



# GPCRC MEMBER HANDBOOK



**FRASER VALLEY  
METROPOLITAN RECREATION  
DISTRICT**



## Welcome to the Fraser Valley Recreation District family

We encourage you visit [fraservalleyrec.org](http://fraservalleyrec.org) for our most current facility and program information and to register for your programs.

**Looking for specific information?** Enter a key word in the search bar at the upper right-hand corner of our website.

**To register for programs**, click on the blue Grand Park Community Recreation Center Button and then the blue REGISTER HERE button.

The first time you register, please enter your household number as both your username and password.

Click on the activity you are interested in. Then in the keyword search, type for what you are looking for.

Please note we require payment at the time of registration.

## Who we are

The Fraser Valley Metropolitan Recreation District (FVMRD) is a special district governed by a five-member citizen elected Board of Directors. We are considered a quasi-municipal government agency but unlike municipalities, property tax is our only tax revenue mechanism.

The FVMRD hosts activities and recreational sports for guests and residents of Grand County.

FVMRD owns and operates Pole Creek Golf Course and Bistro 28 Restaurant located off of County Road 5 in Tabernash, CO., Grand Park Community Recreation Center (GPCRC or "rec center") located at One Main Street off Highway 40 in Fraser, CO, and the [Fraser Valley Sports Complex \(FVSC\)](#) which, in addition to the sports fields, now features a partially enclosed NHL sized ice rink along with concessions and skate rentals.

## Contact Us

Phone : 970.726.8968

Email : [info@fraservalleyrec.org](mailto:info@fraservalleyrec.org)

Web : [fraservalleyrec.org](http://fraservalleyrec.org)

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# ABOUT US

## DISTRICT MISSION STATEMENT

Our mission is to provide recreational experiences for our residents and guests through innovative, quality programs and facilities that promote health and wellness.

## DISTRICT VISION STATEMENT

Connecting people to amazing experiences.

## VALUES

- Organizational Excellence
- Professional Integrity
- Memorable Experiences
- Strong Financial Health
- Health & Wellness
- Employees

## GOALS

- Provide and maintain high quality, safe, diversified, sustainable and accessible parks, recreation and golf system.
- Maintain financial efficiency by maximizing current revenue streams, pursuing alternative revenue sources and effectively managing expenses.
- Expand public outreach, brand recognition and support for FVMRD.
- Expand our programming reach and frequency of use in a way that aligns with community feedback
- Foster public and private partnerships to support and enhance FVMRD's facilities and programs.
- Attract, retain and develop talent.
- Create an amazing customer experience.
- Strive for organizational excellence!

# HOURS OF OPERATION

## HOURS OF OPERATION

- Monday – Friday 6:00am – 9:00pm
- Saturday 7:30am – 9:00pm
- Sunday 10:00am – 6:00pm

*(Closed on Thanksgiving and Christmas Day. There may be limited hours on other holidays that will be posted in advance.)*

## AQUATIC FACILITIES HOURS

The aquatics area closes thirty minutes prior to close of the facility. Lap pool and play features have varying hours. Please refer to the general information sheet at the front desk or the website ([www.fraervalleyrec.org](http://www.fraervalleyrec.org)) for specific hours.

## GYMNASIUM HOURS

The gymnasium is open during recreation center hours for open basketball, volleyball and pickleball (except during private rentals which will be posted in advance).

## GYMNASTICS STUDIO HOURS

The gymnastic studio is for scheduled programs and private rentals only. Please refer to the front desk or the website ([www.fraervalleyrec.org](http://www.fraervalleyrec.org)) for the current schedule.

## PLAYFUL PENGUINS CHILDCARE HOURS

*Open Monday through Sunday with varying hours. Please refer to the general information sheet at the front desk or the website ([www.fraervalleyrec.org](http://www.fraervalleyrec.org)) for the current schedule.*

## FACILITY CLOSURE

The recreation center or areas within the center are subject to closure(s) for holidays, special events, private rentals, maintenance, modifications, cleaning, and in extreme cases, inclement weather. The public will be informed at least one week in advance for any planned closures. If portions of the building must be closed with little or no advance notice, every effort shall be made to notify patrons. Notice of closure shall be emailed to pass-holders and posted on the front doors of the recreation center. Extensions on passes will not be granted during facility closure. If class sessions are scheduled and the recreation center is closed, a Recreation Supervisor will ensure every effort is made to contact the registered participants and instructors. Drop-in classes are subject to change or be cancelled without prior notification.

