

Monticello Community Center

Policy Manual



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REVISIONS
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RESERVATION OF RIGHTS

The community center management, Parks and Recreation Commission and City Council reserve the right to interpret, adjust or change any policy in this manual without prior notification to ensure the safe and successful use of the community center for all patrons.

GENERAL FACILITY GUIDELINES

1. TOBACCO & SMOKING POLICY

- A. Smoking is not allowed in the building and is only allowed at the perimeter sidewalks or beyond. Cigarette cans will be provided in specified areas. Smoking will not be allowed in any area adjacent to or inside the community center building with the following exception: the Mississippi Room patio will be allowed as a smoking area for renters of the Mississippi Room only.
- B. E-Cigarettes will be regulated in the same way as tobacco products.

2. FOOD AND BEVERAGE POLICIES

- A. The community center does not allow outside food to be brought into the facility with the exception of renters in the Boom Island Room, Bridge Room, and Warehouse.
- B. Alcohol is only allowed in the Mississippi Room and adjacent patio with prior approval of the Member Services Manager. All alcoholic beverages must be provided by an approved alcohol provider and require additional MCC staff, reserved by the community center, be present at the event. Alcoholic beverages are not allowed in any other rental room or in any other area of the building.
- C. General facility users may only consume food and beverages (with the exception of water) in the concession table area and the main hallway. For sanitary reasons, we cannot allow food in the locker rooms, pool area, gymnasium, fitness area, Romp 'n' Stomp or childcare, climbing wall drop pit, restrooms or walking track.
- D. Red beverages are prohibited in all carpeted areas, the pool area, the gymnasium or any area that could stain.

3. ADVERTISING AND SOLICITATION POLICIES

- A. Any on-site solicitation must be authorized by an MCC Manager. Authorized solicitations will be limited to approved, non-profit organizations for fundraising efforts.
- B. Vendor solicitations will not be permitted without a prior appointment.
- C. The community center bulletin board:
 - a. Will be used to advertise non-profit organizations' community events, MCC programs, the senior center and the library.
 - b. Appropriate and authorized posters will be posted. Items will not be displayed for longer than 30 days.
 - c. All postings must be approved by an MCC Manager prior to posting.
 - d. The community center will remove and dispose of any material that is not authorized or is not permitted by our policies without notification of the advertiser.
- D. The community center maintains advertisement banners in the gymnasium. Please see the Member Services Manager to inquire about cost and contract length.
- E. At no time will non-City information be posted on any entryway doors.

4. MUSIC

MCC requires sound levels in and around the facility be controlled and maintained at a volume for individual listening only. The community center provides music in some areas of the building and will maintain a volume appropriate for background listening. Any other use of music must be authorized by MCC Management.

5. FACILITY PHONES

- A. Emergency phones are located in the pool area and at the Guest Services counter. There is no long-distance service available.
- B. A courtesy phone is available at the Guest Services counter for paying MCC customers or members at no charge.

6. DRESS CODE

- A. All facility patrons must wear a shirt and shoes in all areas with the exception of the pool and locker rooms. Socks only, not shoes, must be worn in the Romp n Stomp play area.
- B. We strongly recommend some type of “shower shoe” be worn in the pool area and locker rooms.
- C. Wet bathing suits will not be allowed outside of the pool area, locker rooms or concession area. Individuals must dry off completely before entering any area outside the pool and locker rooms.
- D. Patrons will be asked to leave the building if they are wearing clothing that is determined to be offensive or inappropriate. The determination will be made by an MCC Manager or a Facility Lead. Input from other patrons will be taken into consideration when making this determination.

7. INAPPROPRIATE MATERIAL OR LANGUAGE

- A. Inappropriate items, clothing, behavior or language will not be allowed inside or adjacent to the community center.
- B. Inappropriate is defined, but not limited to, racial, sexually explicit, displays of nudity or use of profane or derogatory language.

8. ZERO TOLERANCE POLICIES

- A. The MCC will enforce a zero-tolerance policy against any type of weapons, drugs, violence, theft, underage use or possession of alcohol or tobacco products. Violators will be removed from the premises and will not be allowed future access.
- B. All law violations will be reported to the Wright County Sheriff’s Office.

9. PAYMENT FOR FACILITY USAGE

- A. Payment is required prior to use of the facility. With the following exceptions: payment is not required for children 15 months and younger or for users of the indoor walking /jogging track. All other facility areas require payment prior to use.
- B. Each paying customer will be given a wristband. Wristbands must be worn and visible on the patron’s wrist.

- C. Any person using the facility without payment will be asked to pay immediately for use at the Guest Services counter. In the case of repeated nonpayment offenses, the Wright County Sheriff's Office will be called.

10. ADMISSION POLICY

- A. All patrons must check-in at the Guest Services counter to receive a wristband or sign-in for walking/jogging track use. Wristbands must be worn and visible on the patron's wrist.
- B. Members must show their membership card at each check-in.
- C. Proof of residency is required to receive the discounted resident rate.
- D. All members are required to have a photo on file for identification purposes

11. LOITERING POLICY

Individuals or groups lingering at the community center for an unreasonable period of time, who are not using the "free" amenities, or in general appear to be lingering without purpose, will be asked to leave by the manager, supervisor or custodian on duty. If the individual or group does not comply with our staff, the Wright County Sheriff's Office will be called for assistance.

12. CAMERA USE

Still or digital cameras, video cameras, cell phone cameras or any type of video recording or surveillance equipment use is prohibited in the locker rooms and restrooms. If cameras are used in these prohibited areas, the equipment will be confiscated and turned over to the Wright County Sheriff's Office for further investigation. Any camera use that infringes on the privacy of another individual using the MCC public areas will be prohibited and camera equipment may be confiscated.

13. REFUNDS

Guest Services Associates are unable to provide refunds. There is a refund request form available at the Guest Services counter. The form will be forwarded to MCC Management for follow up. See cancellation policies on page 9 for refund calculation on membership.

14. INJURIES WHILE AT THE COMMUNITY CENTER

The use of any area of the Monticello Community Center is at the individual's own risk. All patrons of the facility will hold harmless the City of Monticello, the community center and its employees.

