



The Rookery Activity Center Code of Conduct and Policies

The Rookery Activity Center Policies

The following policies have been adopted by the City of Lino Lakes in order to ensure a safe positive and healthy environment. Additional policies may be added as circumstances warrant.

Code of Conduct

The Rookery Activity Center is a family-based facility and all patrons are expected to conduct themselves accordingly. Patrons are responsible for the conduct of their children and/or guests. The Rookery Activity Center staff is responsible for enforcing all established policies. If a patron or staff engages in the following behaviors or actions including, but not limited to the following: profanity, rowdy or disruptive behavior, verbal or physical harm, mischief, verbal or physical harassment and/or intimidation, menacing behavior towards patrons or staff, demonstration of sexual activity or sexual contact with patrons or staff, theft, destruction of property or trespassing, and tobacco/alcohol/drug/other substance use or possession – disciplinary actions may result. Disciplinary action could result in being temporarily or permanently expelled from the facility and/or the loss of membership or guest privileges.

Enforcement

Patrons are encouraged to contact a staff member if they witness any person(s) violating the policies or code of conduct of the facility. Staff will address the issue and document the incident. Individual(s) may be asked to leave the facility, or the police may be contacted depending on the incident, and surrounding circumstances. Management will investigate all reported incidents of a violation. All documents will be filed and used in further cases of violation.

A violation of the Code of Conduct or other rules and policies of the Activity Center may result in an enforcement action ranging from a verbal warning, temporary or permanent expulsion from the facility, and/or the revocation of membership or guest privileges. Enforcement action may be dependent on severity of the violation.

1. *First Violation* - a verbal warning will be given, and the patron may be asked to leave the Rookery based on the severity of the violation. A written report will be filed.
2. *Second Violation* - The patron's membership or guest privileges will be suspended, and the patron will be asked to leave the Rookery and not return until a staff member contacts them. A written incident report will be filed. A staff member will schedule a meeting with the patron to discuss the incident. The length of the suspension will be at the discretion of the Activity Center Manager based upon the severity of the violation and surrounding circumstances.



- a. For minors under the age of 18, a parent/guardian will be notified of his/her actions. If a parent/guardian is not present, the minor may be required to wait in an assigned area while staff contacts a parent/guardian to inform them of the violation with the expectation that the parent will pick up their child.
3. *Third Violation* – The patron’s membership and daily privileges will be revoked, and the offender will not be allowed back into the Rookery Activity Center.

Appeal of Suspension or Termination of Membership Privileges

A patron whose membership privileges are suspended or revoked may appeal such a suspension or revocation to the Director of Public Services. A patron who wishes to appeal to the suspension or revocation of their membership privileges shall file a written request to appeal the suspension or revocation with the Director of Public Services within five (5) business days of the date the notice of the suspension or revocation is delivered in person, emailed, or mailed to the patron. The Director of Public Services shall hear all appeals of membership suspensions and revocations, and may uphold, modify, or overturn the suspension or revocation of the membership.

General Policies:

- ◆ All members must check in with a valid Rookery Activity Center membership or purchase a daily pass upon entering.
- ◆ All children 14 years of age and under are required to have adult (16+) supervision in the building.
- ◆ Outside personal trainers and coaches not employed by Endurance Fitness or the Rookery Activity Center may not accept personal payment from a client for training. Staff reserves the right to remove non-employee trainers and members being trained by non-employee trainers from the facility. Trainers and coaches may inquire with Rookery Activity Center staff about renting facility space.
- ◆ Food and drink are only permitted on the 1st floor lobby areas and identified programs.
- ◆ Water in a closed container only is allowed in activity spaces; Endurance Fitness floor, gymnasium, and multipurpose rooms.
- ◆ Non-marking athletic shoes must be worn in all activity areas. Examples of prohibited shoes include, but are not limited to, cleats, sandals, stocking feet and/or hard soled shoes.
- ◆ Shirts must be worn at all times in public areas except for the pool, sauna and locker rooms.
- ◆ Please practice proper hygiene while using the Rookery Activity Center.
- ◆ Skateboards, roller-skates, rollerblades and non-electric scooters are not allowed to be operated in the facility.
- ◆ Chewing gum is not allowed in the following activity areas; gym, Endurance Fitness floor, fitness studio, pool and multipurpose rooms.
- ◆ Pets, with the exception of service animals, are not allowed. Service animals are permitted on the pool deck, but not in the water.
- ◆ Use of recording devices (phones, cameras, video cameras, etc.) within the facility requires approval of Rookery Activity Center staff and cell phones or



cameras may not be used in the locker rooms and restrooms.