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# GPCRC AMENITIES

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- Natatorium – 4-lane lap pool, leisure pool, lazy river and vortex, 20-foot loop pool slide and play structure, whirlpool, sauna, and steam room
- Private changing rooms
- Gymnasium – basketball, volleyball, pickleball
- Climbing wall
- Indoor walking/running track
- Fitness/weight room
- Group fitness studio
- Fitness equipment orientation
- Body Composition Analysis (3 site skin fold caliper) and flexibility testing (sit and reach torso rotation).

## **MEMBERSHIP BENEFITS:**

- Discounts on full performance testing packages
- Discounts on child-sitting
- Discounts on facility rentals and parties
- Discounts on fitness, aquatics, and gymnastics classes

**\*\*Many features have specific time schedules. Some facilities may not be accessible during scheduled programming. \*\***

***Fitness Orientations (youth and adult): Complimentary fitness orientations are offered by staff. Please refer to the general information sheet at the front desk or website for the current schedule.***

- There is a minimum of 2 and a maximum of 6 participants per class
- Participants must be 13 years old to participate
- Participants will need to wear appropriate shoes and clothing

Groups will be led through the basics of the cardiovascular, selectorized, and free weight equipment plus general rules and etiquette. Patrons do not need to sign up in advance but can just arrive at one of the scheduled times. If the scheduled times do not work, please contact the fitness supervisor to arrange a more convenient time.

## ***Youth Fitness Orientations:***

Youth ages 13-17 must complete a fitness orientation before using fitness areas. Once completed, you will be given a sticker for your membership key card and it will be noted in your household information. Even upon completion of this training, youth ages 13-14 must be accompanied in the fitness areas by some guardian 16 years or older.

## ***Fitness Assessments:***

**Fitness assessments are available by appointment for \$70 (\$60 for members). Clients must fill out a personal history questionnaire prior to the assessment. Please contact the fitness staff to make an appointment and receive a questionnaire. Testing protocols include 3 or 7 site skin fold caliper, flexibility testing (sit & reach and torso rotation), sub maximal VO<sub>2</sub> testing (treadmill or bicycle) and a functional movement screen.**

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# GPCRC POLICIES

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## GENERAL POLICIES

- No outside shoes are allowed in the fitness areas. Please change into clean shoes before using the facility.
- Members attending a fitness class must pay a \$5.00 drop-in fee or purchase a fitness class punch card: 10-day punch/\$48, 20-day punch/\$85, 50-day punch/\$162. Fitness punch cards are for individuals only – they are NOT transferable.
- Non-members attending aquatic, aerobic or gymnastic fitness classes will be required to purchase a daily admission fee plus a \$5.00 drop-in class fee. (This will give you full-day use of the facility.)
- Children must be 13 years or older to use the fitness area and those ages 13-14 must be supervised by a guardian.
- Children ages 13-17 must complete a fitness orientation prior to using equipment.
- Children must be 13 years or older to use the gymnasium and indoor track unless supervised by a guardian.
- Children must be 16 years or older to attend a fitness class unless accompanied by a guardian.
- No food, tobacco, chewing gum, glass, or cans are allowed. If you wish to carry a beverage with you, it must be water in a container with a lid/cap.
- Profanity or excessively loud or suggestive language will not be tolerated.
- Patrons should use extreme caution in lifting weights to avoid potential injuries to themselves or others.
- All weight training should be performed in a controlled, safe manner.
- Dropping, slamming, or bouncing of weights is prohibited.
- Spotters are recommended for all lifters.
- All free weights and dumbbells must be returned to appropriate racks when finished.
- The use of chalk is prohibited.
- Weight collars (plate restraining devices) are required for the free weight area.
- All free weight equipment must be kept in the free weight area.
- Weights and bars of any kind should not lean up against the walls, pillars, equipment, or mirrors
- All equipment must remain in the area it was placed. Do not move equipment from one location to another.
- All equipment must be used in the manner for which it was designed. Do not attempt to modify the equipment.
- Do not attempt to use equipment if unfamiliar with the proper use. Please ask the fitness staff for assistance.
- Appropriate exercise attire is required in the weight and fitness rooms. T-shirts, shorts, warm-up suits, sweat suits, aerobic attire, and athletic shoes are acceptable attire when working out. Closed-toe athletic shoes are required. Sandals, open-toe shoes, hard-soled shoes, cut-off tank tops, mesh tank tops, jeans, street clothing, and anything that may compromise the safety and professionalism of the weight and fitness rooms are prohibited.
- No loitering - all users should be actively engaged in a fitness activity.
- All users are encouraged to bring a clean towel to absorb sweat and for use on the equipment - covering the padded equipment with a towel helps prolong the life of the equipment and keeps everything clean for the next user.
- Patrons must wipe down machines after use with the provided towels and cleaning solution.
- A 30-minute time limit on cardiovascular machines must be observed at all times.
- Patrons should check with their Doctor before starting a new fitness program. No outside personal training is permitted in the facility. Personal training can be arranged through the weight and fitness staff.

