fitness area. All rules were established with patron safety and security in mind. It is the responsibility of the supervisors and Fitness Attendants to enforce these rules consistently and fairly at all times.

Rules are posted in the fitness center.

1. Wipe down equipment using disinfectant wipes before and after use.

2. Limit use of cardiovascular equipment to thirty (30) minutes if others are waiting.

3. Allow other members to “work-in” on strength machines.

4. Return equipment to its designated place when done.

5. No open toed shoes on the fitness floor or studio.

6. Do not drop the weights. Rerack all weights used.

7. No food. Liquid in sealable-proof containers is permitted.

8. No bags. Lock up all personal belongings in the locker room or cubbies.

9. Offensive language, horseplay, or inappropriate/disrespectful behavior is not allowed and will not be tolerated.

10. Personal music must be played through headphones. Headphones must remain at a reasonable level to not disrupt other patrons.

11. No chalk is allowed in the fitness area.

12. No outside equipment is allowed to be used in facility without management approval.

D. Televisions The televisions in the fitness area are for the patrons to use. The Fitness Attendant may periodically change the television channels. There will be a variety of channels to choose from. Some television’s will not access cable and are for promotional/advertising purposes only. The televisions on the cardio equipment can be change and operated by patrons.

E. Private lessons/coaching is prohibited in any RC park or facility unless written permission is granted. Those lessons include but are not limited to the following: personal training, basketball, volleyball, pickleball, table tennis or any other program/activity.
**V. Gymnasium Policy**

The gymnasium in the RC is provided for a wide variety of athletic programs/events and recreation leagues, sponsored by BVRC. Procedures for the gymnasium will maintain a balance between the needs of the recreation programs and its members.

A. **Gymnasium Rules** Gymnasium rules have been established to govern the use of the court areas. All rules have been established for patron safety and security. It is the responsibility of the Manager on Duty to enforce these rules consistently and fairly at all times.

1. Children under the age of (ten) 10 must be directly supervised by an adult sixteen (16) years of age or older.
   I. Children in the gymnasium under the age of (ten) 10 must be enrolled in a supervised program if not accompanied by an adult.
   II. No unattended children will be allowed in the gymnasium during adult programming.
2. No dunking is allowed. No hanging on any rims at any time. Due to risk of injury to others, no half court or full court shots are allowed. Violations of these rules will result in removal from the facility for the day. Repeat violators may lose gym privileges and/or have their membership revoked.
3. No outside food or drink allowed in the gymnasium.
4. No Personal items are to be placed on the gymnasium floor. We strongly encourage members to place all items in a cubby or locker. BVRC is not responsible for lost or stolen items.

B. **Open Court Policy** Staff will make every effort to ensure that a minimum of one court will be available for drop-in use during all hours of operation. Circumstances may otherwise require all courts to be in use such as: tournaments, lock-ins, rentals, banquets, etc.

1. Basketball
   I. If more than one open court is available:
      a. Every attempt will be made to place groups waiting on a court other than the one being used for a full court pick-up game.
      b. If a supervisor needs to place a group on the court being used for the full court pick-up game, then the rules for one open court available apply.
   II. Only one open court available:
      a. If no one is waiting to play anything other than pick-up basketball, then a full court pick-up game may be played.
      b. As soon as any other patron (man, woman, or child) wants to use an open court, the pick-up game will become a half-court game.
      c. If there are more than three (3) separate groups who want to use an open court, then the pick-up basketball game shall be disband.
2. **Volleyball**
   
   I. There are scheduled open volleyball times throughout each week.
   
   II. If there is one open court available, every attempt will be made to set up a volleyball net upon request during scheduled open volleyball days and times. Please note due to maintenance staff and building attendant schedules, it may take some time to set things up. This request is not always granted to the patron.

3. **Pickleball**
   
   I. There are scheduled open Pickleball times throughout each week.
   
   II. If there is one open court available, every attempt will be made to set up a Pickleball net upon request during scheduled open Pickleball days and times. Please note due to facility schedules, it may take some time to set things up. This request is not always granted to the patron.