A community center employee will provide assistance, within their abilities and personal safety, for any individual who is injured while using or visiting the community center and City of Monticello. An incident report will be completed at the time of the injury and forwarded to MCC Management for follow up.

The City of Monticello does not pay for medical claims for individuals injured while using the community center facility. In a case where negligence is suspected, a formal request for follow-up must be made directly to the Community Center Director.

15. MISCELLANEOUS

- A. The MCC reserves the right to deny admission or eject anyone who appears to be under the influence of alcohol or a controlled substance.
- B. The MCC and its personnel are not responsible for lost or stolen items or personal valuables.
- C. All community center users must comply with all city ordinances, Minnesota State Statutes, Federal Laws and Building and Fire codes.

- D. No vandalism or graffiti. Violators are expected to pay for the cost to replace or repair any damage.
- E. **LOCKERS:** The community center will not provide personal storage space in the building. Members may sign-up to rent one of the lockers designated for extended use, but all other locks left on lockers overnight will be cut. Items removed will be bagged and retained for seven (7) days and then put in the lost and found.
- G. **LOST AND FOUND:** Items found in and around the community center will be placed in lost and found. If items remain unclaimed for one (1) week, they will be disposed of by the community center. An item lost, identified by the owner, but left unclaimed for one (1) week will be disposed of by the community center. Items in the lost and found will be considered lost items and not the responsibility of the community center.
- H. **BREASTFEEDING MOTHERS:** Per state law, mothers are permitted to breastfeed in public in Minnesota. Breastfeeding mothers cannot be asked to cover up or go into the restroom.
- I. **SERVICE ANIMALS:** The Monticello Community Center recognizes that some patrons with disabilities may have service animals, which are trained to assist or accommodate a person with a sensory, mental, or physical disability or to perform tasks for the benefit of a disabled individual. The MCC recognizes legal rights under federal and state laws regarding use of service animals. The MCC also considers the safety and health of all of its patrons, the public and staff to be of utmost priority.

No pets or animals other than service animals, service animals in training, or animals featured in MCC approved programs are allowed in the community center or Prairie Center building. Owners of pets will be asked to remove them from the building.

A service animal is defined as: “a dog that is trained for the purpose of assisting or accommodating a person’s sensory, mental, or physical disability.” A miniature horse may also qualify as a service animal under certain conditions set forth below. All other species of animal, whether wild or domestic, trained or untrained, do not qualify as service animals.

A miniature horse may qualify as a service animal if:

1. The miniature horse has been individually trained to do work or perform tasks for the benefit of the individual with a disability
2. The public facility can accommodate the miniature horse accounting for its type, size and weight
3. The handler maintains sufficient control of the miniature horse; the miniature horse is housebroken; and the presence of the miniature horse does not compromise legitimate safety requirements that are necessary for safe operations. 28 C.F.R §36.302.

Individuals with disabilities may bring their service animals into all areas of the building where members of the public are normally allowed. All service animals must be under the full custody and control of their handler at all times. Also, all service animals must be on a leash or harness at all times, unless the handler is unable to leash or harness the animal because of a disability or use of a leash or harness would interfere with the animal’s safe, effective performance of work or tasks. If the service animal cannot be leashed or harnessed, it must be otherwise under the handler’s control (e.g., voice control, signals, or other effective means). Owners of the service animals are solely responsible for the supervision and care of the service animal; therefore, owners must keep the service animal directly with them at all times.

A person with a disability may be asked to remove a service animal if:

1. The animal is out of control, such as, uncontrolled barking or jumping on people, and the animal's handler does not take effective action to control it; or
2. The animal is not housebroken

Fear of allergies, annoyance on the part of other patrons or employees, or fear of animals are not valid reasons for denying access or refusing service to people with service animals or service animals in training.

Dogs and other animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA and are not permitted in the MCC facilities.

Staff may not make inquiries about a service animal when it is readily apparent that the animal is trained to do work or perform tasks for an individual with a disability. When it is not readily apparent that the animal is a service animal, staff may ask the following two questions:

1. Is the animal a service animal required to be present because of a disability?
2. What work or task has the animal been trained to perform?

Staff may not ask about the owner's disability. Staff may not ask for documentation or proof that the animal has been certified, trained, or licensed as a service animal.

The Minnesota Legislature passed a law, effective August 1, 2018, that makes it illegal to "intentionally misrepresent an animal in that person's possession as a service animal in any place of public accommodation."

16. COMMONS AREA USE

- A. No organized meetings in the commons area.
- B. No parties, gift openings or cake/cupcakes will be allowed in the commons area.
- C. No use of skate boards, skates, and shoes with wheels in the building or on the sidewalks surrounding the community center.
- D. No use of hacky sacks or balls in the hallways of the community center.

17. COMPLAINT, COMMENT OR SUGGESTION PROCEDURE

- A. The MCC will maintain a comment box at the community center bulletin board. All comments, complaints or suggestions will be forwarded to MCC management for follow up.
- B. The community center, at any time, welcomes comments, suggestions, complaints or appreciation from any user to any MCC staff person. Any verbal comments, suggestions or complaints will be handled immediately, if possible, or forwarded to the appropriate manager for follow-up.

18. CLOSURES; BUILDINGS OR AMENITIES

- A. MCC Management shall have the discretion to close the facility in case of a building emergency or inclement weather. Closure information will be posted on our community center website and Facebook page.
- B. The MCC periodically closes areas or equipment for repairs or maintenance. Refunds, credits or extensions will not be given for such closures.