**\*\* Exceptions to all age policies will be made for supervised programming offered by Fraser Valley Rec. \*\***

## GROUP FITNESS POLICIES

- Only non-marking athletic shoes are allowed in the aerobics rooms. No outside shoes are allowed in the fitness areas.
- All group fitness class participants must be 16 years of age or older unless accompanied by an adult guardian.
- Participants are highly encouraged to arrive on time to class. Late participants may be denied entry to class, at the instructor's discretion, due to the importance of a sufficient warm-up period.
- It is highly recommended that participants stay for the entire group exercise class to ensure participation in the proper cool-down phase of the class.
- All equipment must remain in the group fitness studio and must be returned to its proper location after use.
- All group fitness class participants should bring a towel and water bottle.

## TRACK POLICIES

- Use of the indoor-track requires that you be 13 years of age unless supervised by a guardian.
- 14 laps on the indoor track is equivalent to one mile.
- The jogging/walking direction will be rotated daily. Please follow the posted direction.
- The outside lane is for faster joggers; slower walkers/joggers should move to the inside lane.
- Stretching is allowed in designated areas only, not on the track area.
- For safety purposes, no loitering is allowed on the track surface.

- Observation of basketball and/or gymnastics activity should take place from the lower level. Please do not stop on the jogging/walking track to observe the lower level courts.
- No food or drinks besides water are allowed on the track.

## GYMNASIUM POLICIES

- Only non-marking athletic shoes are allowed. We require you to wear different shoes to class than those you wore in from the outside.
- Personal items should be stored in the locker rooms.
- Food, alcohol, tobacco, chewing gum, glass or cans are prohibited. If you wish to carry a beverage with you, it must be water in a container with a lid/cap.
- Profanity or excessively loud or suggestive language will not be tolerated.

## GYMNASTICS STUDIO POLICIES

- The gymnastics area is only open for scheduled programming and party rentals. Absolutely no one is allowed on any equipment or in foam pits unless they are participating in a class with an instructor. Cubicles are provided in gymnastics studio for participants.

## CLIMBING WALL POLICIES

- Open climbing is allowed during recreation center hours except during scheduled climbing programs with entry fee. You must be belay certified and sign a release waiver to use our auto belays. You may bring your own gear. We do have a limited supply of adult and youth harnesses. You can get a belay certification for a fee by our staff during scheduled hours. Please check with the front desk for belay instructor hours, as they are subject to change. Bouldering/free climbing is allowed anytime except during scheduled programs. Bouldering is allowed up to twice your height. Children must have a waiver signed by a guardian, 18 years or older. **Please see the front desk for waivers and schedules.**

## AED/ FIRST-AID/CPR TRAINING

There are three AEDs located in the facility; they are located in aquatics, gymnasium and fitness areas. There are multiple first-aid kits located throughout the facility.

## ACTIVITY WITHIN DESIGNATED AREAS

Activity which is permissible under this policy must take place in an orderly manner which is not otherwise disruptive to the operation of the recreation center, or to its employees or patrons. Management reserves the right to require any person to cease any such activity in the event the activity, in the reasonable opinion of the Manager, becomes disruptive to the operation of the recreation center or to its patrons and employees.

## AGE POLICY

All children age 10 and under must have a paying guardian aged 16 or older onsite at the facility at all times. In all cases, a "guardian" must be at least 16 years of age, responsible for the child(ren), and be a paying guest. Please see area-specific policies below for more detail.

Infants (6 months or younger) in strollers and carriers are allowed on the indoor track and in public access areas such as the lobby, community room and party room. Infants in strollers or carriers are allowed on the fitness floor with an adult Monday through Friday, from 6am to noon. Once an infant becomes fussy, the adult must leave the area immediately as to not disturb another patron's workout. It is highly recommended, for the safety of the child, that children six months to eight years of age utilize the child-sitting services while the parent is using the facility.

## ATTIRE

Appropriate work-out attire, including shirts and shoes, is required throughout the facility. Swim suits are allowed in the pool, steam room, sauna and changing areas only and must have full-coverage bottoms.

