



POLICIES & PROCEDURES

Roswell Recreation & Aquatic Center

Updated 07/23/2019



POLICIES & PROCEDURES

Roswell Recreation & Aquatic Center

Updated 07/23/2019

TABLE OF CONTENTS

OPERATIONAL HOURS

3

RECREATION CENTER RULES

4

RAIN CHECK POLICY

5

REFUND POLICY

6

Operational Hours



1. Recreational Center Hours of Operation

- Monday – Saturday 6 a.m. – 8 p.m.
- Sunday 12 p.m. – 8 p.m.

2. Indoor Pool Hours of Operation

- Monday – Saturday 6 a.m. – 8 p.m.
- Sunday 12 p.m. – 8 p.m.

3. Outdoor Pool Hours of Operation

- Outdoor season begins Memorial Day & ends Labor Day *

*Extended operations on weekends past Labor Day will depend on weather

- Monday – Saturday 10 a.m. – 8 p.m.
- Sunday 12 p.m. – 8 p.m.

4. Pool Closures

- Pool Closures can occur for weather or contamination related events. Please refer to United Pool Management’s policies and procedures for details
- Pool closures can also occur for private events with sufficient public notice

Recreational Center Rules



1. Prohibited items

- No Outside Food or Drinks Allowed except for the following items:
 - Bottled water
 - Baby food
- No Drugs or Alcohol allowed
- No Smoking or Tobacco products allowed including Vape Pens
- No Skateboards, Roller-skates, or other items that may damage floors
- No Pets permitted in center with the exception of certified service animals
 - Emotional support animals are not permitted
- No Weapons of any kind permitted on premises
- No Glass containers of any kind

2. General Rules

- No fighting, horseplay, roughhousing or other actions that may be deemed dangerous or inappropriate by Rec. Center staff
- Proper shoes, shirts and clothing must be worn at all times
- No solicitation or loitering allowed
- Restrooms are only for paid guests, players and employees of the Rec. Center
- No inappropriate or offensive language, music, or conduct
- Children under 14 years of age MUST be accompanied by an adult 18 years or older

Any person or group that violates the rules are subject to removal from the facility without a refund. Actions deemed dangerous or illegal will result in law enforcement being called. The Recreation Center Management reserves the right to permanently remove individuals or groups for repeated or severe violation of the rules.

Rain Check Policy



1. Aquatic Center Rain Check Policy

Rain checks will be issued when the pool has been cleared and has remained clear for at least 1 hour after the manager on duty has made the announcement to exit the pools. After 1 hour, guests can receive a rain check to visit the park on a different day within the rain check expiration date.

The aquatic facilities will remain open until the Facility Management makes the decision to close for the day. Guests **MUST** present their time stamped receipt for all individuals wanting to receive a rain check. Guests requesting a rain check **MUST** have been in the park for less than 3 hours to be eligible for a rain check.

This policy does not apply towards spectator admission

There are **NO CASH REFUNDS**. Rain checks expire one month from date of issue.

1. Recreation Center Rain Check Policy

In the rare event due to weather or any other occurrence, deemed appropriate by Recreation Center Management, paid attendees will receive a rain check to visit the center on a different day. Paid guests must present their time stamped receipt for all individuals wanting a rain check.

This policy does not apply towards spectator admission.

There are **NO CASH REFUNDS**. Rain checks expire one month from date of issue.

Refund Policy

**NO CASH
REFUNDS**

1. Cash Refund Policy

Employees at the Roswell Recreation and Aquatic Center are not allowed to issue cash refunds for any reason. If there is a legitimate claim for a refund, Recreation Center Management will initiate the refund procedure as outlined by the City of Roswell.