4. **Table Tennis**
   
   III. There are scheduled open Table Tennis times throughout each week.
   
   IV. If there is one open court available, every attempt will be made to set up a Table Tennis Table upon request during scheduled open Table Tennis days and times. Please note due to facility schedules, it may take some time to set things up. This request is not always granted to the patron.

C. **Net Heights** - All basketball goals will remain at ten (10) feet in height at all times, unless otherwise coordinated by staff or management for a specific program or rental. All volleyball net heights will remain at 7’4” in height, unless otherwise coordinated by staff or management for specific program or rental. Patrons will not adjust volleyball net or basketball goal heights.

D. **Private lessons/coaching** Unauthorized training or instruction is prohibited in any park or facility unless written permission is granted. Those lessons include but are not limited to the following: personal training, basketball, volleyball, pickleball, or any other program/activity. Organized practices are not allowed during open court times.

**VI. Child Watch Policy**

The Child Watch area will provide a safe, fun, and secure play area for children who are on a Family, Youth, or +1 Youth Membership or their parent/guardian has a Child Watch Punch Pass. Staff in this area will be focused on age appropriate care for these children.

A. **Eligibility** - Child Watch services are provided for members or guests utilizing the RC and/or patrons attending BVRC sponsored events.

   1. The Child Watch area is designed for younger children. Children must be between the ages of two (2) through nine (9) years old.
2. The parent/guardian must remain in the RC facility while utilizing the Child Watch service.
3. Maximum time limit will be two (2) hours per day per child. Late fees will apply at one-dollar ($1.00) per minute, if they go over the two (2) hour time limit. A one-dollar ($1.00) fee per minute also applies if a child is not picked up at the time the room closes.
4. The Child Watch room has a maximum capacity of twenty (20) children at one time. Corporal punishment will never be used on a child by any employee or contractor at the RC.

B. Check-in/Check-out Parents/guardians must check in to the Child Watch room prior to dropping off their child/children and leaving such dependents in the care of the RC. Payment is due at the time of check-in. Only the parent/guardian who checks-in the child/children will be allowed to check-out the child/children. The parent/guardian who checks-in the child/children must provide a cell phone number. Parents/guardians of children in Child Watch must keep a cellular phone by them during the duration of the child attending Child Watch. This is in the case of an emergency or a policy violation of the child. There are two types of entry: Membership or Punch Pass.

Membership Access

1. Child Watch is included in the Family, Youth, or +1 Youth memberships. The child must be paid for and included on one of the memberships listed above.
2. Payment forms accepted: Cash, Check, Credit/Debit Card at the RC.
3. After payment has been processed, the parent/guardian and the child/children will go to the Child Watch area. They will present the receipt of the membership transaction and proceed with checking in.

   i. The Child Watch staff will create an account in the MINDBODY software for all parents/guardians that are placing children in Child Watch. This can also be completed by the front desk staff upon request.

   ii. Once the parent/guardian is entered into the software, an Unlimited Child Watch Pass will be added to their account in MINDBODY.

   iii. Parents/guardians can pre-register their child/children for future dates to reserve spots (no more than 7 days in advance). Parents/guardians can pre-register by phone, in person, or on the MINDBODY app. To reserve spots via the app, parents/guardians must create a personal account on the MINDBODY app and accept the verification email.

4. Parent/guardian must sign the daily attendance sheet before leaving their child/children in
the Child Watch room, as well as, sign-out their child/children when departing the room.
5. The Child Watch staff will verify memberships by contacting the front desk if a receipt is not provided at first visit after a qualifying membership is purchased. Please scan the child/children’s member key fob(s) at the front desk before entering the Child Watch room.