## BICYCLES, SKATEBOARDS, SKIS, SNOWBOARDS, SKI BOOTS, IN-LINE SKATES, HEELY SHOES

No bicycles, skateboards, skis, snowboards, ski boots, skates or shoes with wheels are to be used inside the recreation center. Bicycle racks and ski racks are located in front of the recreation center.



## CAMERA/CELL PHONE USE

Please use your best discretion when using a camera, cell phone or any other electronic device within our facility. The use of these devices in changing areas is strictly prohibited to ensure the privacy of all guests and members.

## COURTESY PHONE

Our Guest Services phones may be used as a courtesy phone. This phone is available for local calls only.

## FAMILY CHANGING ROOMS

Adults with children of the opposite sex who are four years or younger must use the family changing area. Otherwise, children four years or older must use gender specific restrooms.

## FOOD AND DRINK

Food and drink are permitted in the lobby area and designated pool areas only. Water bottles are allowed in the facility and water fountains are located throughout the facility. Food is allowed during party/meeting rentals.

## FOOTWEAR/ATTIRE

Given the climate we live in, it is imperative that outside shoes are worn only as far as the locker rooms and that clean footwear is put on for workouts within the facility.

Patrons must put on shoes and cover-up when exiting the pool area (no swimsuits and bare feet allowed outside of pool area).

Appropriate work-out attire and shoes are required in all areas of the facility. Non-marking athletic shoes are required in the gymnasium.

## INFORMATION DISTRIBUTION

No personal distribution of leaflets, pamphlets, books, magazines, literature, brochures or similar printed materials, or unsolicited speech of any sort or nature, may be conducted anywhere in the recreation center. Written materials of a non-commercial nature may be placed only in the front desk/lobby area of the recreation center with approval from Assistant Director or Director.

## LOCKER USE

Lockers may be used on a daily basis. Patrons must bring their own locks, purchase a new lock from the front desk or rent one for \$2/day. Long-term locker rentals are available. Please inquire with Guest Services if interested. Any locks that remain when the facility closes, that are not a long-term locker rental, will be removed by the maintenance staff. All items in locker will be bagged and put behind the front desk and after one week placed in the lost and found area.

## LOST AND FOUND

The recreation center is not responsible for lost or stolen items. Participants are encouraged to leave any valuables at home, in a locked vehicle or a locked locker. Items found should be turned in to the lifeguard office or the Guest Services. All unclaimed items shall be collected at the first and third Monday of each month. The items will be kept for 30-days and then taken to the local thrift stores. Proceeds will be donated to the Fraser Valley Recreation Foundation, to be used for Guardian Angel Scholarships. Items of perceived value, such as jewelry, eyeglasses, wallets, and ID's, will be stored in a safe and are not to be donated for a period of six months. Under no circumstances are patrons allowed to search through those items perceived to be valuable. Persons attempting to claim a valuable item must accurately describe the item to a staff member. No information about lost items will be given out over the phone; claims for an item must be made in person. For health reasons, socks, undergarments and toiletry items are immediately discarded.

## PETS

No pets, except those assisting special needs persons, will be admitted into the recreation center. For the safety of our patrons as well as the pets, we will not allow pets to be tied up on recreation center property.

## SMOKING

It is the District's position to provide a healthy and smoke-free environment for all of its patrons and employees. Therefore, patrons and employees of the recreation center that choose to smoke must do so off property.

## TELEVISIONS

Only recreation center staff will change channels on wall-mounted televisions in lobby and fitness areas. Certain channels that may be considered inappropriate will not be available for viewing.

## VENDING MACHINES

Vending machines are located near locker room entrance. Any problems should be reported to Guest Services.

## AQUATICS FACILITY POLICIES

*All aquatics policies are subject to the lifeguard's discretion. More extensive rules are posted in the pool area.*

- Infants are not allowed in the spa, steam or sauna rooms.
- Children age 16 and under must be accompanied by a guardian in the steam room or sauna rooms.
- Children should not exceed 15-minutes in the spa due to high temperatures.
- Children age 13 and under must be accompanied by a guardian in the spa.
- Children age 10 and under must have a paying guardian in the pool area at all times (or in the facility upon passing of a swim test).
- Children age 8 and under must have a guardian closely supervising them at all times or in a floatation device if needed. If wearing a floatation device, a parent or guardian must be within arm's reach at all time.
- Children age 6 and under, or those that can't swim, must have a guardian within arm's reach at all times.
- Children age 4 and up must use gender-designated restrooms or the family changing area.
- Children of diaper wearing age must wear a swim diaper with elastic waists and legs at all times.
- Diaper changing is not allowed in pool area; please use locker rooms.
- Proper swim attire is required to enter the pool (including full bottom coverage).
- All swimmers must shower before entering the pool area.
- There must be a lifeguard on duty to enter the pool area.
- Please do not allow children to run on pool deck or climb on any ropes, slides, and fences, islands, lap lines, or nets.
- Only US Coast Guard approved flotation devices are allowed in the pools (if inflating is required they are not approved or allowed).
- No camera use allowed in aquatics facility.
- No chewing gum, tobacco, alcohol, or glass.