- ◆ Taking photos of members and guests without their permission while in the Rookery is strictly prohibited.
- ◆ Any announcements, fliers, posters, or any other marketing materials to be displayed in The Rookery must be submitted to staff for approval.
- ◆ The Rookery Activity Center is not responsible for personal items damaged, lost, stolen, left on site or left in vehicle.
- ◆ The use and/or possession of tobacco/vaping devices/alcohol/drugs/illegal substances and paraphernalia are prohibited.
- ◆ Lost and Found is located at the Guest Services Desk. Items will be held for 30 days. The Rookery Activity Center is not responsible for Lost and Found items that are being held.

Towel Service:

- ◆ Towels for use in shower or pool areas are available to all members and guests for a fee. Members may add towel service to their monthly membership billing or pay for annual towel service.
- ◆ Towels are available at the Guest Services Desk only and should be returned to any towel return bin located throughout the facility. If necessary, towels may be exchanged for a dry towel throughout the day.
- ◆ Theft, misuse or damage to towels is subject to loss of membership or guest privileges.

Locker Room and Locker Usage:

- ◆ Any open locker is available for day use only; patrons must provide their own lock.
- ◆ Please keep clothing and valuables locked in lockers. The Rookery Activity Center is not responsible for lost or stolen items.
- ◆ Locker rental is available for a monthly or annual fee. This allows patrons to keep their lock on a locker and materials inside. The Rookery reserves the right to open and inspect the rented locker at any time.
- ◆ Non-rented lockers in use after close each night will be opened and contents removed by staff. Contents will be stored for 30 days; after which the contents will be discarded.
- ◆ The use of electronic devices and cell phones is allowed but recording video or taking pictures is strictly prohibited in any locker room or restroom.
- ◆ An adult may bring a child of opposite sex, age 4 and under, into the locker room.
- ◆ Children ages 5 and older with an adult, and those with opposite sex children may use the All Gender locker room.
- ◆ The Rookery Activity Center honors the stated gender identity of our patrons. Patrons looking for additional privacy are welcome to use the All Gender locker room located in-between the Men's or Women's locker room or restrooms located throughout the building.
- ◆ Lockers may be used for legitimate recreational purposes only.



The Nest Drop-In Child Watch:

- ◆ Children participating in this service must be at least 6 months of age and no older than 11 years of age.
- ◆ Parents/guardians are required to complete an Information Card and must sign in with staff, record the current date, time, name of child(ren), age of child(ren), and anticipated location in the facility.
- ◆ Parents must sign each child in and out of the room and show a picture ID.
- ◆ The parent/guardian who signed in the child(ren) and must remain in the facility at all times.
- ◆ Children may only be in the childcare area for a maximum of 2.5 hours per day.
- ◆ For the well-being of all children using the Nest, sick children will not be permitted.
- ◆ Parents will be contacted if your child needs a diaper change or toileting assistance.
- ◆ Staff may contact the parent at any time regarding the status of his or her child(ren). For example, the parent may be contacted if the child(ren) is inconsolable, displaying inappropriate behavior, or seems to be ill.
- ◆ No other person may pick up the child except for the parent who signed in the child(ren). When picking up the child(ren), the parent must sign out with the staff.
- ◆ Families of children not picked up by closing time are subject to a late fee.
- ◆ Snacks and food are not permitted. Drinks in closed and labeled containers are allowed. Premixed bottles that do not require heating are also allowed.
- ◆ Children whose behavior is unruly, negatively affects other children, or threatens the safety of the group may be asked to leave. Parents will be contacted to remove their child. If unacceptable behavior is chronic, the child may lose eligibility to participate at The Nest.
- ◆ Staff are not permitted to administer medication.
- ◆ Staff are not responsible for lost, stolen or damaged items.
- ◆ The parent/guardian will always be contacted in an emergency situation.
- ◆ If an evacuation of the facility were necessary during The Nest hours, parents report directly to The Nest to collect child(ren) and evacuate per the staff's direction.

