



GUEST POLICIES
for the
TOWN OF SILVERTHORNE
RECREATION AND CULTURE
DEPARTMENT

Revised, June 2016

Guest Policies

TOWN OF SILVERTHORNE MISSION STATEMENT

The Town of Silverthorne is a year-round, family community with economic, recreational and social opportunities for all citizens to have a mountain quality of life.

VISION STATEMENT

We work for the Citizens through the direction of the Town Council.

RECREATION AND CULTURE DEPARTMENT MISSION STATEMENT

The Town of Silverthorne's Recreation and Culture Department is committed to providing a safe and clean environment and promoting a healthy attitude through quality facilities, recreational programming and activities for all ages. The Recreation and Culture Department is dedicated to meeting the needs and interests of the community while keeping pace with the ever-changing profile of Summit County.

CUSTOMER SERVICE/PUBLIC RELATIONS

Creating and maintaining a good relationship with the public is critical to the Town and the Recreation and Culture Department's operation. All employees are hired to serve the public and to inform them of the services and opportunities offered by the Town of Silverthorne Recreation and Culture Department.

Each employee must display courtesy and treat all guests equally. It is also our policy to make every effort to be receptive to guest's comments and concerns, and to provide any reasonable amount of information or explanation at the request of a guest. When dealing with complaints, employees should respond promptly and courteously regardless of the opinion or the merits of the complaint. Guests should be referred to a supervisor or higher-level manager if the employee does not have the proper or adequate information to answer the question. Employee conduct and actions will reflect on the entire staff of the Recreation Center and the Town of Silverthorne, therefore, employee should reflect a positive image at all times.

SMILE, YOU'RE ON CAMERA

The Silverthorne Recreation and Culture Department uses many ways of advertising, including but not limited to, brochures, flyers and TV spots to advertise our programs and events. We reserve the right to use photographs, video recordings and/or images of anyone in any activity, program, park, special event, or public place in present and/or future publications. Participants of Silverthorne Recreation Center programs may record and/or take photographs of program activities that are open for observation as long as it does not interfere with the instructor and participants, cause a safety concern, or infringe upon copyright laws. The individual(s) taping or taking photos of participants or programs must have an association with a registered participant or program. All other individuals wanting to take photos or tape events must have prior approval from recreation staff. We reserve the right to refuse anyone the privilege of taping or photographing events.

POLICY GOVERNING THE TIME, PLACE AND MANNER OF FIRST AMENDMENT ACTIVITIES IN AND AROUND THE TOWN OF SILVERTHORNE RECREATION CENTER

SECTION 1.

PURPOSE

The purpose of this Policy is to govern and balance the legitimate interests of those engaged in speech and conduct protected by the First Amendment to the United States Constitution within the Town of Silverthorne Recreation Center, 430 Rainbow Drive, Silverthorne, Colorado ("Recreation Center"), and the rights and privileges of patrons and employees of the Recreation Center.

SECTION 2.

COMPELLING GOVERNMENTAL INTERESTS

The Recreation and Culture Director hereby determines that the following compelling governmental interests require the promulgation of this Policy:

- A. Protection of unaccompanied minor children while present at the Recreation Center.
- B. Protection of the rights and privileges of patrons of the Recreation Center to attend, register for and participate in programs and activities of the Recreation Center.

- C. Protection of the right of Recreation Center employees to perform their assigned governmental tasks free from distraction and unwelcome harassment.

SECTION 3. RESTRICTIONS

- A. 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.
- B. Written materials of a non-commercial nature may be placed only in the following areas of the Recreation Center: Front Lobby Area on kiosk ("Designated Areas"). Per Facility Coordinator approval.
- C. Written materials placed in the Designated Areas may not display explicit sexual acts. For the purposes of this Policy, explicit sexual acts means depictions of sexual intercourse, oral copulation, anal intercourse, oral-anal copulation, bestiality, sadism, masochism, or excretory functions in conjunction with sexual activity, masturbation, or lewd exhibition of genitals, whether any of the above conduct is depicted or described as being performed alone or between members of the same or opposite sex or between humans and animals, or other acts of sexual arousal involving any physical contact with a person's genitals, pubic hair, perineum, anus or anal region.

SECTION 4. ACTIVITY WITHIN DESIGNATED AREAS

Within the 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 employees or patrons. The Director of Recreation and Culture reserves the right to require any person to cease any such activity in the event the activity, in the reasonable opinion of the Director of Recreation and Culture, becomes disruptive to the operation of the Recreation Center or to patrons and employees.