SUPERVISION AND CONDUCT POLICIES

1. SUPERVISION POLICIES

- A. GENERAL FACILITY (excluding fitness center and pool):
 - a. Children eight (8) years of age and younger must be under direct adult supervision at all times.
 - b. Children must be at least eleven (11) years of age to use the facility independently without a parent/guardian in the building.
 - c. Minors that are at least 16 years of age are permitted to supervise younger children with a signed parental/guardian form on file with the MCC.
 - d. The City will not assume liability for unsupervised children.
 - e. Underage and unsupervised children identified will be required to call their parents or guardian and facility use will be restricted until supervision arrives.
 - f. The parents/guardians or adult supervisors of any minor child will be assessed any damage or additional cleaning costs that have incurred as a result of lack of supervision.
- C. POOL (No Lifeguard on Duty): No one under the age of 18 will be allowed into the pool during unguarded hours.
- D. POOL (Lifeguard on Duty):
 - a. Children age six (6) years and younger must be within arm's reach of a paid adult swimmer at all times.
 - b. Any child under the age of 11 years must be supervised by a parent/guardian or responsible adult.
- E. ROMP 'N' STOMP: Children eight (8) years and younger require parent/guardian or adult supervision while in the Romp 'n' Stomp area. Adult supervision for all ages is strongly encouraged.
- F. FITNESS CENTER:
 - a. Children 12 to 15 years of age are required to be directly supervised by a parent/guardian or responsible adult.
 - b. Children 12 to 15 years of age who have passed the Kid Lifting Equipment Orientation program may use the fitness center without adult supervision.
 - c. Individuals ages 16 years and older may use the fitness center without adult supervision, however, supervision at all times is highly recommended.
 - d. Children ages 0 to 11 years of age are not allowed in the fitness center.
- G. WALKING/JOGGING TRACK: Children 12 years of age and older may use the walking track without adult supervision.

2. CONDUCT POLICIES

- A. All persons present at any activity on MCC property shall abide by the policies of the MCC. At their discretion, MCC staff or their acting security staff may:

- a. Order removal of the offender.
 - b. Revoke the permit and order all persons from the premise, without refund or any monetary compensation.
 - c. Order immediate removal of all intoxicating liquor or substances from the premises.
- B. Disorderly conduct will be grounds for immediate termination of the activity or event without refund. This will be determined by MCC staff or a law enforcement agency. Assistance from the Wright County Sheriff will be requested for persons or groups who:
- a. Conduct themselves in a disorderly manner as to disturb or threaten the public peace, engage in brawling or fighting, engage in offensive, obscene, or abusive language, or engage in a boisterous and noisy conduct tending unreasonably to arouse alarm, anger or resentment in others.
 - b. Lingering about the doorway, sitting or lingering upon the steps, window sills, railing, fence or parking area adjacent to the community center in such a manner as to obstruct or partially obstruct ingress to or egress from the building, appear to be threatening to users or employees of the community center, or in such a manner to annoy the occupants of the community center.
 - c. Refuse to pay admission fee required for facility use.
- C. No profanity, violence, assaultive or abusive behavior or language will be tolerated.
- D. As a family facility, it is expected that all users of the community center will treat each other with respect and not monopolize any area or piece of equipment that is open to the public.

MEMBERSHIP POLICIES

1. MEMBERSHIP TYPES

- A. Three (3) Months
- B. One (1) Year
- C. Continuous

2. MEMBERSHIP DEFINITIONS

- A. Resident - An individual or family who lives within the City Limits of Monticello. Proof of residency will be required before discounted rates can be applied.
- B. Regular - All other individuals or families.
- C. Non-Profit - A not-for-profit organization or a 501C3 designation.
- D. Family – Up to two (2) parents and their minor children, living in the same household. If child is a fulltime student, they may stay on the family pass until the age of 25. After that they are required to purchase their own pass. Student transcripts or college ID required each year as proof.
- E. Adult - An individual ages 18 to 54 years old.
- F. Junior - An individual ages 16 months to 17 years old
- G. Senior - An individual ages 55 years old and beyond.
- H. Dual – Two (2) individuals living in the same household.

- I. Personal Care Attendants (PCAs) - The community center recognizes that some individuals need a PCA during facility use. The PCA will be supervising/assisting their client at all times. The PCA does not have membership privileges and will not be listed on the family's membership. All PCAs will be wrist banded to identify them as PCAs with limited facility privileges.

3. MEMBERSHIP PAYMENTS

- A. Prices are established with the approval of the Monticello City Council and are subject to change.
- B. All fees and payments are due at the initiation of the membership.
- C. Payment requests returned unpaid will be sent to an Electronic Funds Recovery Company for payment recovery or they will be collected upon by an employee or agent of the community center with a non-payment fee assessed.
- D. After two (2) insufficient funds for monthly membership payment during a one (1) year period, Continuous Membership privileges will be revoked. All future memberships must be paid in full with either an annual membership or a three (3) month membership.

4. MEMBERSHIP CANCELLATIONS

Please see cancellation policies on page 9 of this manual.

5. MEMBERSHIP ENTITLEMENTS

Membership at the Monticello Community Center includes free use of the pool, water slide, spas, fitness center, group fitness classes, locker rooms, walking/jogging track, gymnasium, climbing wall, indoor play area, and admission to public skate times at the Moose Sherritt Ice Arena. Additional discounted rates apply for the drop-in childcare, programs, activities and room rentals.

6. INSURANCE REIMBURSEMENT

The community center participates in many insurance reimbursement programs. These programs have policies and attendance requirements set by the insurance company and cannot be overridden by the community center. In addition to being eligible with their insurance company, community center members are required to have an annual or continuous membership to participate in the insurance reimbursement program. Members with three month memberships are not eligible for reimbursement.

CANCELLATION POLICIES

1. MEMBERSHIP CANCELLATIONS

- A. All membership cancellation requests must be made in writing at least 15 days prior to cancellation. Membership cancellation requires the payment of a cancellation fee due at the time of the request if the membership has been held for less than 12 months.
- B. A manager will be given the cancellation request to determine if a refund of fees paid is appropriate. If appropriate, a check will be issued from the City of Monticello. The City of Monticello writes and distributes checks on a specific schedule which cannot be altered or overridden.
 - a. All Annual Memberships will be prorated based on the number of months the membership was held calculated at the Continuous Membership monthly rate.

- b. Cancellation fees and processing fees will be subtracted from the total refund amount.