### **Water Slide:**

- Children must be at least 48" tall to use water slide. Only one person on the slide at a time.
- Only one person allowed on the slide at a time.
- Sliders must be sitting or lying on back, feet first only.
- Sliders must exit catch pool area immediately.

### **Lap Pool:**

- If lap lanes are full, swimmers must share lanes.
- No street clothes or shoes in the Sauna and Steam rooms

## PLAYFUL PENGUINS - CHILD-SITTING POLICIES

- Playful Penguins is available to children ages 6 months through 8 years.
- Guardians must remain onsite at the recreation center at all times.
- There is a 2-hour sitting time limit for all children.
- The cost is \$5.00 per hour per. Punch cards are available.
- During peak times there is a possibility that we will be at our maximum of 14 children during morning hours, 7 children during evening hours and 3 children under 18 months at any time. When only one staff member is on duty our maximum number of children will be 7 with only 2 infants allowed.
- We will not be responsible for changing your child's diaper. If child needs to be changed we will page the guardian.
- Please label all personal belongings with your child's name.
- Please keep your sick child at home so that he/she can rest and recover quickly and so other children and staff are not infected. Do not bring your child if they have had a fever within 24 hours, have green or yellow discharge from the nose, have a croupy cough, are vomiting, have diarrhea or any transmittable or contagious illness. Our staff cannot give any form of medication. Please let your child's caregiver know of any allergies or health related problems.
- To provide a positive experience for your child, if he/she cries for 10-15 minutes the parent(s) will be asked to bring them back another time.
- Please be sure to sign in your location in the center when you leave your child with us. This will assure us of locating you quickly if necessary.
- We do not feed or provide food in any way to the children. We ask that you do not bring any snacks. If they are used to a bottle or pacifier please bring one.
- All children must be signed in and out and by an adult guardian. A waiver/release will be provided at this time.
- Children will not be released to anyone other than the parent that signs them in unless written/verbal permission is provided by the parent.
- "All about me" sheets must be completed before a child may stay in Playful Penguins. We will keep these on file.
- We request that no toys be brought from home.
- In case of an emergency evacuation, parents are to meet children and Playful Penguins staff at the east end of the parking lot on the sidewalk.
- We as childcare providers realize that each child is unique and we will do our best to provide quality care to all. We do however reserve the right to refuse to continue care for children who do not follow discipline procedures or who may put the safety and welfare of themselves, other children, and staff in jeopardy.
- Payment will be made to the front desk before checking in at child-sitting area. For the safety of the children visitors are NOT allowed in the child-sitting facility.
- In the case of minor injuries such as scratches, cuts and bites, they will be washed immediately with soap and water. No medication is to be administered to children. An "OUCH" report will be given to parents at pick up. In the case of anything more than a minor injury of a child, the guardian will be found and notified immediately. An accident/incident report form will be completed by staff. Serious injury might require CPR. Child-sitting employees must be CPR/First Aid certified. Copies of certification will be on file at the facility. Staff conducts immediate first aid and/or CPR if necessary, call 911, notify Guest Services, and page the guardian.

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# MEMEBERSHIP INFORMATION

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## MEMBERSHIPS AND DEFINITION OF HOUSEHOLD

Multiple recreation center membership options are available (see rate structure). The definition of household includes 2 adults living as domestic partners and all dependent children age 23 and under living in the household. Further, full-time students residing in the household can be on the household membership (proof of full-time college enrollment is required). Childcare providers and other family members, even if residing in the home, are NOT considered household members.

## DAILY ADMISSION AND PUNCH CARDS

Daily admissions are not considered memberships. Daily admission fees are active from time of purchase until close of the facility that evening. Please see the front desk for a re-entry stamp if you desire to return to the facility the same day.

Entry punch cards are not considered memberships but do require that you provide household information and proof of residency at time of purchase. District and County punch cards can be shared between two household members; however, each member and their photograph will need to be on file in our system. If household members fall into different age/price categories, the higher rate will be charged. If purchasing punch cards for visitors, they will be charged the non-resident rate. Non-resident punch cards are fully transferrable and do not require a photo or i.d.

