

City Event Center Policies and Procedures

Hours of Operation

Monday – Friday 6:00am – 9:00pm

Saturday 9:00am – 5:00pm

Sunday CLOSED

Facility Closures

The Center will remain open on all minor holidays. Major holiday closings are as follows, but please note that dates for Christmas/New Year's may be adjusted according to when dates fall during the week:

Memorial Day – Saturday through Monday

July 4th – Depends on the day of the week the holiday falls, but generally closed on the holiday

Labor Day – Saturday through Monday

Thanksgiving – Thursday through Sunday

Christmas – Christmas Eve through New Year's Day

Center staff will notify the public of scheduled closings in advance by posting signage at the facility and by posting on the City Event Center Facebook page. In some instances, the Center will be closed with no advance notice. These include, but are not limited to, inclement weather and emergency situations. In the event of inclement weather, closings or delayed openings will be posted on Facebook. Signs will also be posted at the entrance when possible.

Fees

There is no joining fee or daily use fee to use the track or courts, with the exceptions listed below.

Payment methods accepted: cash, check, or credit/debit card. A 3% processing fee will be charged to credit/debit cards. All transactions are non-refundable. Payments will be accepted by Center staff only.

Community Room

- The Community Room and Kitchenette are available for rent on Fridays from 3:00-8:00 pm and Saturdays from 10:00-4:00 for a flat rate of \$150.

Courts

- Courts are also free to be used by the public unless they are being used by a team.
- Teams may rent courts during off season at the rates below.
- City programs are fee-exempt, but must be scheduled through the program director.
- Hourly rental - \$15 per hour, per half court.
- Daily rental - \$250 per day for one full court; All full court rentals must be approved by the Director.
- Court rentals are for half court only unless renting entire gym for a full day.
- Reservations must be made a minimum of 24 hours in advance for any rental.

Weight room

- First visit is free.
- Day Pass – \$1.00 per person.
- Individual Yearly Pass – \$100.00 per person.
- Family Yearly Pass – \$50.00 for each additional family member (living in the same household) with first full paid family member.

Weight Room Discounts

- All City of Greenbrier Employees and their families (living in their household) receive free one-year memberships to the weight room. Proof of employment may be required at the discretion of staff/director.
- All **active** military, fire, police personnel (employed by entities other than the City of Greenbrier) receive free one-year memberships to the Weight Room. Proof of active service may be required at the discretion of staff/director.
- Family members of active military, fire, police (employed by entities other than the City of Greenbrier) receive one-year memberships to the Weight Room at the \$50.00 family rate.
- All persons on full disability of any kind receive free access to the Weight Room. Their non-disabled family members may join at the discount family rate of \$50. Proof of full disability may be required at the discretion of staff/director.
- Residents of group homes or in assisted living receive free access to the Weight Room. The chaperone of the group may receive a membership card. Residents will be registered as guests.

Assumption of Risk

- Each member is responsible for determining whether she/he has the proper fitness level to participate in activity at the Event Center.
- Members are strongly encouraged to consult with a health care provider before starting any fitness program.
- Participation in activities at the Event Center is voluntary. By voluntarily using the Event Center, members assume all risk for any harm or injury sustained.
- City of Greenbrier, City Event Center management and staff are not responsible for injuries sustained while using the facility or participating in group classes, or other physical activity hosted or sponsored by the City of Greenbrier and/or the Event Center.
- Members should consider the consequences of their actions and avoid engaging in behavior that may harm self or others, or damage equipment.