2. PROGRAM CANCELLATIONS

- A. Cancellations made by the MCC due to lack of enrollment or inclement weather will receive a full refund.
- B. The community center will follow the Monticello School District's weather related school closure policies. If the school closes due to weather, all programs, classes, and lessons will be cancelled. We will do our best to notify participants by phone or email, however, participants should feel free to check with Guest Services for class or activity status.
- C. Cancellation requests made by the participant within at least two (2) weeks/ fourteen (14) days of program start date will receive a full refund.
 - a. Cancellation requests received within one (1) week/seven (7) days of the program start date will receive a 50% credit voucher to be used towards another program.
 - b. Cancellation requests received less than one (1) week/seven (7) days of the program start date no refund will be given.

3. ROOM RENTAL CANCELLATIONS

- A. Boom Island Room, Bridge Room, Warehouse, and River Room
 - a. Cancellation requests received two (2) weeks or more to the rental date will be refunded the full rental amount paid to date.
 - b. Cancellation requests received within two (2) weeks or thirteen (13) days or less of the rental reservation will not be given a refund.
- B. Mississippi Room (Sunday – Thursday)
 - a. Cancellation requests received two (2) weeks or more to the rental date will be refunded the full rental amount paid to date.
 - b. Cancellation requests received within two (2) weeks or thirteen (13) days or less of the rental reservation will not be given a refund.
- C. Mississippi Room (Friday – Saturday)
 - a. Cancellation requests received three (3) weeks or more to the rental date will be refunded half of the rental amount. If the room is subsequently rented, the other half will be refunded.
 - b. Cancellation requests received within three (3) weeks or twenty (20) days or less of the rental reservation no refund will be given.
- D. Little Mountain Chapel
 - a. Cancellation requests received three (3) weeks or more to the rental date will be refunded half of the rental amount. If the room is subsequently rented, the other half will be refunded.
 - b. Cancellation requests received within three (3) weeks or twenty (20) days or less of the rental reservation no refund will be given.

4. PARTY ROOM CANCELLATIONS

- A. Cancellation requests received within three (3) weeks or twenty (20) days of the party date

will not be issued a refund.

- B. Cancellation requests received within three (3) weeks or more of the party date will be issued a refund in the amount of 50% of what was originally paid. If the room is subsequently rented, the other half will be refunded.

AREA SPECIFIC POLICIES

1. POOL

- A. The MCC pool has posted hours when lifeguards are on duty.
 - a. During guarded hours, any child six (6) years and younger must be directly within arm's reach by a paid adult swimmer.
 - b. Any child under the age of 11 years must be supervised by a parent/guardian or responsible adult.
 - c. MCC strongly recommends that all minor children be supervised by an adult.
- B. During un-guarded pool hours, no one under the age of 18 years will be allowed into the pool area.
- C. All persons using the swimming pool or hot tubs must take a shower with soap before entering the pool.
- D. All swimmers must have a swimsuit to swim in the pool. This includes an appropriate top and bottom for females and appropriate swim trunks for males. No underwear or boxers may be worn in the water. Cut-offs or dyed clothing will not be allowed.
- E. Any person who is not toilet trained must wear disposable swim diapers approved for use in public swimming pools.
- F. No swimming with diarrhea.
- G. Any person having an infectious or communicable disease is prohibited from using the public pool; lesions, rashes (open or in the healing process) on any person are prohibited from using the pool. This includes chicken pox, poison ivy, new tattoos etc. Persons having open blisters, cuts, etc., are strongly advised not to use the pool.
- H. No diving is allowed.
- I. Spitting, spouting water, blowing the nose, or discharging bodily wastes in the pool is strictly prohibited.
- J. Running, pushing, boisterous, rough play or excessive noise is forbidden in the pool area, showers or dressing rooms.
- K. No food or drink, with the exception of water in a plastic container, will be allowed in the pool area.
- L. Public displays of affection will not be allowed in the pool.
- M. Dogs and other animals are not allowed in the pool area.
- N. All children ages six (6) years and younger and non-swimmers must be within arm's reach of a paid swimming parent or responsible adult supervisor.
- O. MCC pool bather load is 250 people. The lifeguards will enforce bather load limits and ask

individuals to exit the pool if necessary.

- P. No dangling jewelry will be allowed.
- Q. Street shoes cannot be worn on the pool deck. They must be stored in the locker rooms or available shoe cubby.
- R. Remove all bandages, tape, etc., before entering the pool. Gum chewing is not allowed in the pool area.
- S. Do not visit excessively with the lifeguards. Their job requires close attention to the pool for public safety.
- T. The community center is not responsible for lost or stolen articles. Please lock up all personal items in a locker. We strongly recommend that all items of value be left at home.
- U. We cannot allow items that have previously been used in a lake in to the community center pool for health and sanitary reasons.
- V. Coast Guard approved floatation devices type I - III will be allowed, however, do require direct supervision by an adult swimmer. Large floatation equipment cannot be allowed for safety reasons. No SCUBA will be allowed and snorkeling gear requires prior permission.
- W. The management reserves the right to refuse admittance, or eject from the pool premise, any person failing to comply with any of the above health and safety regulations.

2. ADULT SPA

- A. The adult spa is for paying customers sixteen (16) years of age and older.
- B. Individuals must shower with soap before entering the spa.
- C. The spa temperature will be maintained at 104° degrees. This water temperature is unsafe for young children, pregnant women or persons with heart disease, diabetes, high blood pressure or low blood pressure.
- D. It is strongly recommended that an individual not spend more than ten (10) minutes in this spa. Nausea, dizziness or fainting could result from prolonged use.
- E. The spa capacity is four (4) people. This is to be self-monitored. The lifeguards will enforce capacity policies.
- F. No alcohol, food, or other beverages will be allowed in the spa. Water in a plastic container will be the only exception.
- G. No one suspected to be under the influence of alcohol or other narcotics will be allowed to use the spa.
- H. Public displays of affection are not be allowed in the spas.
- I. Swim suits are required in the spas. No cut off shorts or dyed clothing will be allowed.
- J. Spas use chlorine as its sanitizing agent. Chlorine is similar to bleach and may cause swim wear to fade or wear more quickly. MCC will not be responsible for swim wear that appears worn prematurely from spa use.
- K. General pool rules are in effect for spa use.