**Effective 1.15.2018 punch cards will have a tow-year expiration from date of purchase; and fitness punch cards are available for purchase by members and non-members. All patrons will need to pay entry into the facility prior to attending fitness classes.**

## PROOF OF RESIDENCY & DEFINITION OF RESIDENT:

*The Fraser Valley Metropolitan Recreation District is supported by tax payers specifically within this special district, and therefore we feel it is fair and imperative that those taxpayers receive the appropriate discount.*

Proof of residency is required at time of enrollment. Residency is defined as owning property or living within the district (bottom of Berthoud Pass to Red Dirt Hill: Homestead Hills and Val Moritz) for a minimum of three months (for district resident rates) or county (for county resident rates).

**The following will be accepted as proof of residency:** Homeowner's names can be looked up on County Assessor website by our front desk agents (**name must appear on the deed**). Tax bills, utility bills, signed leases (**name and physical address must appear on document**). In the case of a seasonal rental with no lease, a signed letter from the homeowner/landlord with a contact phone number **may be accepted and needs to be approved by management**. This letter must state that you are leasing for at least three months as a full-time resident. In the case of group ownership, where multiple people own a home through an LLC, a copy of the tax bill with contact phone numbers for each **may be accepted and needs to be approved my management**. Paystub showing a deduction for employee housing (within the district). Living at home with parents, but not a dependent: may get the district rate but may not be part of parent's household and must purchase individual adult membership. A household needs to be set up within our computer system, even for daily rates. **Household consists of 2 adults in a domestic partnership and their dependents (still claimed on parent's taxes).**

### The following are NOT considered residents:

- Paying a friend or relative to use the property
- Visiting a family or friend within the district
- Timeshares- weekly and monthly
- Parents/Grandparents own the property, but you are no longer a dependent

*For membership renewals, recreation center staff may require an updated proof of residency (particularly if there is none attached to the household from the prior membership purchase).*

## PAYMENT POLICY

- Pay to play is the District's policy. Payment is expected at time of registration or admission for all activities.
- Everyone who enters the facility must pay admission.
- Entering the facility without paying is considering stealing and appropriate action will be taken.
- Personal checks, cash, credit cards and debit cards are accepted forms of payment.
- Temporary checks are not accepted.
- Checks must have the address imprinted and phone number imprinted or hand-written.
- Checks must be payable for the exact amount and signed by the person whose name is imprinted on the check.
- If a check is returned due to insufficient funds, the patron will be charged a \$10 administrative fee and is required to pay for the program/activity with cash or credit/debit card only.
- A valid ID with expiration date must be shown (Driver's License, State ID, or military ID).
- Credit/debit cards accepted: VISA, MASTERCARD, AMERICAN EXPRESS, and DISCOVER.
- When authorizing the auto-debit function for memberships, \$1.00 will be charged and then credited (this is required by our merchant in order to authorize the monthly auto-debit).
- If a membership renewal is denied during the auto debit process the member will need to pay what is owed to re-activate membership. The membership will be suspended until all fees are paid. If fees are not paid within a three-month period, the membership will be terminated. Management may require that a member pay in cash monthly and forgo the right to an auto debit membership.
- Check refunds may take 1-2 weeks to process.
- Credit/debit card refunds will only be refunded back to the original card.

## PUNCH CARD/MEMBERSHIP UPGRADES

Punch cards, three and six-month memberships can be upgraded within 60 days of purchase and will be pro-rated.

## CLASS/PROGRAM CANCELLATION POLICY

Refunds will not be issued after a class/program is in session unless approved by management. Family Gymnastics and Tramp classes are non-refundable and non-transferable.

## MEMBERSHIP CANCELLATION / HOLD POLICY

Memberships to the recreation center are considered non-refundable and non-cancellable. Exceptions can be made with approval from the Recreation Center Manager or the Guest Services Supervisor. Exceptions are only made for serious medical issues or a permanent move out of the county; in both cases proof must be provided and a request must be made in writing.

Memberships may be put on hold for up to two months one time during the duration of the membership with approval from the Recreation Center Manager or Guest Services Supervisor. Exceptions may be made for longer hold periods. Hold requests are typically honored for injuries or extended leave of the county. Requests must be made in writing and a re-activation date agreed upon. A re-activation of \$25 for individual memberships and \$50 for household memberships will be applied immediately upon placing the membership on hold and must be paid prior to re-activation.