Facility Usage

Track

- Please be considerate of others using the track.
- The walking track is available to anyone ages 16 and up. Proof of age may be required at the discretion of the staff/director.
- Users under the age of 16, must have an adult with them on the track.
- Children under the age of 12, must be within arms reach of an adult at ALL TIMES.
- Children under the age of 12 must not be allowed to sit in chairs on the track, use the equipment on the track, or climb the rail.
- Children caught poking holes in the insulation around the track will be guilty of vandalism. (Please see Rules and Code of Conduct.)
- Standing on the track is not permitted. It is not to be used as a viewing area for events or activities happening in the gym or community room.
- Headphones must be used when listening to music.
- No rough housing, chasing, or horseplay is allowed on the track.
- Motorized or self-propelled devices (other than wheelchairs) are not allowed on the track.
- Strollers (without pedals), walkers, wheelchairs, and other walking aids are permitted.
- Animals are not permitted on the track unless they are certified service animals. Emotional support animals do not qualify as certified service animals and are not allowed on the track.

Weight Room

- The Weight Room is available to anyone ages 16 and up and is subject to the fees outlined under the Fees section. Proof of age may be required at the discretion of the staff/director.
- Children ages of 13-15 may use the weight room under the **direct and constant supervision** of a parent/guardian/trainer with a waiver signed by the parent/guardian AND the trainer on file.

- Both the parent/guardian and the child must have a membership profile in Rec Desk to use the weight room.
- Use of headphones is preferred; however, music is allowed to be played out loud only if everyone in the weight room is agreeable with the music being played.
- TV's are provided, but stations are limited and should be agreed upon by all parties using the space at that time. Politically biased stations should be blocked and avoided.
- Animals are not permitted in the Weight Room unless they are certified service animals. Emotional support animals are not allowed.
- Members must clean equipment after use.
- Respect time limits and other posted rules/limitations/requirements for using all equipment.
- **Do not drop weights or let stacked plates slam.**
- Do not throw weights or other equipment (medicine balls excluded).
- Use a spotter when lifting heavy weights.
- Unload weights and store them appropriately when finished.
- Personal training is allowed. Both the trainer and trainee must pay the appropriate fee.
- No bags, backpacks, or purses are allowed on the weight room floor. Any personal items should be kept on the person or placed in a locker. Tables are provided in the weight room, but valuables should be secured. Event Center personnel are not responsible for lost or stolen items.

Courts

- No bags, backpacks, or large purses are allowed in the gyms. Sporting equipment bags are allowed when necessary and appropriate, at the discretion of staff and are subject to inspection by staff.
- No food or drink is allowed in the gyms. Any food or drink found in the gyms will be confiscated and/or thrown away.
- Full court basketball is allowed only at the discretion of the staff/director and will be based on availability and attitude/competitive nature of play. Aggressive play that becomes rough, heated, tense, or violent in any way shall be stopped immediately by staff/director. Any resistance on the part of the participants should be met with the disciplinary actions outlined in this manual.
- Courts are striped for basketball, volleyball and pickleball. Equipment is also available for badminton, chair volleyball, and baggo, with advance notice at time of reservation.
- No person shall use the gym for any activity other than its intended purposes.
- Reserving courts in advance is encouraged. Courts may be reserved for any of the allowed activities up to one week in advance, for a maximum of 2 hours. The 2-hour maximum may be reduced to one hour during pee wee/volleyball season due to availability.
- Reservations are first come, first serve, based on availability. Limitations on the number of reservations per week may vary depending on availability.
- Reservations are allowed a 15-minute grace period before forfeiting.
- City of Greenbrier programs, events, voting, and emergencies will take precedence over any gym reservations.
- No program in other than City leagues/programs may use/rent courts during the league/program season. Only off-season rentals are permitted.
- Team practices shall be defined as 3 or more players with a coach for basketball, and 5 or more players and a coach for volleyball. Anyone meeting these criteria will be required pay the rental fee as described above.
- All pee wee team practices MUST be scheduled through the Greenbrier Parks and Recreation Department.
- Volleyball nets shall remain up in the North Gym for the duration of volleyball season. Exceptions may be made for tournaments or special events at the director's discretion, and only with the directors approval.