3. FAMILY SPA

**MONTICELLO COMMUNITY CENTER
POLICY MANUAL**

- A. The family spa is for paying customers three (3) years of age and older. Spa users must be toilet trained. For health reasons any person in a diaper will not be allowed in the family spa.
- B. Direct adult supervision will be expected for users of the family spa.
- C. Individuals must shower with soap before entering the spa.
- D. The spa temperature will be maintained at 98° degrees.
- E. It is recommended that an individual not spend more than ten (10) minutes in this spa. If an individual experiences nausea, dizziness, or fainting they should seek immediate medical attention.
- F. The spa capacity is four (4) people. This is to be self-monitored. The lifeguards will enforce capacity policies.
- G. No alcohol, food, or other beverages will be allowed in the spa. Water in a plastic container will be the only exception.
- H. Public displays of affection will not be allowed in the spas.
- I. No one suspected to be under the influence of alcohol or other substance will be allowed to use the spa.
- J. Swim suits are required in the spas. No cut off shorts or dyed clothing will be allowed.
- K. Spas use chlorine as its sanitizing agent. Chlorine is similar to bleach and may cause swim wear to fade or wear more quickly. MCC will not be responsible for swim wear that appears worn prematurely from spa use.
- L. General pool rules are in effect for spa use.

4. WATER SLIDE

The community center flume slide is 160 feet long with three turns. It is fast and fun; however, due to its speed the community center will enforce these rules to ensure the safe use and enjoyment.

- A. The water slide will only be available during posted scheduled hours. If an individual is interested in reserving the slide for a group during non-scheduled hours, this can be arranged through the Event Coordinator.
- B. Only one person on the slide at a time. Double riding is not allowed.
- C. Slide riders must be at least 42 inches tall and able to swim unattended to the stairs.
- D. No waiting or catching at the bottom of the slide will be allowed.
- E. All slide riders must ride the slide feet first sitting up facing forward only.
- F. Stopping, standing, lying and kneeling on the slide is prohibited.
- G. No floatation devices will be allowed on the waterslide.
- H. Keys, eyeglasses, swim goggles, jewelry, watches, etc., cannot be worn or carried down the slide. These objects can cause injury and/or scratch the fiberglass water slide.
- I. A slide attendant will always be on duty when the slide is operational. Slide attendants will let individuals know when they can enter and use the slide. The slide attendant has the authority to evict an individual from the slide and/or the pool area based on behavior that does not follow the rules of the slide or the pool.

5. GATOR FLOATABLE TOY

The Gator Floatable Toy (hereafter known as the Gator) is a large floating toy used in the MCC pool on a limited basis with specifically scheduled hours. The schedule will be available in advance for our guests. Please note, the schedule may change due to large groups of people in the water and the safe pool capacity to lifeguarding staff ratios.

- A. When the Gator is in the pool the community center will have a lifeguard designated to monitor and guard the use of the Gator.
- B. There is no diving from the Gator.
- C. Stay out from under the Gator as the cables may cause a danger to swimmers.
- D. There is a three (3) person limit on the Gator at one time.
- E. No standing, pushing or leaping from the Gator.
- F. Gator users must obey the lifeguard's commands at all times.
- G. Because the Gator is in the deeper end of the pool, no life jacketed swimmers or non-swimmers will be allowed on the Gator.

6. LOCKER ROOMS

- A. The community center provides Men's, Women's and Family locker rooms.
- B. The community center will enforce an opposite sex policy in the Men's and Women's locker rooms. No child of the opposite sex over 18 months will be allowed in the Men's or Women's locker rooms. The Family Locker room is available to accommodate this situation. An exception to this policy would be after swim lessons to ensure quick access to shower areas for smaller children. However, out of respect to other users, locker room users with small children should use the family locker room whenever possible.
- C. Use of the Family Locker Room is limited to families with small children and multi-gender families.
- D. The use of cameras, video cameras or cell phone cameras is forbidden in all MCC Locker Rooms. If camera equipment is used it may be confiscated and turned over to the Wright County Sheriff's Department for further investigation.
- E. Pay lockers are available for daily use. The community center strongly recommends the use of these lockers for all personal items. Change for the lockers is available at the Guest Services Counter. At all times, personal items or valuables should be locked up.
- F. Items lost or stolen will not be the responsibility of the community center. Valuables should be locked up or not brought into the facility.
- G. Food and beverages, with the exception of water, will not be permitted in the locker rooms.
- H. Inappropriate behavior or language will not be permitted in the locker rooms. Patrons should immediately report any problems the Guest Services Counter for resolution by an employee or law enforcement, if the situation warrants.
- I. No public or private displays of affection will be allowed in the locker rooms.

7. FITNESS CENTER

- A. The community center strongly recommends that everyone consult with a physician before

beginning any exercise program.

- B. Direct parent supervision is required for anyone under the age of 16 years. Children under the age of 12 will not be allowed on the equipment. Children between the ages of 12 and 15 who have successfully completed the Kid Lifting Program may use the fitness center without adult supervision.
- C. For their safety, children are not allowed in the fitness area.
- D. Entry to the Fitness Area requires a current membership to MCC, payment of a daily fee for that day, or a signed guest pass that authorizes the user to be in the Fitness Area.
- E. Patrons must wear a suitable workout top, bottom, and shoes at all times. Swim wear, wet or dry, bare or sandaled feet will not be allowed.
- F. Use of the fitness center and walking track will require a change of shoes to clean bottomed athletic shoes to ensure all equipment stays in good working order.
- G. Please be respectful of others:
 - a. Don't monopolize the equipment or areas of the fitness center. Please follow the posted time limits on all cardio machines (30 minutes maximum).
 - b. Disinfect the equipment after use. The community center will provide disinfecting wipes.
- H. TV channels will be set on a first come basis and can be changed with the remote control. Please be courteous to other fitness area users and check with them before changing channels.
- I. Unload weight plates from equipment after using.
- J. Refrain from using chalk or bringing fitness bags to the fitness area.
- K. Please wear earbuds when listening to electronic devices and take phone calls away from the equipment and off the workout floor.
- L. MCC Management has the right to eject any person for violating the rules and policies of MCC. Fees paid will not be refunded.
- M. Use common sense when lifting and use safe lifting practices. The community center does not employ full-time fitness center staff. A trainer will be available during scheduled times to assist with equipment demonstrations. Please check with the Guest Services Counter for days and times as they may vary.
- N. Please report any equipment problems to the community center staff as soon as possible for prompt repair and maintenance.

