



PASS HOLDER HANDBOOK

Welcome to The CORE! This facility is designed to serve a variety of individuals and user groups. It is our hope you find use of The CORE to be a wise investment in your health and wellness. We offer a variety of services and programs for people of all ages. Please consult with your physician before beginning a new exercise program. We look forward to becoming a part of your weekly routine!

We strive to provide the following with our patrons in mind:

- A safe and enjoyable environment for all patrons
- A clean and well-maintained facility
- Equipment in excellent working condition
- An exceptional customer service experience from all staff

If you have any questions, or need information please contact us at one of the following numbers:

- | | |
|---|--------------|
| • The CORE – General Info, Party & Facility Rentals | 972.304.7077 |
| • Sunshine Room – Child Watch | 972.304.7039 |
| • Fitness Center | 972.304.7064 |
| • Aquatics | 972.304.7037 |
| • Administrative/Marketing/Park Maintenance | 972.462.5100 |
| • Wagon Wheel Tennis Center | 972.393.5687 |
| • Coppel Senior & Community Center | 972.462.5163 |
| • BioDiversity Education Center | 972.304.3581 |

Upon becoming a pass holder of any kind at our facility, you agree to the following:

I understand that there are risks involved in the programs/memberships which are sponsored by the City of Coppell Parks and Recreation department. I accept full responsibility for any injury or accident to myself, spouse or any of my dependents. I hereby release, indemnify and hold harmless the City of Coppell, the Parks and Recreation department, their agents, officers, employees, contractors, instructors and any person acting on behalf of the city for any damages, causes of action of any kind whatsoever, statutory or otherwise, for personal injury, including death, property damage and lawsuits and judgments, including court costs, expenses and attorney fees, and all other expenses that might arise hereafter, directly or indirectly in connection with my participation or the participation of my spouse or dependents in any of the programs/memberships listed. I do hereby grant and give these groups the right to use my or my child's photograph or image with or without my or my child's name, both single and in conjunction with other persons or objects, for the purpose of advertising, private or public presentations, publicity, and promotion relating thereto.

I. General Information

The CORE is a controlled-access facility. It is very important that we protect the rights of every patron by assuring that only authorized users (pass holders, registered guests, rental attendees) are allowed access. Pass holders and guests must enter and check in with their ID Card at the Front Desk. An ID Card will be issued to all pass holders 10 years and older and must be scanned at the front desk upon entry to the facility. Passes are non-transferable. Please protect your ID card. There is a \$3 charge for replacement cards.

A. Normal Hours of Operation

<u>The CORE</u>		<u>Indoor Pool</u>	
Monday – Thursday:	5am – 10pm	Monday – Thursday:	5am – 9pm
Friday:	5am – 8pm	Friday:	5am – 8pm
Saturday:	7am – 6pm	Saturday:	8am – 6pm
Sunday:	1pm – 6pm	Sunday:	1pm – 6pm

The CORE reserves the right to close any or all of the facility for special programs and events, maintenance, or repair as needed. Please check the website or with the front desk for holiday hours, closures, and summer hours.

B. Pass Holder Benefits

The following services are available to our pass holders:

- Use of gymnasium, fitness center, indoor, and outdoor pools
- Sunshine Room – Child Watch for ages 6 weeks to 11 years of age
- Group Exercise classes, including Yoga, Zumba, TRX, and more
- Fitlinxx – Electronic notebook that keeps record of cardio and weight training
- Wi-Fi within The CORE
- Guest Passes – 2 guests, per day

C. Dress

Appropriate attire is required to participate in all programs and activities at The CORE. Shirts and shoes must be worn in all non-aquatic activity areas. Attire with offensive slogans, sayings, and/or pictures are not allowed. Closed-toed, athletic shoes with non-marking soles are permitted in all activity areas including the fitness center, group exercise rooms, gymnasium, and track. Dress shoes, sandals, and work boots are not permitted. Shirts must be worn at all times in the Fitness Center for hygiene purposes. Sports bras must be covered with a shirt. The CORE reserves the right to determine what constitutes appropriate attire. Please keep in mind this is a family-friendly facility.

D. Drugs/Tobacco Products/Alcohol

The CORE is a smoke (tobacco & vapor) free, alcohol free, and drug free facility. The possession and/or use of these products in the facility or on the facility property is prohibited. Any person using or suspected to be under the influence of drugs or alcohol will be asked to leave the facility.

E. Lost and Found

All lost and found items are kept behind the front desk at The CORE. Items will be returned if a detailed description can be given. If items are not retrieved within two weeks, they will be washed and donated to a local charity. The CORE is not responsible for lost or stolen articles. Please keep your possessions locked up always. Locks are available to be checked-out at the front desk for day use.