**Punch Pass Access**

1. Payment forms accepted: Cash, Check, Credit/Debit Card at the RC.
   
i. Child Watch Punch Passes are available for purchase at the RC front desk (valid for 1 year from the purchase date).
   
   ii. Child Watch Punch Passes are sold in quantities of one (1) and ten (10).

2. After payment has been processed, the parent/guardian and the child/children will go to the Child Watch area. They will present the receipt of the Child Watch Punch Pass transaction and proceed with checking in.
   
i. The Child Watch staff will create an account in the MINDBODY software for all parents/guardians that are placing children in Child Watch. This can also be completed by the front desk staff upon request.
   
   ii. Once the parent/guardian is entered into the software, the Child Watch Punch Pass will be added to their account in MINDBODY.
   
   iii. Parents/guardians can pre-register their child/children for future dates to reserve spots (no more than 7 days in advance). Parents/guardians can pre-register by phone, in person, or on the MINDBODY app. To reserve spots via the app, parents/guardians must create a personal account on the MINDBODY app and accept the verification email.

3. Parent/guardian must sign the daily attendance sheet before leaving their child/children in the Child Watch room, as well as, sign-out their child when departing the room.
4. The Child Watch staff will verify punch pass purchases by contacting the front desk if a receipt is not provided at first visit and/or after all previously purchased punch passes are used.

C. **Behavioral Problems** The Child Watch staff will attempt to handle minor behavioral problems.

1. Parent/guardian will be asked to come for their child/children’s consistent behavioral problems, or issues that are a potential threat of injury to another child or staff. Staff will call the cell phone number provided on the attendance sheet of the parent/guardian and ask them to report to the Child Watch room immediately. If the parent/guardian is unable to be reached, staff will search for the parent/guardian within the facility.
2. RC management may revoke Child Watch privileges from children who have multiple occurrences of behavioral problems.
D. **Diapering/Toileting** Child Watch staff does not change diapers. Staff is also not responsible for potty-training. Toddlers who are potty-training must be appropriately dressed in pull-ups or underwear. Staff will not assist children who are potty-trained with undressing/dressing. Staff will call the cell phone number provided on the attendance sheet of the parent/guardian and ask them to report to the Child Watch room immediately. If the parent/guardian is unable to be reached, staff will search for the parent/guardian within the facility. Parent/guardian may use the family restrooms for changing purposes.

E. **Food and Beverages** Individual snacks and drinks are NOT permitted in the Child Watch area. Water is allowed with a sealed lid.

F. **Hours of Operation** The RC will provide the Child Watch service only during posted hours. The Child Watch room may be closed at times due to insufficient staff or special events. Advanced notice will be provided whenever possible.
   1. There are restrictions for how many children are allowed per Child Watch staff member. When these limits are met, no other children will be allowed in the area.
   2. Call ahead, visit the front desk, or utilize the MINDBODY software and reserve your Child Watch spot during busy times. Limited reservations are available.
   3. Facility management staff reserves the right to adjust operational hours and days in accordance of facility needs.

G. **Medication** The RC will NOT administer medication of any kind to a child in Child Watch.

H. **Sick Child** Children exhibiting a fever, vomiting, diarrhea, discharge from the eyes or ears, discolored nasal discharge, or a rash cannot be accepted in the Child Watch area. If a child is too ill to go to school/daycare, they are also too ill to attend Child Watch.

I. **First Aid/CPR** In a life-threatening situation, First Aid and CPR will be administered to the child in need. For minor injuries, First Aid will only be administered after approval from the parent/guardian.

**VII. Program Registration**

*Staff of the RC will ensure accurate and efficient registration for BVRC programs.*

A. All registration must be completed in accordance with the program or membership enrollment of choice. Participants can enroll in one of three ways:
   1. in person at the RC front desk;
   2. by phone with a credit/debit card (not valid for memberships and certain activities/sports);
3. online at www.bluevalleyrec.org (not valid for memberships).

B. Forms of Payment Accepted
   1. Cash
   2. Check - All returned checks are subject to $35 return fee.
   3. Credit/Debit Card