

Monticello Community Center

Policy & Procedures Manual



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RESERVATION OF RIGHTS

The community center management, Parks, Arts & 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 on 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, Warehouse and Mississippi Room.
- B. Alcohol is only allowed with prior approval of MCC Management. All alcoholic beverages must be provided by an approved alcohol provider.
- C. General facility users may only consume food and beverages (except for 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 Supervised Play area, climbing wall, restrooms or walking track.
- D. Colored 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 onsite 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.
 - c. All postings must be approved by a 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 has advertising opportunities, Click [here](#) for more information on our advertising programs.
- 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. Any other use of music must be authorized by MCC Management.

5. FACILITY PHONES

- A. Emergency phones are located in the Pool Office and at the Guest Services Counter. There is no long-distance service available.
- B. Guest Services Associates will only attempt to find an individual in an emergency situation.

6. DRESS CODE

- A. All facility patrons must wear a shirt and shoes in all areas with the exception of the pool, locker rooms, and concession area. 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. We strongly recommend that individuals dry off completely before entering any area outside the pool and locker rooms.
- D. Patrons will be asked to change 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 2 years 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 which 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 including those who sign-in for free Indoor Walking/Jogging Track use.
- 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, 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

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 is prohibited.

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](#) 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 Parks, Arts & Recreation 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 Statues, 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.
- F. LOST AND FOUND: Items found in and around the community center will be put in the 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.
- G. 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.
- H. A personal needs room is available at the request of any individual.
- I. PHOTO/VIDEO DISCLAIMER: The City of Monticello may periodically take pictures or video recordings of participants while they are engaged in programs, activities, special events, and enjoying our parks or other facilities. Photographs may appear in City brochures and publications, local newspapers, local cable television, and/or on City websites. Facility users authorize MCC to edit, copy, exhibit, publish, or distribute any images in which they appear for purposes of publicizing MCC programs or for any other lawful purpose, and waive any right to royalties or other compensation related to the use of such photographs.

16. COMMONS AREA USE

- A. No organized large group meetings in the commons area unless authorized by MCC Management.
- B. No parties, gift openings or cake/cupcakes will be allowed in the commons area.

- C. No use of skateboards, scooters, 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. All comments, complaints or suggestions may be emailed to mccinfo@ci.monticello.mn.us for management 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, maintenance, or staffing shortages. 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 10 years of age and younger must be under adult supervision at all times.
 - b. Children must be at least 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. The parents/guardians or adult supervisors of any minor child will be assessed for any damage or additional cleaning costs that have been incurred as a result of lack of supervision.
- B. POOL (No Lifeguard on Duty): No one under the age of 18 will be allowed into the pool during unguarded hours.
- C. POOL (Lifeguard on Duty):
 - a. Children aged 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.
- D. ROMP 'N STOMP: Children 12 years and younger require parent/guardian or adult supervision while in the Romp 'n Stomp area.
- E. FITNESS CENTER:
 - a. Children ages 11 years and under are not allowed in the fitness center.
 - b. Children 12 to 15 years of age are required to be directly supervised by a parent/guardian or responsible adult unless they have passed the Kid Lifting Equipment Orientation program, then they may use the fitness center without adult supervision.
 - c. Children ages 16 years and older may use the fitness center without adult supervision, however, supervision at all times is highly recommended.
- F. INDOOR 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 premises, 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, windowsills, 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-Month
- B. Annual
- 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. Non-Resident: 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 3 years to 17 years old.
- G. Senior: An individual ages 55 years and older.
- H. Dual: Two (2) individuals living in the same household.
- I. MERSC: An individual employed by a company belonging to the MERSC (MN Employee Resource + Service Company) program. The employee must be an active member on the account, and proof of employment is required before discounted rates can be applied.
- J. Military: The community center recognizes the sacrifices made by military personnel and their families to ensure our country is protected. Veterans, active and former military personnel, reservists, and Gold Star families are eligible for a discounted membership rate. The service member must be an active member on the account, and verification is required before discounted rates can be applied.
- K. 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 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 annual or three (3) month memberships.

4. MEMBERSHIP CANCELLATIONS

Please see cancellation policies on page 10 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 open skate times at the Moose Sherritt Ice Arena. Additional rates apply for supervised play, programs, activities, and room rentals.

6. MEMBER COMMUNICATION

Members consent to be contacted by the Monticello Community Center for purposes relating to memberships via the contact information provided on the membership agreement. Members are responsible for keeping information accurate and current at all times and will promptly notify the Monticello Community Center of any changes to contact information.

Members agree to receive information via email in order to manage the membership account, including messages regarding the collection of past due payments. All communications sent to members via their registered email address are deemed to have been duly given and effective upon transmission. All communications sent to a member's physical address are deemed to have been duly given and effective three business days after they are sent via US Mail.

7. 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.