F. Day Passes

Day passes are available to anyone who wants to use the facility. Day passes are good for an entire day. With a receipt, users can leave the facility and return the same day. Day pass users are subject to all rules, guidelines, and policies as pass holders. Day Pass users have full access to the facility, including group exercise classes.

G. Cell Phone Policy

While in the facility, please be respectful of those around you when using your cell phone. Please remember this facility conducts business and needs that ability without cell phone distractions. While using equipment in the fitness center, please refrain from using your cell phone, as it can be distracting. We also discourage cell phone use during programs and fitness classes.

H. Photography/Video Equipment/Signage

No photography, videotaping, filming, or audio recording will be permitted without expressed permission of the management of The CORE. No signs, posters, advertisements, or decorations may be placed in the facility without approval from the Recreation Center Manager.

I. Repairs

The CORE reserves the right to close all or parts of the facility at any time, for as long as necessary to perform repairs and maintenance. Advance notice of closings and repairs will be posted as early as possible.

J. Accident and Emergency Reporting

Please report accidents or emergencies to CORE staff immediately. All staff is certified in CPR, AED and First Aid and in all cases an Aquatics staff member will help with aid. First aid kits and AED machines are located throughout the facility. In the event of an emergency, please follow the direction of staff and emergency personnel.

K. Personal Equipment

Bicycles, skateboards, scooters, hoverboards, roller blades/skates, hee-lies, and pets (except seeing eye or service dogs) are not permitted in the facility. Please lock your equipment in the bike racks located at the entrances of the facility. Do not leave your valuables unprotected, as The CORE is not responsible for lost or stolen items.

L. Facility Closures

The CORE may shut down areas of facility or the entire facility to perform routine maintenance procedures, staff development, holidays, or City-Wide Special Events. These dates and times are scheduled in advance and will be posted in advance. Although The CORE does its best to properly maintain the facility and its equipment, there may be instances where the facility or areas of the facility are shut down due to unpredictable problems that arise. The CORE may modify its hours or close the facility due to hazardous weather conditions. Although this is an indoor facility, if weather conditions are too severe for staff or patrons to travel, The CORE may

take precautionary measures by closing the facility for the safety of staff and patrons. Passes will not be prorated, refunded or extended due to facility closures.

M. Holiday Hours

New Year's Day	CLOSED	Day Before Thanksgiving	5am – 5pm
Martin Luther King Day	7am – 7pm	Thanksgiving Day	CLOSED
Easter Sunday	CLOSED	Day After Thanksgiving	CLOSED
Memorial Day	7am – 7pm	Christmas Eve	CLOSED
July 3 rd	Varies	Christmas Day	CLOSED
July 4 th	Varies	New Year's Eve	Varies
Labor Day	7am – 7pm		

**Holiday hours are subject to change. Hours will be posted for upcoming holidays.*

N. Communication and Information

Information regarding programs and events are provided in the Parks & Recreation Catalog. Recent program users will have a brochure mailed directly to their home. Brochures are also available at The CORE, Wagon Wheel Tennis Center, and the Coppell Senior and Community Center. You can also find information on the department's website; www.coppelltx.gov/parks. Lastly, visit any of our facilities and speak with a Customer Service Attendant.

II. Dependent Children and Age Policies

Unless participating in a pre-registered, organized activity, or program, directly supervised by a CORE staff member, (ie: Swim Lessons, camp, music class, etc.) the following age requirements are strictly enforced:

- No child under the age of ten (10) may be “dropped off” or unsupervised at The CORE. Children ages 10 and older can use most of the facility without supervision, the Fitness Center is the exception.
- A child under the age of 10 may be supervised by a person between the ages of 13 – 17 years. This individual may supervise and be responsible for one child at a time, under 10 years.
- A guardian over the age of 18 may supervise up to six children at a time, under 10 years.

Each activity area (fitness center, indoor track, gymnasiums, pool areas, and child watch) of the facility has rules and policies that are tailored to that area with specific goals in mind. Please review those policies in each area of the facility listed below. The rules of the specific area will override the facility rules where applicable. EX: A child who is 10 years old may be in the gymnasium without supervision, but is not allowed in the fitness center area.

III. Facility Guidelines

A. Running/Walking Track

The track is available to everyone 13 years of age and older.

Youth under the age of 13 may use the track if accompanied by a parent or guardian. The parent or guardian must remain within an arm's length of the youth participant the entire time of usage.

Food and drink are not allowed, besides bottled water.