Community Room

- The Community Room may be reserved online at GoGreenbrier.com by clicking the COMMUNITY tab and selecting FACILITY RENTALS from the drop down menu.
- Payment by debit or credit card will be required at time of reservation.
- Check or cash payments may only be accepted under extenuating circumstances. Under such circumstances, reservation and payment (cash, check or money order) must be made in person at the Event Center during normal business hours.
- City-sponsored events, public meetings, and classes will take precedence.
- All rules and regulations set forth in the Community Room Rental Agreement shall be agreed to by the renting party when they reserve online.
- Rentals are subject to the fees set forth in the Fees section herein.
- Reserving party must check in with staff upon arrival.
- The room must be inspected by a staff member before the reserving party vacates the premises.
- Reserving parties are not allowed to move or use audio equipment kept in the Community Room for exercise classes.
- All activities of the reserving party shall be kept within the Community Room. Children shall not be allowed to use the track or gym per policies outlined under “Minimum Age” below. Parties wishing to use the courts during their reservation must reserve the court separately.

Memberships

- There is no membership fee to use the City Event Center, with the exception of the facilities listed under the “Fees” section.
- Members of the City Event Center will be issued a key tag.
- Members must be at least 12 years of age to receive a key tag.
- Minors ages 12-15 shall be registered by a parent or guardian.
- New users/visitors may be checked in as “guests” for the first few visits before being issued a key tag to check in.
- No key tags for new members will be issued during the months of January and February.

Checking In

- All members and guests must check-in upon every visit at the front desk.
- Guests that are visiting with members may be checked in as a “guest.”
- There is no limit to how many times someone can be checked in as a “guest,” however, repeat guests should be encouraged to register if they live in the area and plan to continue to use the facility. Having a membership profile has many benefits, including enabling staff to contact members in case of found items, closures, emergencies, etc.
- Participants in exercise classes, special events, tournaments, etc., are not required to check in with Center staff.

Minimum ages

- Children between the ages of 12-16 may use the **courts** without an adult present if a parent or guardian signs a waiver.
- Children ages of 13-15 may use the **weight room** under the **direct and constant supervision** of a parent/guardian/trainer with a waiver signed by the parent/guardian AND the trainer on file.
- Children between the ages of 12-16 may use the **track** with an adult (17+) present. Children under the age of 12 must be **within arms reach of the adult at all times**.
- Other areas of the building, other than restrooms, are off limits to children under the age of 16.
- Children under the age of 12 must be accompanied by an adult (17+) guardian at all times.
- Volunteers/Community Service Workers must be at least 16 to complete their required hours. Volunteer groups (sports teams, church groups, etc.) may include children between the ages of 12-16 with adult supervision and with prior approval.

Accessibility

The City of Greenbrier is dedicated to inclusion of all persons. Any individual with an intellectual or physical disability wishing to use the City Event Center will be permitted to do so. Reasonable and necessary modifications will be made to accommodate these participants. Any bullying, teasing, negative talk, or actions toward any guest will not be tolerated as it is in direct opposition to the mission and purpose of the Event Center, not to mention, against the law.

Rules and Code of Conduct

All patrons, staff and guests are expected to abide by all rules and code of conduct. All violations of any of the rules below will be documented by staff by filling out an Incident Report Form. Repeated violations may result in termination of any paid memberships and suspension from the facility. *Event Center Staff have the authority to ask any member to leave for exhibiting inappropriate behavior or violating any rules.* Consequences for specific offenses are detailed below.

Dress Code

- Appropriate footwear is required for all activities. Close-toed athletic shoes must be worn in the weight room and on the courts.
- Shirts must be worn while using the facility. No bare mid-drifts or shirts cut out to the waist.
- Shorts must be long enough to cover the buttocks and groin area when moving or exercising.
- Pants/Shorts must be properly worn on the hips. No sagging.
- Clothing with offensive or foul language, designs, or images is not acceptable. Determination of what is offensive is at the discretion of staff/director.
- Consequences of violating the dress code include being asked to comply. (Verbal warning.) Second offense will result in a written report going on file. Third offense will result in suspension for one week.