8. INDOOR WALKING OR JOGGING TRACK

The community center offers an indoor track for walking or jogging. The outside lane requires 15 laps around to equal one mile, the middle lane requires 15.9 laps to equal one mile and the inside lane requires 16.7 laps to equal one mile. The track is a FREE amenity of the community center.

- A. The community center strongly recommends that everyone consult with their physician before beginning any exercise program.
- B. The indoor track is available when the community center is open. The MCC requires all track users to sign in at the Guest Services Counter before using the track. Facility hours are

available at the Guest Services Counter.

- C. The indoor track is not for individuals under the age of 12 years unless directly supervised by an adult and using the track appropriately. If a younger individual is hindering the use of the track for others, they will be asked to leave the indoor track area.
- D. Strollers are permitted on the walking track. To help us keep the track clean, please make sure the wheels are clean and free of excess dirt and debris.
- E. There are directional signs designated by day of the week to ensure comfortable and safe use of the walking track. Please adhere to these instructions.
- F. Shirts and shoes will be required at all times. Gym shoes or walking shoes are highly recommended. We ask that track users bring in and wear separate shoes on the walking track to keep the area clean.
- G. Bathing suits, wet or dry, will not be allowed on the walking track.
- H. No one will be allowed to spit, drop or throw objects onto the gymnasium floor. This action will result in expulsion from the community center with no refund of any fees paid.
- I. No standing on the walking track.
- J. Joggers should use the outside lane. Walkers please move to the inside lanes. The middle lane should be used for passing.
- K. Do not take up all lanes so as to obstruct other users from passing. Please be courteous to other users.
- L. Do not climb on the center railing at any time.
- M. Please obey all posted safety and information signs.
- N. The indoor track will be closed when the gymnasium is being used as a polling location during elections.

9. CLIMBING WALL

The climbing wall is located in the main atrium of the community center across from the Guest Services counter. The climbing wall is 38 feet tall with a center “art wall” rock-like area. The wall’s features include six (6) top anchors with many routes set up ranging in difficulty from 5.4 to 5.12+, and two 32 feet tall hydraulic auto belay climbing systems.

- A. Climbing is only allowed during scheduled hours when staff is on duty. The wall can be rented for exclusive use for groups during closed hours. Arrangements must be made in advance with the Event Coordinator.
- B. All climbers must comply with the judgment and decisions of the climbing staff on duty.
- C. Do not visit excessively with the climbing wall staff. Their job requires close attention to the wall for public safety.
- D. All climbers must have a signed waiver of liability on file with the MCC. A parent or guardian’s signature will be required on a minor’s waiver.
- E. Children ages eight (8) years and under must be accompanied by an adult unless other arrangements are made.
- F. The climbing wall is included on MCC memberships. Nonmembers will be required to pay a

fee to use the wall. All wall users must check in at the Guest Services counter before entering the climbing wall area.

- G. The use of the climbing wall is on a first come basis, first serve basis. All climbers must wait behind the belay staff for their turn. Please be respectful of the other climbers.
- H. No swinging, flipping or general reckless behavior will be allowed. To ensure rope integrity, please don't hang or step on the ropes.
- I. No hard-soled footwear, cowboy boots, sandals or bare feet will be allowed on the climbing wall. Rock climbing shoes or athletic shoes are recommended.
- J. The MCC climbing wall allows chalk balls only, no loose powder will be allowed.
- K. No climbing will be allowed while under the influence of intoxicating substances. The climbing wall staff will make the decision of fitness for climbing.
- L. Shoes, coats and back packs must be stored in the locker rooms to ensure that the climbing area stays clear. The MCC is not responsible for lost or stolen items.
- M. Harnesses must be removed after climbing. Climbers cannot leave the climbing area with a harness on.
- N. Use of the auto belay system will require review and approval by the staff person before ascending the wall.
- O. Auto belay users weighing 50 pounds or less will need to have a trail rope attached to them.
- P. Their low body weight will not properly activate the hydraulic system during their descent.
- Q. Individuals weighing more than 250 pounds may not use the auto belay climbing system. The hydraulic system is not able to control their ascent or descent safely.

10. GYMNASIUM

- A. The gymnasium will be unavailable up to one weekend per month to accommodate drilling and training for the National Guard unit based within the community center building. The gymnasium will also be closed during election times.
- B. All gym closings will be posted at least one week in advance.
- C. Use of the community center gymnasium is included with an MCC membership or a daily pass purchase. Check in at the Guest Services counter is required for all users.
- D. No food, gum, or beverages, except water in plastic containers, will be allowed in the gymnasium.
- E. No black-soled shoes or shoes that mark the floors will be allowed. Athletic shoes are strongly recommended. Bare feet will not be allowed in the gymnasium.
- F. No hanging on the rims or nets. The hoops will be set at the ten (10) foot limit unless a parent with a smaller child requests they be lowered. Please inform Guest Services staff when finished with the lower hoops, so staff can restore them to the ten (10) foot height.
- G. Inappropriate language, gestures, or behavior will not be tolerated. The violators will be warned and/or removed from the facility depending on the severity of the infraction. Fighting will not be tolerated at any time and will result in expulsion from the gymnasium and the facility immediately. A refund of payment for gym use will not be given after expulsion.
- H. Gym users may bring their own equipment for use, however, the MCC is not responsible for

lost, stolen or broken items. Stereos or playing a stereo will not be allowed in the gym. Personal music systems with headphones will be allowed.