8. SUSPENSION/TERMINATION OF MEMBERSHIP BY MANAGEMENT

Management has the right to suspend or terminate any membership for non-payment of dues, for behavior inimical to the enjoyment of the Monticello Community Center by other members and staff, or for any reason deemed sufficient in the sole discretion of management.

CANCELLATION POLICIES

1. MEMBERSHIP CANCELLATIONS

- A. Members may cancel a membership contract and request a full refund within three business days of the signing of their agreement. Formal requests for cancellation with a full refund must be in writing and approved by Management. After the initial three-day period, cancellation requests must be in writing and received on or before the 15th day of the current month to avoid being responsible for the upcoming month's payment. Continuous memberships are subject to a \$50.00 early termination fee within 12 months of the signing of the membership contract, which is due and payable at the time a formal request to cancel is made. Cancellation of an account does not dismiss outstanding balances or nullify previously agreed upon charges. At the time of cancellation, any outstanding balance must be settled.

2. PROGRAM CANCELLATIONS

- A. MCC Management shall have the discretion to cancel programs, classes, and lessons at the facility in case of a building emergency, inclement weather, or staff shortage. We will do our best to notify participants, however, participants should feel free to check with Guest Services for class or activity status.
- B. Cancellation requests made by the participant within at least two weeks of program start date will receive a full refund.
 - a. Cancellation requests received less than two weeks but more than one week of the program start date will receive a 50% credit voucher to be used towards another program.
 - b. Cancellation requests received less than one week of the program start date will not receive a refund or credit voucher.

3. ROOM RENTAL CANCELLATIONS

- A. Boom Island Room, Bridge Room, Warehouse, Mississippi Room
 - a. Cancellation requests received more than two weeks to the rental date will be refunded the full rental amount paid to date.
 - b. Cancellation requests received within two weeks or less of the rental reservation will not be given a refund.

- B. Mississippi Room, Little Mountain Chapel (Wedding Rental)
 - a. Cancellation requests received more than three weeks 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 weeks or less of the rental reservation will not receive a refund.

4. PARTY ROOM CANCELLATIONS

- A. Cancellation requests received more than three weeks before 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.
- B. Cancellation requests received within three weeks or less of the party date will not be issued a refund.

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 of 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 people using the swimming pool or spas 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 allowed.
- I. Spitting, spouting water, blowing the nose, or discharging bodily waste 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 will maintain a safe swimmer to lifeguard ratio. Swimmers may need to be added to a wait list until safe ratios become available.
- 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 into 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, including goggles with nose pieces. Snorkeling gear requires prior permission.
- W. The management reserves the right to refuse admittance, or eject from the pool premises, any person failing to comply with any of the above health and safety regulations.

2. ADULT SPAS

- A. The adult spas are for paying customers 16 years of age and older.
- B. Individuals must shower with soap before entering the spa.
- C. One spa temperature will be maintained at 104° degrees and another spa will be kept at 99° 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 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 of being under the influence of alcohol or other narcotics will be allowed to use the spa.
- H. Public displays of affection are not allowed in the spas.
- I. Swimsuits 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 swimwear 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. WATERSLIDE

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 safe use and enjoyment.

- A. The waterslide will only be available during posted scheduled hours.
- 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 in a laying down position 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.

4. 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 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.

5. LOCKER ROOMS

- A. The community center provides men's, women's, and inclusive locker rooms.
- B. Under law, persons may use the locker rooms and restrooms that align with their gender identity. Persons that desire greater privacy should use the inclusive facilities.
- C. Persons with special needs or have identified reasonable accommodations that would remove barriers to their use of the community center are encouraged to notify the MCC Manager or City.
- 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. Personal items or valuables should be locked up at all times.
- 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 to 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.

6. FITNESS CENTER

- A. The community center strongly recommends that everyone consult with a physician before beginning any exercise program.
- B. Children ages 11 years and under are not allowed in the fitness center.

- C. Children 12 to 15 years of age are required to be directly supervised by a parent/guardian or responsible adult unless they have passed the Kid Lifting Equipment Orientation program, then they may use the fitness center without adult supervision.
- D. Children ages 16 years and older may use the fitness center without adult supervision, however, supervision at all times is highly recommended.
- E. Entry to the Fitness Area requires a current MCC membership, payment of a daily fee for that day.
- F. Patrons must wear a workout top, bottom, and shoes at all times. Swimwear as well as bare or sandaled feet will not be allowed.
- G. Use of the fitness center and walking track requires a change of shoes to clean bottomed athletic shoes to ensure all equipment stays in good working order.
- H. 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 minute maximum).
 - b. Disinfect the equipment after use. The community center will provide disinfecting wipes.
- I. TV channels are 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.
- J. Unload weight plates from equipment after use.
- 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 may 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.

7. INDOOR WALKING OR JOGGING TRACK

The community center offers an indoor track for walking or jogging. The outside lane requires 15 laps 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 should use 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 for special events or when the gymnasium is being used as a polling location during elections.