Food and Drink

- No open drink containers or paper/styrofoam/plastic “to-go” cups with or without lids. Drinks are only allowed in designated areas and must be in a **spill-proof container**. Refillable water bottles are ideal. A water-filtering bottle filler is available.
- No food is allowed unless it is medically required or unless it is for a special event that has been scheduled and cleared with Center Staff.
- No gum or candy is allowed in the gym or on the track.
- Consequences of violating the policy include being asked to comply. (Verbal warning.) Second offense will result in a written report going on file. Third offense will result in suspension for one week.

Prohibited Items

- The consumption or carrying of alcohol in the Center, or while participating in Center sponsored activities, is strictly prohibited. Visibly intoxicated members will be asked to leave the facility or escorted out by Greenbrier Police. Repeat violations will result in a minimum suspension of one week.
- The Center is a tobacco-free campus. This includes cigarettes, chewing tobacco, snuff, cigars, e-cigarettes, vaping, etc. Use of any of these substances in the Center or anywhere on City property is strictly prohibited. Consequences of violating the tobacco policy include being asked to comply (verbal warning.) Second offense will result in a written report going on file. Third offense will result in suspension for one week.
- The carrying of any weapons, concealed or open, is strictly prohibited except by on-duty law enforcement. Violators will be asked to comply (verbal warning.) Non-compliance will result in contacting law enforcement.

- Illegal drug use and/or possession and will not be tolerated. Suspected violators will be asked to leave. Resistance or non-compliance will result in contacting law enforcement. Obviously high/intoxicated people will be escorted out by law enforcement.

Code of Conduct

- All staff, members and guests are to be treated with respect. Disrespect for authority will not be tolerated.
- Physical harassment, sexual harassment, unwanted touching, taunting and/or degrading language or comments toward staff or other members/guests will not be tolerated.
- Threatening the safety or rights of another person, violent or disorderly behavior, threats of violence or use of abusive language, possession of weapons, blocking entrances or interfering with people entering/exiting the building are not acceptable.
- No one may interfere with another person's right to use the facility free of disruption or with the staff's performance of their duties. Examples of disruptive behavior include use of obscene language, throwing objects, resting feet on furnishings or equipment, or any activity resulting in the disruption of facility use. The staff/director are authorized to identify disruptive and disrespectful behavior. Refusal to comply with the reasonable request of staff members will be considered disruptive behavior, including ignoring staff members.
- Consequences of violating the Code of Conduct will be based on the degree and severity of the offense. They include a verbal warning, written report, suspension, expulsion, or calling law enforcement. Consequences will be determined by Staff members.

Volunteers/Community Service Workers

The Center will accept Volunteers and court mandated Community Service Workers (CSW) to complete their required hours under the following conditions:

- Individuals must be at least 16 years of age.
- Volunteer groups (sports teams, church groups, etc.) may include children between the ages of 12-16 with adult supervision and with prior approval.
- Group volunteer projects require a minimum of one week's notice and must be scheduled through the Center Director.
- Notice of at least 2 business days is required for individual volunteers.
- Only one Volunteer/CSW is allowed to work at a time, unless volunteering with a group.
- Days and times volunteers will be allowed are generally limited to the following:
 - Weekdays – 6 am-8 am; 1 pm-3 pm; 7 pm-9 pm
 - Saturdays – 8 am-10 am; 3 pm-5 pm
- Individuals must call the Event Center at 501-679-6362 to schedule a time to volunteer.
- Hours worked will not be doubled by staff members.
- All Volunteers/CSW must follow the dress code and code of conduct contained herein.
- Volunteers/CSW will be required to wear personal protective equipment (PPE) when performing certain tasks.
- Volunteers/CSW will not be allowed in unauthorized areas such as behind the desk, supply closets, staff break room, kitchen, etc., unless specifically authorized and supervised by a staff member.
- Only non-violent offenders may complete required Community Service hours at the Event Center.

Work to be performed by Volunteers/CSW may include but may not be limited to the following:

- Trash pickup
- Cleaning/disinfecting windows, bleachers, handrails, lockers, weight equipment, etc.
- Sweeping/Mopping
- Cleaning courts, walls, sports equipment, etc.