- I. Full court play is not allowed during open gym.
- J. Ball throwing or kicking will not be allowed when the gym is busy or is deemed a dangerous activity to other gym users by the Guest Services Associates. All throwing activities are required to be under the walking track on the west end of the building for the safety of all gym and walking track users.
- K. Throwing or kicking balls or other items up to the walking track or down from the walking track is never allowed and will result in expulsion from the gymnasium.

11. DROP-IN CHILDCARE

The drop-in childcare is an unlicensed, supervised area for community center facility users. The childcare offers age appropriate toys, activities and space to play while parents or guardians are using the community center.

- A. The community center childcare is an unlicensed drop-in child care facility for children ages eight (8) weeks to eight (8) years of age.
- B. The childcare capacity is 15 patrons with one attendant. This will be on a first come basis, first served basis. Reservations cannot be made in advance to hold a space. This capacity requirement will be enforced regardless of payment method of the user. Payment methods include: childcare added onto a membership or daily payment for use.
- C. The drop-in childcare is open during posted hours only. No child(ren) may use the childcare facility during unstaffed hours.
- D. The parent or guardian of the child(ren) must remain in the community center building at all times.
- E. The time limit for childcare use is not to exceed two (2) hours per visit.
- F. Please use common sense when deciding to send your child to our drop-in childcare. If in doubt, please do not send them.
- G. Please do not send your child to our childcare if your child has:
 - a. had a temperature of 100 degrees or more within the past 24 hours.
 - b. had communicable illness such as strep throat, pink eye, chicken pox, measles, etc. unless they have been on antibiotics for longer than 24 hours or past the doctors recommended exclusion period.
 - c. lice, unless they have been treated and no longer have any nits or eggs visible.
 - d. has vomited or had diarrhea in the last 24 hours.
- H. The parent or guardian is expected to bring their child in fed. Snacks or meals will not be allowed in the childcare. For children who require a bottle or to be bottle fed, the childcare attendant will attempt to assist on a limited basis, however, if the demand in the facility is high, they will not be able to provide the service of bottle feeding.
- I. The childcare will not be able to provide individual attention, toilet training, meals or snacks, care for a sick or injured child, diaper changing or special clean up needs. The parent or guardian will be asked to specify which area of the facility they will be using in case any of

the listed situations arise. The parent or guardian will be notified in the case of:

- a. The child appears to be ill, i.e. has a temperature of 100 degrees or higher, excessive runny nose, signs of a viral infection, has vomited, etc.
 - b. The child cannot be calmed down after ten (10) minutes
 - c. The child has a soiled diaper
 - d. The child is disruptive and does not respond to positive discipline.
- J. The childcare attendants will not be allowed to administer medication at any time.
- K. To ensure the safety of all children in the drop-in childcare, all children must remain in the childcare room and will not be allowed to play in the indoor play area also known as the Romp n' Stomp.
- L. To the best of our ability, we will try to prevent, but will not be able to completely control, exposure to illness, accidental injuries or injury from another child against your child.
- M. Payment for use of the drop-in childcare is expected at the time of service or the purchase of a childcare add-on can be added to the membership. Please do not tip the childcare attendant. As a municipal employee, they cannot accept gratuities or they risk termination of employment.
- N. Discipline will be handled by using the time-out system, however, if behavior is not modified, the parent or guardian will be summoned to discipline the child further or to remove them from the childcare.
- O. Use of the drop-in childcare requires a parent/guardian signed waiver and emergency contact information be kept on file.
- P. The community center is not responsible for lost, stolen or broken items. Please label any items brought into the childcare with your child.
- Q. The community center asks that the parent or guardian help to acclimate the child(ren) to the drop-in childcare area. Children have good and bad days, or may not be feeling well and therefore use of the childcare may not be in the best interest of the child(ren) on certain days.

12. ROMP 'N' STOMP - INDOOR PLAY AREA

The Romp 'n' Stomp is for individuals who are 48 inches or shorter. It's a wonderful structure that kids can climb on, slide down and just have a great time in. The Romp 'n' Stomp is in a large room with other fun activities for kids to play with and plenty of room for parents/guardians to sit and watch.

- A. The Romp 'n' Stomp is included in community center membership. Patrons can also access the Romp 'n' Stomp by purchasing a daily pass or by paying an indoor play area fee. All users must check in at the Guest Services counter before entering the play area.
- B. The Romp 'n' Stomp is for children 48 inches or shorter and children up to age 8 years. There is a height marker just prior to entering the room.
- C. Direct adult supervision will be required at all times for children using the indoor play area. This does mean that the supervising adult must be in the Romp 'n' Stomp with the child. The community center does not staff or supervise this room.
- D. For sanitary reasons, socks must be worn at all times in the Romp 'n' Stomp.

- E. Bathing suits, wet or dry, cannot be worn in the Romp ‘n’ Stomp.
- F. Diaper changing is not allowed on the floors, benches, or tables. There are diaper changing stations available in all of the community center restrooms and locker rooms.
- G. Have your child use the restroom before entering the Romp ‘n’ Stomp.
- H. Do not bring food or beverages into the Romp ‘n’ Stomp room.
- I. Coats, shoes, back packs and diaper bags should be stored in the cubbies near the indoor play area. It is recommended that a locker be used for more secure storage. The community center is not responsible for lost, stolen or broken items.
- J. For health reasons, no child who has a fever, has a rash, has signs of a viral infection, has lice, or has vomited or had diarrhea in the last 24 hours will be allowed in the Romp ‘n’ Stomp.
- K. The parent or guardian will be responsible for disciplining and controlling their child from biting, hitting, pushing or other aggressive or disruptive behavior.
- L. Use of the Romp ‘n’ Stomp is not included when your child is checked into the drop-in childcare. The childcare staff are not able to supervise the Romp ‘n’ Stomp along with the childcare area.

13. PUBLIC SKATE AT THE MOOSE SHERRITT ICE ARENA

- A. The community center membership includes free admission to the Moose Sherritt Ice Arena for the published open skate hours.
- B. Skate rental is available at the ice arena at an additional cost.
- C. All policies established and posted by the Moose Sherritt Ice Arena are enforced.