SECTION 5. ENFORCEMENT

The Director of Recreation and Culture may, in addition to any other action authorized by law or by this Policy, request any person acting in violation of this Policy to cease his or her activity and, in the event such person does not, to eject the individual from the Recreation Center, including the revocation of any day permit, pass or any other privilege such person may have to remain within the Recreation Center.

MARKETING POLICY

The Silverthorne Recreation and Culture Department will promote Recreation facilities and programs through all forms of media allowed within the budget (examples: newspaper, radio, TV, flyers, posters, brochures, pamphlets, guest appearances, internet, etc.).

The objective of advertisement is to disseminate information regarding Recreation Center events, programs, classes, and the facility to increase class enrollment, daily drop-in attendance, special events, pass sales, and awareness of the facility.

The Recreation and Culture Department will produce three brochures yearly. The administrative staff will attend public and private meetings as guest speakers to keep the public aware of Recreation and Culture Department activities.

The administrative staff will secure potential sponsors and donations for special events, programs, and the facility. Recreation and Culture Department may trade services for advertising on a limited basis with approval by the Recreation & Culture Director.

FACILITY CLOSURE

The Silverthorne Recreation Center or areas within the center are subject to closure(s) for maintenance, modifications, cleaning, and in extreme cases, inclement weather.

The public will be informed at least two weeks in advance for any planned maintenance closure. 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 posted on the front doors of the Center. Extensions on passes will not be granted during facility closure for annual maintenance. If class sessions are scheduled and the Center is closed, the Recreation Coordinator responsible for the class shall make every effort to contact the registered participants and instructors. Drop-in classes are subject to change or cancellation without prior notification. In case of closure the Recreation & Culture and the local radio station, KYSL 513-9393, will be notified. The facility may be closed up to two times per year for maintenance. The staff will work with the Breckenridge Recreation Center to exchange pass members admittance while the Center is closed for maintenance.

SILVERTHORNE RESIDENCY RATES

Silverthorne residents receive a 20% discount on base pass prices, excluding punch passes. Punch passes are discounted off the daily admission and are to never exceed 50% off the daily rates. To receive Silverthorne residency rates on memberships, guest must provide proof of residency with a Silverthorne physical address. Valid forms of documentation include a valid Colorado ID, current utility bill, deed to home, lease or property tax receipt. Residents of Wilderrest, Ptarmigan, South Forty, Hamilton Creek, Ruby Ranch, and other un-incorporated Summit County areas will receive the non-resident rates.

PASS REFUND

Passes are non-refundable and punch passes expire six month to one year from purchase, depending on pass. Extensions will be granted only when proof of inability to use the facility due to medical reasons is presented in writing. Guests who cannot use the facility due to non-medical reasons (e.g. moving) may give or sell remaining time on their pass to another guest. A \$10 fee per pass will be assessed.

PASSHOLDER VS. NON-PASSHOLDER RATES ON CLASSES AND ACTIVITIES

A pass holder is a person who has an active, non-transferrable pass valid for one month or more. A punch pass and corporate admission card holder are not eligible for the pass holder rate. A person over 3 years must have an individual pass or be part of a family pass to qualify for the passholder rate. A child who is 3 years or younger is eligible for the passholder rate because they are too young for passes. (For classes that require parent participation, the parent must be a passholder for the child to receive the passholder rate.)

GIFT CARDS

All purchases are final and can only be redeemed at the Silverthorne Recreation Center. Gift Cards are not redeemable for cash. They are not replaceable if lost or stolen and are non-refundable.

FACILITY USE BEFORE & AFTER CLASS

Guests must show a current pass or pay the daily admission fee to use the facility prior to or after a class. The only exception is children who are enrolled in swimming lessons. In this situation child may swim up to one hour after their lesson. The parent and any other children not enrolled in lessons must pay the daily admission or show their pass to use the pool. Age requirements & pool rules must be followed.

FACILITY RENTAL

The Silverthorne Recreation Center Multipurpose Room is available to rent for special events and functions. Rental and rate information is available at the front desk. Other areas of the facility may be available with Facility Coordinator's approval. To assure no one group will monopolize or change the face of our Recreation Center and to assure equal access to interested parties, multiple room rentals are limited to 6 consecutive weeks in a row. During the last week of the first rental period, the group may reserve another consecutive 6 weeks should that time be available. Department Director and Facility Coordinator can waive this requirement if rental is for programming that is not offered by the SRC and is deemed an important community need. First right of refusal order is as follows: Recreation Center Programs, Paid Scheduled Customer Rentals, TOS Paid, Sponsored and Approved Rentals, TOS Sponsored and Approved Waived Rentals, Non-Profit Rental Donations (Waived). After hours rentals are available through the Guest Services Coordinator.