Facility Policies and Guidelines

Fitness Area:

- ◆ Children ages 9 and under are not permitted on the Endurance Fitness floor, unless in a program specified for children.
- ◆ Children ages 10-15 are allowed on the Endurance Fitness Floor after completing an orientation session with an Endurance Fitness staff before being allowed on the fitness equipment.
 - Children 10-11 years of age are only permitted to use the cardio equipment (excluding the stair climber) and yoga/stretching mats. They



must be accompanied by an adult (16+) at all times after completing an orientation.

- Children 12-14 years of age must be accompanied by an adult (16+) at all times after completing an orientation.
- Children 15 years of age are allowed to use the fitness floor without supervision after completing an orientation.
- ◆ Children 16 years and up are allowed to use the fitness floor without supervision.
- ◆ Proper work out attire is recommended and appropriate shoes (closed-toed sneakers or tennis shoes) and a shirt must be worn at all times.
- ◆ Clean, dry shoes must be worn on all fitness equipment.
- ◆ Please wipe down machines and equipment after use.
- ◆ Outside personal trainers not employed by Endurance Fitness may not accept personal payment from a client for training. Staff reserves the right to remove non-employee trainers and members being trained by non-employee trainers from the facility.
- ◆ Personal items such as backpacks, bags and purses must be kept in a locker. Staff is not responsible for lost or stolen items. Lockers are available in the locker rooms on the 1st floor.
- ◆ Beverages must be in a closed, non-glass container.
- ◆ Chalk is not allowed.
- ◆ Food, gum, juice and soda are not allowed.
- ◆ Please follow all manufacture guidelines on all equipment.
- ◆ All equipment must be used in the manner for which it is designed. Do not attempt to modify equipment.
- ◆ No foul language or horseplay is allowed in the fitness center.
- ◆ Taking photos of members and guests without their permission on the fitness floor is strictly prohibited.
- ◆ Please keep phones on silent or vibrate, refrain from loud phone conversations, and keep conversations to a minimum.
- ◆ All audio and media content must be played using s personal listening device.
- ◆ Standing on benches or equipment frames is prohibited.

Fitness Studios:

- ◆ No gum or beverages, with the exception of water in a closed, non-glass container, is permitted in the studio at any time.
- ◆ Clean, dry shoes must be worn while in the studio.
- ◆ Children ages 10 and up are welcome to join in basic group fitness with a parent, provided they do not disrupt the class. Instructors have the right to excuse a child and parent if it is deemed a disruption to class or unsafe.
- ◆ Class participants must be at least 15 years old for BodyPump.
- ◆ Cell phones should be placed on vibrate in studios while class in in session.
- ◆ Please be discrete if entering after a class has begun. Please wait for a previous class to finish before entering the studio for the next class.
- ◆ Taking photos of members and guests without their permission in the studio is strictly prohibited.
- ◆ Members are not permitted to use the stereo, microphones or any other media equipment located in the studio.



Pool: General:

- ◆ Any person using a public pool must take a cleansing shower using warm water and soap, and thoroughly rinse off all soap before entering the pool enclosure. A user leaving the pool to use the toilet must take a second cleansing shower before returning to the pool enclosure. A person who exercises, applies lotion, or uses a sauna or steam room must shower before using the pool.
- ◆ Proper swimwear is required at all times.
- ◆ A person under the influence of alcohol or exhibiting erratic behavior shall not be permitted in the pool area.
- ◆ Food, drinks, and chewing gum are prohibited.
- ◆ Please adhere to the designated activities scheduled in the pool at all times - See Pool Schedule.
- ◆ Individuals of any age who appear to lack adequate swimming skills may be required, by a lifeguard, to pass a skills test to enter the pool.
- ◆ The pool will close earlier than the facility closing – see Pool Schedule for times.
- ◆ No person with or suspected of having a communicable disease, which could be transmitted through use of the pool, shall work at or use any public pool.
- ◆ A person with any considerable area of exposed subepidermal tissue, open blisters, or cuts must be warned that these may become infected and should be advised not to use the public pool.
- ◆ Spitting, spouting water from the mouth, and blowing the nose in the pool is prohibited.
- ◆ No running, boisterous or rough play, except supervised water sports, is permitted in the pool area or locker rooms.
- ◆ Glassware and similar materials with a tendency to shatter on impact is not allowed in the pool enclosure area or locker rooms.
- ◆ Diving is not allowed.
- ◆ Domestic animals are not permitted in the pool enclosure, showers, or dressing rooms.
- ◆ All Pool Staff reserve the right to remove any member or guest from the pool if exhibiting behavior that is believed to be unsafe or inappropriate.