Please also observe running/walking directional signage. If walking with a partner, walk single file as you pass others, or they pass you.

Use the fitness center area for stretching and resting. Do not stretch or stop on any of the track lanes.

Do not stand, sit, or climb on the railing surrounding the inside edge of the track. Do not use the track as an observation deck for the gymnasium below.

Throwing of any objects from the track to the gymnasium below is prohibited.

Shirts and proper athletic footwear must be worn always. Street shoes, spikes, turf shoes, or any shoes suspected of marking or damaging the track are prohibited.

B. Gymnasium

Food and drink are not allowed, besides bottled water.

Pick-up games are limited to half-court play, unless specified otherwise.

Organized practices or personal training are not allowed during open gym hours. See staff for rental options.

Hanging or dunking on the basketball goals is prohibited.

Profanity and/or fighting is prohibited.

Shirts and athletic shoes must be worn at all times. No sandals or flip flops.

The CORE is not responsible for lost or stolen items.

Playing music from a personal device is prohibited.

C. Fitness Center

Use of the equipment is the responsibility of the guest.

Towels are available for day-use at the Fitness Center Desk.

The CORE is not responsible for lost or stolen items. Lockers are available but require your own lock. Locks may also be checked-out from the Front Desk.

Guests ages 13 – 15 must have a parent sign a Fitness Center waiver. No one under the age of 13 may enter the Fitness Center.

Appropriate Fitness Center attire is required, including clean clothing and athletic shoes.

Shirts must be worn at all times in the Fitness Center for hygiene purposes. Sports bras must be covered with a shirt.

Please return weights to rack after each use.

Please sanitize equipment after each use.

Please report faulty or damaged equipment to a staff member immediately.

Please be courteous of others while using your cell phone in the Fitness Center.

D. Aquatics

The CORE has two indoor pools and three outdoor pools. Throughout the day, programs and classes will be scheduled in the lap pools. It is our goal to have one lap lane available at all times, however there are times that will not be possible due to instructional programming.

The outdoor pools include a competition lap pool with a diving board, a zero depth entry splash pool, and a slide catch pool with a lily pad crossing. These pools are open from Memorial Day through Labor Day (non-school days). The CORE reserves the right to close the pool at any time for weather-related issues, biohazards, or any other potentially dangerous situations.

The indoor pools include a competition lap pool and a zero depth entry children's splash pool. Instructional programs and lessons are performed in the competition pool throughout the year. The zero depth entry children's splash pool will be open during open swim times. The indoor water slide will be open on Friday, Saturday, and Sunday during open swim times. Please check at the front desk or with an aquatics staff member to find these times. Times do fluctuate throughout the year based on programs and lessons.

Inclement Weather:

Aquatics staff will continuously monitor weather conditions using a paid weather subscription that provides real time lightning information. If lightning occurs within a 5-mile radius of The CORE the pools will close down. The pools will re-open 30 minutes after the last lightning strike within that radius. Even though the indoor pool is grounded, staff still close when lightning is present due to the potential for the weather to turn severe and taking shelter could become necessary.

Pools Rules

Only U.S. Coast Guard approved flotation devices are allowed. Inflatable rafts, noodles, and water wings or “floaties” are prohibited.

Appropriate swimwear is required at all times. Swimwear must be non-transparent, lined, and designed for a pool environment.

Snorkels and masks are prohibited.

Children who wear diapers must wear a swim diaper at all times while in the water. Changing diapers on the pool deck is prohibited. Please use restrooms or family changing rooms.

Running, dunking, rough play, shoulder-sitting, and horseplay are not allowed. No diving allowed. Underwater breath-holding games and breath-holding competitions are not allowed.

Glass, alcohol, smoking, and electronic cigarettes are prohibited.

Food and drinks are not allowed on the indoor pool deck, except for bottled water. Food and drinks are allowed on the outdoor pool deck but are not allowed in the water. Please use trash and recycling receptacles provided.

Please observe all posted rules and policies. Please follow all directions given by lifeguard staff.

The CORE is not responsible for lost or stolen items.

Do not enter pools if you have been ill with diarrhea or other contagious disease in the last two weeks.

Lap lanes are not exclusive to one individual. Please observe “circle swimming” etiquette. 35 laps = 1 mile.

Kickboards and other aquatic equipment are for group exercise classes and swim lessons only.

Slide Rules

You must be 42” or taller to ride the indoor slide, 48” or taller to ride the outdoor slides

Slide Weight Limit is 300 pounds

Remove all eyewear and flotation devices

Single riders only

Ride feet first sitting up or lying down, cross arms across chest

Do not dive, stand, kneel, stop, or rotate in the slide

Wait until lifeguard says “GO” before sliding

Exit catch pool quickly

E. Sunshine Room

The Sunshine Room is the place to be if you’re a kid at The CORE! While you workout or take a class, your child can play in the Sunshine Room which includes games, toys, activities, and much more.