Users shall not post or exhibit or allow to be exhibited or posted on any part of the Premises any signs, advertisements, show bills, lithographs, posters or cards of any description except in designated areas, and

then only with the prior approval of the Guest Services Coordinator. Any permitted use of the Recreation Centers display areas shall be non-exclusive.

GYM RENTAL

The Silverthorne Recreation Center Gymnasium is available to rent for private events and/or functions. Rental and rate information is available through the Sports Coordinator. To assure no one group will monopolize or change the face of our Recreation Center and to assure equal access to interested parties, multiple gym rentals are limited to 4 rentals per contract cycle. During the last week of the first rental contract, the group may reserve another 4 weeks should that time be available. The needs of our members, paid programs and drop in sport users will supersede private rentals. Facility Coordinator and Sports Coordinator can waive this requirement if rental is for programming that is not offered by the SRC and is deemed an important community need. First right of refusal order is as follows: Recreation Center Programs, TOS Sponsored and Approved Rentals, Granted Rentals (Waived), Private Rentals.

GENERAL ROOM RENTAL POLICIES

- All fees must be paid in full at the time of booking. Full refund of rental fees and deposit will be given if reservation is cancelled 1 week or more prior to date reserved.
- If a rental is cancelled less than 1 week prior to scheduled date an administrative fee of 20% will be assessed, however the deposit will be returned.
- The Recreation Center is a non-smoking facility.
- Rentals can only be made 1 month prior to event.
- During the time the facility is rented, the renter shall obey all laws of the State of Colorado, ordinances of the Town of Silverthorne, and the Silverthorne Recreation Center rules. The Silverthorne Police Department will be called if guests become disorderly or are unable to comply with the rules.
- Rental area must be cleaned and vacated within 15 minutes of rental conclusion time. Failure to do so will result in partial or full loss of deposit. Please complete cleaning checklist and check out with the pool staff/front desk before you leave the area.
- All rentals must conclude by 8:30 pm.
- The renter agrees to reimburse the Town of Silverthorne for the cost of damage and/or replacement of Town property and facilities for which the renter is responsible. Renter is also responsible for the extended costs which may include: exceeding the rental time period, exceeding the maximum number of guests, and excessive clean up required by Town Personnel.
- The Town Reserves the right to not rent a second time to any party violating this agreement.
- Damage deposits will be refunded within 14 days
- No Glass in pool area.
- Signs and Posters: Users shall not post or exhibit or allow to be exhibited or posted on any part of the Premises any signs, advertisements, show bills, lithographs, posters or cards of any description except in designated areas, and then only with the prior approval of the Guest Services Coordinator. Any permitted use of the Recreation Center display areas shall be non-exclusive.
- Promotional Material: When permitted, the User shall use the Town of Silverthorne or the Silverthorne Recreation Center logo in all promotional material related to the event. Any permitted use of the Town of Silverthorne or Silverthorne Recreation Center names must be authorized by the Coordinator and is not exclusive.
- Entertainment Morals: No performance, exhibition, or entertainment shall be given or held on the Premises by User which violates the “community standards” definition of decency. Should any such exhibition or performance or any part thereof be deemed by the Town to violate such standard, the Town may require that such portions of the exhibition or performance be deleted or rewritten to the extent necessary to remove the offensive character.
- Objectionable Persons: The Town reserves the right to remove or cause to be removed from the Premises any objectionable person or persons; and neither the Town nor any of its officers, agents, or employees shall be held liable to User for any damages that may be sustained by User through the exercise by the Town of such right.

BIRTHDAY PARTY POLICIES

- Holiday Blackout Dates

- If there are 20 or more children, party must be cleared through pool manager.
- All fees must be paid in full at time of booking. Full refund of rental fees and deposit will be given if reservation is cancelled 1 week or more prior to date reserved.
- The renter supplies all items needed for the party.
- Upon request: refrigerator/freezer use is available
- Decorations are welcome but must be removed within 30 minutes of party conclusion.
- All children under the age of 7 that are swimming must be within arm's reach of a paying participating and supervising guest at least 16 years of age.
- Children to Adult ratio in pool area:
 - 4 years & under require a 3:1 ratio
 - 6 years & under need an 8:1 ratio
 - 7 years & up need a 10:1 ratio

IMPORTANT POOL RULES AND REGULATIONS

- All children 6 & younger must be with an adult 16 or older.
- No food, gum, drinks (except water), in pool areas.
- Children of diaper wearing age MUST wear swim dippers or plastic pants with tight fitting elastic legs.
- Anyone wearing a Personal Flotation Device Must have an adult within arm's reach at all times!
- Only parents or adults (16 or older) may catch or ride down the slide with non-swimming children.
- Small children are required to take a swim test as a prerequisite before entering the deep pool.
- A responsible person 16 or older must directly supervise children under the age of 12 in the indoor hot tub, steam room, and sauna.
- Parties of 15 or more scheduled in advance may be eligible for a group discount to access the Recreation Center. Please call 262-7380 for more details.
- Life jackets are available for use.