Equipment

Pickleball Equipment/Basketballs/Volleyball Equipment

- Equipment may be used by any member or guest without charge or collateral.
- Staff will provide the equipment to the member/guest. Members/guests are not allowed to access the equipment or go behind the counter to return the equipment.
- Members may be charged a fee for lost or damaged equipment.
- Equipment must be returned before close of business.
- Equipment may not be taken outside of the facility.
- Volleyball poles and nets may not be taken down or put up by anyone other than volleyball coaches approved by the league director and properly trained staff members.

Tackle Loaner Program

- The Center is in partnership with Arkansas Game and Fish to provide fishing kits to the community. The kits are stored at the Center and can be checked out by members of the community without collateral.
- A sign out/sign in sheet is provided at the front counter to check out equipment.
- All people taking advantage of this program MUST sign out the equipment and be made aware of the Center hours of operation. If the equipment is not returned within two (2) business days, staff may attempt to contact the person.

Badminton/Baggo/Chair Volleyball

- This equipment may be used with a minimum 24-hour notice.
- Gym must be reserved for these activities.
- No fee or collateral is required.

Lockers

- The Center has a limited number of lockers available for use that may be used on a first come, first serve basis.
- A limited number of locks are provided, and keys may be checked out at the front desk. No one may bring their own lock unless they provide a key to the front desk.
- Lockers that have been abandoned for a week will be emptied, and contents will be removed and held/discarded according to the Lost and Found policy.
- City of Greenbrier and City Event Center staff are not responsible for lost, stolen or damaged personal property.

Lost & Found

- Items left at the Event Center or in the lockers will be stored for one week. After one week, items will be thrown away or donated to charity.
- Staff will make every effort to contact rightful owners of items of significant value with identifying properties, such as wallets, keys, phones, computers, etc. Items must be picked up within one week of being contacted.

Emergency Procedures

- Staff are trained in CPR/AED and basic first aid.
- The AED is located downstairs, in the hall between the water fountains and the front desk.
- First aid kits are located downstairs behind the front desk and upstairs in the kitchen.
- Fire extinguishers and fire alarms are located throughout the building in compliance with building codes.
- In the event of any emergency, guests must listen to and follow all directions given by Event Center staff.

- In the event a fire alarm is activated, all people must evacuate the building immediately. Re-entry will not be allowed until Fire Department inspects and gives permission to enter the building.
- In the event of a tornado, people should be directed to the downstairs restrooms, under the stairs, or in an interior closet. The Event Center is NOT a community shelter.

Facility Usage Request

Internal Requests

- Requests to use the facility from the mayor, other City Departments, Chamber of Commerce, School District, County, or other public agencies are considered “internal requests.” These agencies may be permitted to use the Community Room or Gym for meetings, events, voting, etc., at no charge, but must make a request through the Center Director.
- Requests will be granted based on availability.
- Exercise classes may be requested to relocate to the gym under special circumstances.
- The weight room and track will not be closed to accommodate internal requests.

External Requests

- Outside groups must contact the Director to schedule any special use of the facility outside of normal operating procedures.
- Requests will be granted based on availability at the discretion of the Director.
- Group exercise classes will not be cancelled or relocated to accommodate these requests.
- The weight room and track will not be closed to accommodate external requests.

Marketing and Advertising

Filming and Photography Release

The Event Center is a public facility. As such, users should be aware that they may be photographed or filmed by other members, guests, or staff. By using the facility, users are granting permission to be photographed or filmed, knowing that these images may be used on social media and/or for marketing purposes.

Soliciting

- Posters and flyers advertising events must be approved through the Center Director prior to being posted in the Center.
- Commercial or business-related solicitation and distributing of materials at the Event Center is not permitted.
- Marketing materials from external agencies, organizations, and businesses in the Event Center is not permitted, unless in connection with a Center-sponsored activity or event or is a charitable organization that has been approved by the Director. These materials will only be made available for a length of time determined by the director.