Hours		Prices	
Monday – Thursday:	8am – 1pm	Family Pass Holders	FREE
	5pm – 8pm	Per Child/Per Day	\$4
Friday:	8am – 1pm	10 Day Punch Pass	\$30
Saturday:	8am – 12pm		

General Policies

Full payment at the front desk is required at drop off time. Please hand receipt/pass to playroom attendant.

No reservations are required but are recommended during peak times. Space is limited. Playroom will close 30 minutes before scheduled closing time if no children are in the room and there are no reservations.

Children ages 6 weeks through 11 years are welcome to visit the Sunshine Room for a maximum of two hours per day. The time limit of two hours is strictly enforced.

Only parents or legal guardians may drop off and pick up children. The same parent or guardian who signed the child in must sign the child out.

Parents must remain within the premise of The CORE at all times while their child is in the Sunshine Room. Premises include Kid Country and fire lanes around the building.

No exceptions. Members found to have left the building could lose their Sunshine Room privileges for up to 30 days.

Due to allergens, please no outside food or snacks.

Please change your child or have them use the restroom prior to checking him/her into the Sunshine Room. If a child needs a diaper change or assistance in the restroom the parent will be notified. Staff does not change diapers.

Pacifiers and comfort items such as blankets are permitted and must be labeled.

Medication will not be allowed or administered by staff.

Toys from home including electronic devices are not allowed. The Sunshine Room and The CORE staff are not responsible for lost, broken or stolen items.

Children MUST be fully clothed. Swimmers must be dry and wear a swimsuit cover. Shoes are required for all walking children.

Time-out will be used to address behavioral issues in most cases. Sunshine Room attendants will assess behavioral issues on a case by case basis. In most cases, re-direction towards other activities will be used as a resolution.

Potential Parental Notifications

A parent's stay at The CORE may be interrupted for the following reasons:

A child is in need of a diaper change.

A child is crying for more than 10 minutes.

A child is not following instructions from staff.

A stay that exceeds the two-hour time limit.

Staff feels the child is sick.

Staff feels the child is in need of a parent.

Staff feels that a child is perceived to pose a danger to themselves or others.

Sick Child Policy

*Please **do not** bring your child to the Sunshine Room if:*

Child has had a fever of 100° or higher within the past 24 hours.

Child has vomited within the past 24 hours.

Child has had a watery stool in the past 24 hours.

Child has a rash not associated with diapers.

Child has a sore throat and/or swollen glands causing difficulty in swallowing.

Child has a constant cough.

Child has symptoms of a possible communicable disease (usually colored nasal discharge, red eyes, sore throat, headache, abdominal pain, fever, and/or skin spots, bumps, or patches) please do not bring your child to The Sunshine Room.

If staff observes any of these symptoms during the child's visit, the parents will be asked to remove the child. If the child is without any of these symptoms but still seems ill, the parent will be asked to remove the child.

Potential Penalties for Sunshine Room Abuse

Two-hour maximum stay:

1. A payment of \$10 for every five minutes could be assessed if the child remains in the Sunshine Room for more than two hours.
2. Future Sunshine Room privileges may be revoked and pass holder status will be reviewed.

Parents Leaving The CORE premises:

1. Sunshine Room privileges may be revoked for up to 30 days.
2. Multiple offenses could lead to pass holder status being reviewed by The CORE management.

Behavioral Issues:

1. Future Sunshine Room privileges may be revoked if the child causes severe interruptions or is consistently disobedient.

Evacuation of Sunshine Room

1. In the event that the Sunshine Room needs to be evacuated due to inclement weather, all children and staff will be moved to the breakroom located behind the front desk. Parents and children may remain in this area until the emergency situation has passed.
2. In the event that The CORE facility needs to be evacuated for an emergency situation, all children will be taken to the pavilion located at Kid Country.

III. Locker Rooms and Changing Areas

The CORE provides ample locker room facilities for each pass holder and guest to change in a comfortable, non-threatening environment. By following locker room guidelines and policies we can all be courteous of each other and maintain a safe changing area. We offer Family Changing Rooms, Male Locker/Changing Rooms, and Female Locker/Changing Rooms indoor as well as outdoor. Outdoor facilities will be open during outdoor pool hours.