14. ROOM RENTAL POLICIES

The Monticello Community Center has a number of rooms available to rent to individuals, groups, organizations or businesses. All reservations must be made in advance on a first come basis, first serve basis.

- A. Rental rates are calculated on an hourly basis, with a minimum two-hour rental requirement. Payment is due at the time of the room registration.
- B. The City of Monticello requires a Transient Merchant fee be paid for any facility renters who are using the facility for sales of goods.
- C. Set up time is not included in rentals. If additional time is required, it must be reserved and paid for at the time of the reservation.
- D. Please see [cancellation and refund policies](#) for room rentals on page 10.
- E. The Monticello Community Center is a tobacco free facility.
- F. Alcoholic beverages of any type are not allowed in any of the meeting rooms with the exception of an authorized rental in the Mississippi Room. No red beverages of any type will be permitted in the facility.
- G. Room renters, with the exception of the Mississippi Room, may bring in food from the outside or purchase from the MCC concession area. All leftover food must be taken with the renter when their event is over.
- H. An approved caterer must be used for all food brought into the Mississippi Room.

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- I. Regular rates are for individuals or businesses not within the City Limits of Monticello. An organization must be a recognized organization to be determined by the Member Services Manager.
- J. An organization cannot reserve for a resident or regular individual or business. Also a resident cannot reserve for a regular individual or business.
- K. At the time of reservation, payment for the room will be required for the specified hours to be rented. There is an additional fee for facility use, i.e. pool, gym, climbing wall, etc. Check with the Member Services Manager for the current rates and availability.
- L. Decorations cannot cause any damage to walls, counters, tables, floors, etc. All decorations brought in must be taken down and removed by the renter.
- M. No vandalism or graffiti. Violators will be expected to pay for the cost to replace or to repair any damage. Damage deposits will be withheld when applicable.
- N. The MCC and its employees are not responsible for lost, stolen or abandoned items.
- O. MCC management reserves the right to deny a rental based on a previous rental experience or if the planned event is not appropriate for the community center building and users.
- P. The renter must comply with all City ordinances, MN State Statutes, Federal Laws, Building and Fire Codes. This includes capacity maximums for the rental room.
- Q. The actions and behavior of the guests of a renter will be the responsibility of the renter.
- R. Violation of MCC policies and failure to comply with MCC management and staff will result in expulsion from the building with no compensation or refund.

15. FREE ROOM USE POLICIES

- A. A non-profit organization may rent the Academy or West Prairie Conference room one (1) time per month for a time of not more than three (3) hours at no cost to the renter.
- B. The rooms are available weekdays 4:30 p.m. to closing and any time on Saturday or Sunday when the community center is open.
- C. City meetings will take precedence over an organization.
- D. This free room use is on a first come basis, first serve basis and advance reservations are required.
- E. There is no room substitution if the either or both conference rooms are unavailable.

16. PARTY ROOM POLICIES

- A. The Lagoon or Aquarium Party rooms are reserved on a first come basis, first serve basis with the Birthday Party Reservationist.
- B. Reservations are made by selecting the party package that best fits the user's needs. Payment for that party's minimum will be taken at the time of reservation. The room reservation cannot be held without payment.
- C. The packages chosen may or may not provide food as a part of the package, regardless, no outside food may be brought into either room with the exception of cake and/or ice cream. The MCC has limited freezer and refrigerator space. We may or may not be able to accommodate cool storage for either, so please plan accordingly.

- D. The capacity for each party room is 18. This is building code and fire capacity and will be enforced.
- E. Each party has a specific start and end time. The party room user will not be able to enter the room early and will need to vacate the room at the designated end time. Party guests may continue to swim beyond the party end time as long as all their belongings have been taken out of the room.
- F. Party guests ages six (6) years and under will require a swimming adult be in the pool directly supervising them.
- G. Please see the cancellation & refund policies for party room rentals on page 10 of this manual.

17. PROGRAMS & CLASSES

The community center will provide programs, classes, lessons or activities on a regular basis depending on demand and instructor availability. We welcome community input into our program planning.

- A. New program brochures will be presented on a regular basis and will be available at the Guest Services Counter and on the community center's website.
- B. Registration for a program, class or activity will require payment at the time of reservation to hold a spot in the event.
- C. Supervision or parent attendance for a program with minor children, will be indicated in the program description.
- D. Confirmation calls or notification will not be made.
- E. Some programs may have a registration start date and time. This will be indicated in the program brochure or online.
- F. Non-attendance for a class or portion of a class will not be accepted as a reason for reimbursement or partial refund. If there are extenuating circumstances for non-attendance, the registrant will need to speak with the Program Manager.
- G. In the case of program cancellation, the registrant, or their parent/guardian, will be notified. The community center will make every effort to expedite a refund to the participant if that is desired. The community center uses the City of Monticello for refunds. They use a strict schedule for check distribution. Please talk to the Director for refund date. Other options for refund might include gift card for the community center, refund to original registration credit card, credit towards another class, etc.
- H. Please see the cancellation and refund policies for programs and classes on page 9 of this manual.

18. GROUP FITNESS CLASSES

- A. The community center strongly recommends that everyone consult with their physician before beginning any exercise program.
- B. Group Fitness participants must be twelve (12) years of age or older.
- C. All participants must sign-in at the Guest Services desk in person, prior to attending each class, no more than 45 minutes prior to the class start time. Sign-up will be on a first-come, first served basis.

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- D. PCAs may be allowed to observe/assist their clients, but not to participate individually.
- E. No cameras or devices such as phones may be used to take pictures or videos.
- F. Please turn cell phones off or set ring tone to silent during class.
- G. Class attendance maximums are set to ensure each participant has the space and equipment necessary to participate.
- H. Each participant should wipe down the equipment they used.
- I. Equipment should be put away neatly.
- J. Participation levels lower than four (4) people after the first four (4) weeks of the class may result in the community center dropping the class from the schedule.
- K. Classes may be cancelled due to instructor illness or room availability. Schedules will be posted on our website and notifications will be posted on Facebook.