8. 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 are on duty. The wall can be rented for exclusive use for groups outside of scheduled hours. Arrangements must be made in advance with the Member Services 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 in 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 backpacks 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.

9. GYMNASIUM

- A. The gym may be closed for special events and National Guard training. While every effort will be made to provide notice of a gym closure it may need to be closed with no notice.
- B. 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.
- C. No food, gum, or beverages, except water in plastic containers, will be allowed in the gymnasium.
- D. 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.

- E. No hanging on the rims or nets. The height of the hoops is set at 10 feet.
- F. 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.
- G. 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.
- H. Full court play is not allowed during open gym.
- I. 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.
- J. Purposely 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.

10. SUPERVISED PLAY

Supervised play is an unlicensed, staff supervised area for community center facility users (fees apply). Supervised Play offers age-appropriate toys, activities and space to play while parents or guardians are using the community center.

- A. Supervised Play is an **unlicensed** service designed for children ages one (1) year to eleven (11) years of age, dependent on staffing.
- B. MCC will maintain a safe staff attendant to child ratio. Capacity is limited to the number of attendants available on a first-come basis. Reservations should be made in advance to reserve a space.
- C. Supervised Play is open during posted hours only.
- D. The parent or guardian of the child(ren) must remain in the community center building at all times.
- E. The time limit for Supervised Play use is not to exceed two (2) hours per visit.
- F. Please do not bring your child 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. vomited or had diarrhea in the last 24 hours.

- G. The parent or guardian is expected to bring their child in fed. Snacks or meals will not be allowed in the childcare.
- H. Staff 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, excessively 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.
- I. Supervised Play attendants will not be allowed to administer medication at any time.
- J. To ensure the safety of all children in Supervised Play, all children must remain in the care room or in the indoor play area also known as the Romp 'n' Stomp.
- K. 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.
- L. Payment for use of the Supervised Play childcare is expected at the time of service. Please note, as municipal employees, supervised play staff cannot accept tips.
- M. Discipline will be handled by using redirection; however, if behavior is not modified, the parent or guardian will be summoned to remove their child.
- N. Use of Supervised Play requires a parent/guardian signed waiver and emergency contact information be kept on file.
- O. The community center is not responsible for lost, stolen or broken items. Please label any items brought with your child.
- P. The community center asks that the parent or guardian help acclimate the child(ren) to the Supervised Play area. Children have good and bad days or may not be feeling well and therefore use of Supervised Play may not be in the best interest of the child(ren) on certain days.

11. ROMP 'N STOMP - INDOOR PLAY AREA

The Romp 'n Stomp is for individuals who are 12 years of age or younger. It's a wonderful accessible 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. Direct adult supervision will be required at all times for children using the indoor play area.
- C. For sanitary reasons, socks must be worn at all times in the Romp 'n Stomp.
- D. Bathing suits, wet or dry, cannot be worn in the Romp 'n Stomp.
- E. Diaper changing is not allowed on the floors, benches, or tables. There are diaper changing stations available in all the community center restrooms and locker rooms.
- F. Have your child use the restroom before entering the Romp 'n Stomp.
- G. Do not bring food or beverages into the Romp 'n Stomp room.
- H. Coats, shoes, backpacks, 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.
- I. 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.
- J. The parent or guardian will be responsible for disciplining and controlling their child from biting, hitting, pushing or other aggressive or disruptive behavior.

12. OPEN 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.

13. ROOM RENTAL POLICIES

The Monticello Community Center has rooms available to rent to individuals, groups, organizations or businesses. All reservations must be made in advance on a first come, first served 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.
- 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 colored 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.
- I. Non-resident rates are for individuals or businesses not within the City Limits of Monticello.
- J. A not-for-profit organization or a 501C3 designation must provide proof of tax exempt status to be recognized.
- J. An organization cannot reserve for a resident or non-resident individual or business. Also, a resident cannot reserve for a non-resident 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.
- 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.

14. FREE ROOM USE POLICIES

- A. A non-profit organization may rent the Academy Room one (1) time per month for a time of not more than two (2) hours at no cost to the renter.
- B. The room is available weekdays from 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 outside 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 room is unavailable.

15. PARTY ROOM POLICIES

- A. Reservations for the Lagoon Party Room are made online. 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 the 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 to be in the pool directly supervising them.
- G. Please see the cancellation & refund policies for party room rentals.

16. 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. Registration for a program, class or activity will require payment at the time of reservation to hold a spot in the event.
- B. It is the registrant's responsibility to know the date and time of the class they registered for as reminder calls are not made by MCC staff.
- C. Some programs may have a registration start date and time. This will be indicated on the program flyer or online.
- D. 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.
- E. Please see the cancellation and refund policies for programs and classes.

17. 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 12 years of age or older.

- C. All participants must sign in at the Guest Services desk in person, prior to attending each class. Sign-up will be on a first come, first served basis.
- D. PCAs may be allowed to observe/assist their clients but may not 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.