Membership cancellations, holds and re-activations will only be implemented on the first of the following month. If monthly auto-debit is the method of payment, the monthly charges will begin again on the 15<sup>th</sup> of the month of re-activation (i.e.; re-activate on the 1<sup>st</sup> and be charged on the 15<sup>th</sup>. (Remember, charges are made on the 15<sup>th</sup> for *that* calendar month).

Punch cards are not considered memberships and therefore are non-refundable, can't be cancelled, put on hold or transferred for any reason. Punch cards expire two-years after purchase.

**Front Desk Agents may not authorize any hold or cancellations. Please email Mariah Emmert, Recreation Center Manager, at [mariah@fraservalleyrec.org](mailto:mariah@fraservalleyrec.org) or Robin Dresen, Guest Services Supervisor, at [robin@fraservalleyrec.org](mailto:robin@fraservalleyrec.org) with requests.**

## SCHOLARSHIPS

Scholarships are available from the Guardian Angel Scholarship Fund through The Fraser Valley Recreation Foundation. Scholarships are funded by the advertisers in our recreation Guides. They offer scholarships for youth programs for families in need. Scholarships for school-aged licensed programs (After School Program, Summer Day Camp, Funky Friday Field Trips, Spring Break Camp, and Holiday Camp) receive priority. Parents or guardians complete a Scholarship Application. Scholarships are granted based on number of applicants and the degree of financial need.

## MEMBERSHIP SUSPENSION

The recreation center is a family-friendly facility operated for the benefit of the community. It is essential to the enjoyment of its patrons that a non-threatening, pleasant atmosphere be maintained and that the behavior of any patron not be allowed to disrupt the experience of others. Center rules are intended to achieve this goal by imposing the minimum restrictions necessary on the action of any individual.

A verbal warning will be given for general problems the first time they occur (or breaking any of the policies stated in this manual and/or posted throughout the center). At the time of the warning it should be stated that the type of behavior will not be tolerated and that any additional problems will result in suspension from the recreation center. Sexual advances or harassment of any type will result in an automatic expulsion from the recreation center. If minors are involved, notification of parent or guardian is required.

### **General Problems (include but not limited to):**

- lack of respect for recreation center staff
- harassment of recreation center guests including physical or verbal abuse
- use of abusive language
- loud, threatening or rude behavior
- disregard for recreation center policies
- abuse of recreation center equipment or property
- entering/using the recreation center without paying
- theft, fighting, vandalism

## APPEALS:

Any person opposed to a suspension may appeal the action by filing a statement in writing setting forth the reason(s) such person believes the suspension is improper. Such appeal shall be considered and ruled upon by the recreation center Director and appropriate staff if necessary. The Director and/or District Board of Directors may conduct a hearing at which time the person filing the appeal may appear and present testimony and witnesses. The decision of the recreation center Director and/or Board of Directors shall be final. Suspension shall continue in effect pending the appeal.

The legal guardian of a minor must be notified if their child has been suspended from the recreation center. The manager on duty is responsible for such notification, as well as preparing a detailed incident report that includes: parties involved, addresses, phone numbers, description of incident and action taken should be included on all reports. Copies of all reports are to be reviewed by the Director and Assistant Director. A copy of the report should be filed in the Assistant Director's office.

If an individual is suspended for any reason outlined within this policy, no refunds of admission or membership fees shall be granted.

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## ADDITIONAL INFORMATION

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### FACILITY RENTAL

**FACILITY RENTALS AND GROUP RATES:** Please contact Robin Dresen at 970-726-8968 x103 or [Robin@fraservalleyrec.org](mailto:Robin@fraservalleyrec.org) or [mariah@fraservalleyrec.org](mailto:mariah@fraservalleyrec.org)

### CORPORATE MEMBERSHIP

Please contact Mariah Emmert, Recreation Center Manager at 970-726-8968 x105 or [Mariah@fraservalleyrec.org](mailto:Mariah@fraservalleyrec.org) for more information.

### REGISTRATION FOR PROGRAMS

Fraser Valley Rec continues to offer programming at all district facilities, including the recreation center. Please reference the activity guide for further details. This programming remains separate from recreation center memberships with the standard in-district and out-of-district rates. However, there will be discounts offered to recreation center members for some fitness, aquatics and gymnastic classes offered at the recreation center.

Registrations for classes and programs are taken during business hours by phone, fax, mail, or in-person, and are taken on a first-come, first-served basis. Internet registration is also available 24 hours/day at [www.fraservalleyrec.org](http://www.fraservalleyrec.org). Online registration is available and preferred. Please contact Guest Services for help accessing your online portal. Payment **MUST** be made at time registration. Outstanding balances must be paid in full prior to new registrations.