A. Family Changing Area

The Family Changing Area is designed for families, guardians, and care givers. Please use this area if both genders are present at the same time. Please use this facility if children or people with disabilities need assistance changing, using the restroom, or

showering. There are four family changing areas, three indoors which are open year-round and another outdoors which is open during outdoor swim hours. Please do not leave clothing or personal items in the changing areas. Lockers are provided in both male and female locker rooms, as well as various areas throughout the facility. Please bring your own lock or check one out from the Front Desk.

B. Locker/Changing Rooms

The locker rooms are equipped with four showers, restrooms facilities, and an ample number of lockers. Lockers are available for day-use only. Please bring your own lock or check one out from the Front Desk. Please keep the area clean by placing all of your items in a locker and disposing of trash in receptacles. No horseplay in locker rooms or showers. For the privacy of other guests please use the Family Changing Room if both genders are present.

C. Cell Phone Use in Locker Rooms

Please be courteous of others when cell phones are being used; photos of any kind should not be taken in the locker rooms.

IV. Lobby Area

The CORE offers a large lobby area for guests. The lobby has two big screen TV's, seating, a ping pong table, and views of the indoor and outdoor pool. Free wi-fi is available for all guests.

Shirt and shoes must be worn at all times while in the lobby. You must also be completely dry to walk through the lobby. You will be asked to return to the pool area if you are dripping wet or do not have shoes and a shirt on. The ping pong table is for pass holders and paid day pass users. You must present an ID card to check out supplies for the game. Supplies are kept behind the front desk.

V. Pass Options

Proof of Residency

The CORE is a City of Coppell facility and we hold priority to our residents. Proof of residency will be required to benefit from resident rates. Documents that may be used to show proof of residency are a valid State of Texas driver's license, a State of Texas issued identification card, a current real estate tax bill or water bill with your name and Coppell address, or a rental agreement with your name and Coppell address.

There are several different types of pass options available. Passes have two different rates; resident and non-resident. Annual passes can be paid for in full or paid via monthly draft on a credit or debit card. All passes must be renewed in person.

<u>Pass</u>	<u>EFT Available</u>	<u>Refundable</u>
Annual Pass	Yes	Yes, after payment & completion of 4 th Month
3 Month Pass	No	No
Youth Annual Pass	No	No
Court Pass	No	No

A monthly payment option is offered for some annual passes at no charge. This can be set up on a credit or debit card. Payment for the first month is due up front, subsequent drafts will occur on the 1st of the month for the first year the pass is in effect. Upon renewal, the draft will take place on the 1st or 15th.

A failed payment will result in a balance on your account. The account holder will receive an automated email notification of the failed payment. Please stop by or call the facility to update your account as soon as possible. Repeated failed drafts may result in cancellation of your pass, and possible loss of monthly payment option.

VIII. Patron Disciplinary Policy

The CORE is a family-oriented facility operating for the benefit of the Coppell citizens, non-resident participants, and guests. Patrons are expected to join the staff in promoting a pleasant recreational environment and are asked to use mature judgement in choosing actions, clothing, language, and be sensitive to the message it delivers to other patrons. Patrons should respect the rights of others and are encouraged to display good sportsmanship so that participation in all activities is enjoyable and safe. The behavior of a patron must not disrupt the experience of others. All problems should be reported immediately to the front desk.

Rules and policies are posted and/or distributed to all CORE users. The authority to enforce these policies is vested in The CORE staff and Administrative personnel responsible for facilities and programs. Violations of rules, malicious use or defacing of property, solicitation, verbal abuse, or other violations of The CORE rules will not be tolerated. The CORE Staff reserves the right to make discretionary adjustment to disciplinary action depending on the circumstances which may include probation, suspension, or revoking patron privileges.

Disciplinary action may be necessary when any guest exhibits unacceptable conduct. Some examples of unacceptable conduct are:

- Abuse or intentional misuse of The CORE's equipment and property
- Abusive or foul language
- Activity inappropriate for a family-oriented, public facility
- Disregarding The CORE's rules and policies
- Engaging in dangerous activity
- Fighting or threatening harm to others

- Lack of respect for The CORE staff, ie: ignored request, intimidation, verbal abuse, verbal threats, physical threats, etc.
- Lack of respect for other pass holders and/or guests
- Misuse of a CORE ID card
- Non-payment of CORE Pass, program, or services fees
- Sexual Harassment
- Solicitation
- Theft
- Use of alcohol, non-prescription drugs, tobacco
- Vandalism

Disciplinary action for the above issues will be handled on a case-by-case basis as per The CORE disciplinary guidelines. The nature and seriousness of the offense will determine the disciplinary action. Refunds will not be granted for loss of usage privileges due to disciplinary actions.