Pool: Children:

- ◆ Children ages 0-4 must have accompanying adult within arm's reach when in the water.
- ◆ Children age 5-10 may swim in the Splash Pool unaccompanied, accompanying adult must remain in the pool area and directly supervise children. Children may take a swim test to gain access to the Lap Pool (green wristband).
- ◆ Children age 11-14 may use the Splash Pool or Lap Pool with accompanying adult in the facility. Must wear green wristband.
- ◆ Children requiring the use of diapers during their normal daily activities must wear approved swim diapers with tight elastic opening while using the pool.
- ◆ Use of recording devices (phones, cameras, video cameras, etc.) within the



facility requires approval of the lifeguarding staff.

- ◆ Young or inexperienced swimmers may use properly fitted coast guard approved life jackets while under direct supervision. Direct supervision is defined as an adult within arm's length of the child or non-swimmer. No outside inflatables such as arm bands, baby floats, etc. are allowed.
- ◆ Lifejackets may not be worn on the slide or while demonstrating skills for the swim test.

Sauna:

- ◆ Must be 16 years of age or older to enter.
- ◆ Elderly persons, pregnant women, persons using prescription medications, and persons suffering from heart disease, diabetes or high blood pressure should consult a physician before using the sauna.
- ◆ Must have a barrier (clothing or a towel) between skin and surface of the sauna.
- ◆ Persons should not spend more than 15 minutes in one session, as excessive exposure can be harmful.
- ◆ For health reasons, exercise and grooming is not permitted in the sauna.
- ◆ Notify staff members immediately with safety concerns.
- ◆ People with open wounds or infectious diseases are not permitted.
- ◆ Oils, creams, cosmetic products, air fresheners are not to be used in the sauna.
- ◆ No glass bottles or containers permitted in the sauna.
- ◆ The sauna may be closed periodically without notice for necessary cleaning.
- ◆ DO NOT pour any water on the rocks, walls, floor, or anywhere else in the sauna.

Gymnasium:

- ◆ Children 10 and under must have an adult (16+) in the gym with them.
- ◆ Children age 11-14 may use the gym with accompanying adult (16+) in the facility.
- ◆ Non-marking athletic shoes must be worn in all activity areas. Examples of prohibited shoes include, but are not limited to, cleats, sandals, stocking feet and/or hard soled shoes.
- ◆ Shirts must be worn at all times.
- ◆ Personal items such as backpacks, bags and purses must be kept in a locker. Staff is not responsible for lost or stolen items. Lockers are available in the locker rooms.
- ◆ Outside personal trainers and coaches not employed by Endurance Fitness or the Rookery Activity Center may not accept personal payment from a client for training. Staff reserves the right to remove non-employee trainers and members being trained by non-employee trainers from the facility. Trainers and Coaches may inquire with Rookery Activity Center staff about renting gym space.
- ◆ Staff reserves the right to determine all gym use and inappropriate behavior by users.
- ◆ Please refrain from:
 - Dunking, slamming or hanging on nets.
 - Running or bouncing balls in the hallways.



- Spitting, rough housing, wrestling, fighting or pushing.
 - Swearing, abusive, or inappropriate gestures.
- ◆ The use of portable stereos and/or speakers is not permitted in the gymnasium.
- ◆ Please adhere to the designated activities scheduled in the gymnasium at all times.
- ◆ Please see the rental policies and procedures for private rentals of the gym.

Daily Admission:

- ◆ Daily Admission passes will be available at a cost of \$10 for adult residents, \$7 for youth residents, \$12 for adult non-residents, and \$8 for youth non-residents. “Youth” is considered 18 years of age and younger. Prices do not include tax.
- ◆ Guests are required to be 15 years of age or older to enter the facility without adult supervision. Guest 14 years of age and younger require adult supervision in the building and are subject to age requirements of each program space.
- ◆ Guests will have access to basic fitness classes and open recreation areas but must enroll and pay the additional fees for any premium programs or services to attend.
- ◆ The daily admission is good for one entire day. Guests may purchase daily admission and return later that same day if they desire (must show proof of purchase).
- ◆ Guests are required to abide by all code of conduct and facility policies while on the premises and must sign the guest book at the Guest Services Desk agreeing to the Rookery Activity Center Code of Conduct and Policies.