### VOLUNTEER PROGRAMS/OPPORTUNITIES

Volunteer opportunities will be posted on our website at the recreation center. All volunteers must complete a *Volunteer Waiver and Background Check Authorization Form*.

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## ACCIDENTS OR INJURIES

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### PARTICIPANT INJURY OR ACCIDENT

Any patron-related accident involving injury should be attended to immediately by staff. Notify the Manager on Duty and if the situation requires medical attention call 911 immediately. If CPR or first-aid is required, staff should proceed with necessary services. Once the injured party has been attended to, staff member and Manager on Duty should complete an *Incident Report* immediately. Based upon the severity of the injury or accident, the Manager on Duty should determine whether or not the Director and/or Assistant Director should be contacted, otherwise, the report should be forwarded to the Assistant Director for signature and then to Human Resources.

### INCIDENT REPORTS

An *Incident Report* form must be completed by the manager on duty for any medical emergency, occurrence of vandalism or theft, and acts of misconduct. Incident Reports must also be completed when a participant is given a verbal warning or is asked to leave the facility due to acts of misconduct, fighting, unruly behavior, or use of the facility without payment. (See suspension policy).

# Bistro 28

AT POLE CREEK

## Visit Bistro 28 at Pole Creek Golf Club

Pole Creek invites you to join us at our clubhouse restaurant, Bistro 28. The Bistro features unique made-to-order cuisine infused with international flavors, using local and organic produce whenever possible.

Our restaurant is a particularly delicious way to cap off a round of golf. After playing our 27 holes of mountain golf, join us at the “28<sup>th</sup> Hole,” Bistro 28. It’s especially enjoyable to sit on the Bistro’s patio, taking in the views of the golf course and the surrounding Rocky Mountains while you enjoy dinner and drinks. Or you can even call the Bistro on the 9<sup>th</sup> tees and your food will be ready at the turn!

## Contact

(970) 887-9797

[www.polecreekgolf.com/-bistro-28](http://www.polecreekgolf.com/-bistro-28)

## Current Restaurant Hours:

Generally open Thursday - Saturday  
4:30-8:30pm

Please call or check the website for hours of operation.





Elevate your golf game and your spirit. Pole Creek Golf Club is everything a Colorado mountain golf course should be. Stunning alpine views, drastic elevation changes, cool clear mountain air and the right amount of quiet and solitude make Pole Creek a Colorado golf classic.



Treat yourself to 27 holes of high altitude Colorado Classic Mountain Golf on three distinct courses: The Ranch, The Meadow and The Ridge. Pole Creek's design was conceived by Denis Griffiths, who incorporated existing lodgepole pine, valley meadows, sagebrush and a variety of water hazards including five lakes to create a diverse course appealing to a wide range of golfers.

The Ranch 9 and The Meadow 9 wander through lush fields with spectacular views of the continental divide, while The Ridge 9 showcases what golf pro JT Thompson calls "the most spectacular view in Colorado."

For the non-golfer, Pole Creek is minutes from endless Rocky Mountain adventures. Enjoy white water rafting, hiking, fishing and boating, mountain biking, rodeo, horseback riding, or simply spend your day shopping, dining and relaxing. Colorado's crown jewel, Rocky Mountain National Park is minutes away and Winter Park Resort offers fun for the whole family just 12 miles away.

Contact Pole Creek's friendly staff for assistance with reserving tee times, planning a golf vacation, and organizing events, tournaments or group outings call Mary Moynihan at 970-887-9195 or email [mary@polecreekgolf.com](mailto:mary@polecreekgolf.com).

**Discover Classic Colorado Mountain Golf at Pole Creek - a mountain course like no other.**

# ICEBOX

The Fraser Valley Sports Complex (FVSC) is a 40 Acre park located just outside the town of Fraser on the west side of Hwy 40 at County Road 5 (County Rd 522). Travel on Highway 40 through the town of Fraser and watch for County Rd 5 on your left after you pass the Post Office.

The FVSC is home to an NHL sized, partially enclosed, naturally frozen ice rink known as "The IceBox"; three softball / baseball diamonds with permanent outfield fences, portable bleachers and concrete dugouts; as well as The Alex Newberry regulation little league field. There are two regulation soccer fields, a sand volleyball court, a 20' x 30' picnic shelter, picnic tables and grills. All are available for public use as well as private rentals. The ice rink is open during the winter months only.

**For more information please contact 970.726.5919**