HOURS OF OPERATION

The Recreation Center is open for the citizens based on the use or anticipated use of the Center. We will be open all days except July 4th, Thanksgiving and Christmas. The pool closes ½ hour earlier than the facility to allow our guests ample time to shower and exit the facility prior to closing time.

October 1st- May 31st

Monday through Friday 6:00am to 9:00pm
 Pool closes nightly at 8:30pm

Saturday 7:00am to 9:00pm Pool opens at 8:00am
 Sunday 8:00am to 9:00pm Pool opens at 9:00am
 Pool closes nightly at 8:30pm

Summer Hours

June 1st- September 30th

Monday through Friday 6:00am to 9:00pm
 Pool closes nightly at 8:30pm

Saturday 7:00am to 8:00pm Pool opens at 8:00am
 Sunday 8:00am to 8:00pm Pool opens at 9:00am
 Pool closes nightly at 7:30pm

Adjusted Holiday Hours

New Year's Day 10:00am to 6:00pm
 Easter Sunday 10:00am to 6:00pm
 Memorial Day 10:00am to 6:00pm

4 th of July	Closed
Labor Day	10:00am to 6:00pm
Thanksgiving Day	Closed
Christmas Eve	6:00am (if on a weekday) or 7:00/8:00am (if on a weekend) to 6:00pm
Christmas Day	Closed
New Year's Eve	6:00am (if on a weekday) or 7:00/8:00am (if on a weekend) to 6:00pm

REGISTRATION

Registrations for all Recreation and Culture Department classes and programs are taken during regular business hours by telephone, or in person and are taken on first come first served basis. Registrations are also available online for most programs, classes and base rate passes.

PROGRAM CANCELLATIONS (CANCELLATIONS BY SRC)

Silverthorne strives to provide regular programming for all ages; however, there are times when it is necessary to cancel programs. In the unlikely event of a program cancellation, information will be distributed through Krystal 93, Facebook and/or e-mail as appropriate.

After school programs at the Silverthorne Recreation Center (programs for K-12 held after 3pm) will be cancelled when Summit County School District (SCSD) holds a district wide school cancellation. Silverthorne will not automatically cancel after school programs when SCSD cancels their after school programs.

If a program is cancelled, a pro-rated refund will automatically be placed on your household account. To receive this refund by another method a request must be made with the front desk.

PROGRAM CANCELLATION POLICY (CANCELLATION MADE BY PARTICIPANT)

Program cancellations made at least 72 hours in advance of program start will be granted full refunds.

Cancellations made less than 72 hours prior to program start are subject to Program Coordinator's approval. Coordinator will assess class minimums, staffing, and supplies to determine if a late cancellation can be made. If a late cancellation is granted, an administration fee of at least 20% will be assessed.

Cancellations requested after a program has started are also subject to Coordinator approval. Participants must contact the Coordinator as soon as possible, and no later than after two classes are missed. Refunds, if granted, will be prorated with and an additional 20% administrative fee applied. (20% of total class fee)

Cancellations due to injury or illness will be given prorated refunds when a doctor-written medical excuse is submitted and 50% or more of classes in a session are missed. Refund requests must be made within 30 days of last class.

MISSED CLASS(S)

It is expected that participants may miss a class during session based classes. By paying, participants are securing a spot in the class, not paying of their attendance in the class. Therefore, prorates and refunds are not granted for missed classes.

VENDING MACHINES

Vending machines are located in the lobby. The Guest Services Coordinator monitors the annual contract. Front desk staff can assist with vending machine refunds.

LOCKER ROOMS/CAMERA USE

The use of photography, videotaping and/or the use of cellular phone cameras are prohibited in the locker rooms.

FIRST AID SUPPLIES

First Aid kits are located in key places throughout the building. Large kits are located behind the front desk and in the pool area next to the office. There are smaller kits available in Kids' Korner, gym storage, maintenance office,

and aerobics room. While administering first aid, staff may use all dressing and bandaging materials provided, including ice packs. We do not dispense any medication or antiseptic. When performing first aid all staff must put on a pair of latex/vinyl/nitrile gloves that are provided in each kit. Contaminated materials are disposed in the red bucket in the back stairwell.

CHILDCARE

Supervised childcare is available for center patrons at select times. Please check at the front desk for current schedules. Childcare cost is on an hourly basis with a two-hour maximum. Hourly rates are divided into 15-minute intervals.

Childcare is available on a first come first served basis, for children 6 months of age through 6 years of age. Parents must remain in the Center at all times or at the Town Pavilion or Rainbow Park, when pre-approved, reachable by Cell phone. Complete childcare guidelines are available for patrons and are posted for staff in the childcare room

FREE WEIGHT/CIRCUIT/CARDIO/MOVEMENT

Appropriate workout attire is required in the weight room and cardio areas, (i.e., shirts, sports tops, close toed shoes...). To avoid congestion and lines, guests are asked to progress through their workout being aware of others in the area and of the amount of time that they are spending on each piece of equipment. We ask that guests allow others to work in between sets. Sign up boards are provided to encourage fair use of all equipment. Use of the cardio equipment is limited to 30 minutes per machine.

ON PREMISES TRAINING

All instruction on Town Property is to be conducted by Town Employees or contracted employees only. Any instruction by any other party, reimbursed or receiving other forms of compensation is prohibited. No such activity should take place on premises without the express written consent of Town Staff before the start of said training.

FITNESS AND WEIGHT ROOM AREA ETIQUETTE

- Clean up machines and benches after use.
- Rack all weights.
- No dropping of weights, except for the bumper plates on designated platform.
- The use of chalk is prohibited.
- No foul language.

AGE REQUIREMENTS

Supervised childcare is available for children 6 months to 6 years of age as a service to our patrons while they use the Silverthorne Recreation Center on a limited basis.

- All children 6 years and younger must be supervised at all times by a paying guest who is at least 16 years.
- Guests must be at least 12 years old to use the track. A supervising adult, 16 years or older, must accompany guests under 12 years.
- Guests 12 years old and younger must be accompanied by a supervising adult, 16 years or older when using the hot tub.
- Guests younger than 15 years old must be accompanied by an adult in the steam room and sauna.
- Guests must be at least 15 years old to use the cardio areas. Guests who are 12-14 years old may use the cardio, circuit area and movement studio after completing the Youth Weight Room Orientation or by presenting proof of cardio equipment training.
- Guests must be at least 18 years old to use the free weight room. Guests who are 15-17 years old may use the free weight room after completing orientation or by presenting proof of free weight training.
- Guests must be at least 12 years old to attend a fitness class, or at least 10 years old if participating with a parent.

INFANTS

- Babies in strollers and backpacks are only allowed on the indoor track and in public access areas such as the lobby, multipurpose room. Absolutely no babies in strollers or backpacks are allowed on any piece of equipment, next to any piece of equipment or left unattended in the pool area.

- Baby's 6 months and younger may be secured in a car seat beside cardio equipment which the parent is using, or in the stretching area beside the parent. The car seat must be in sight of the parent at all times. **AT YOUR OWN RISK** - At no time, for any reason, are babies allowed in the free weight room.
- It is highly recommended, for safety reasons, that children 6 months to 6 years utilize the Kids Korner childcare services while the parent is using the facility.
- See aquatics manual for rules regarding infants in the aquatics area.

COURTESY PHONE

A courtesy phone is located at the front desk. This phone is available for local calling only & limited to 5 minutes.

LOST AND FOUND

The Town of Silverthorne Recreation Center is not responsible for lost or stolen items. Participants are encouraged to leave any valuables at home. Locks are available for purchase at the front desk. Items such as clothing, sports equipment, foot wear, jewelry, pool items, towels and carry bags will be put in the lost and found storage in the lobby. Any guest who feels they have misplaced an item is free to look through the lost and found storage. If you misplaced the item longer than a week ago, then please see a front desk staff member. Hair accessories, soap, shampoo, razors, socks, undergarments or other personal hygiene items will not be stored in lost and found. They will be thrown away when they are found. Items with a perceived value of \$100.00 or more will be stored in the facility safe and will be claimed only with a detailed description of the item. The Town of Silverthorne is not responsible for accurately assessing whether or not an item's worth is greater than \$100.00. Every three weeks, all items will be taken to Summit Thrift and Treasure (FIRC) in Dillon, Colorado. The Town of Silverthorne will not be responsible for storing lost and found items. If you feel you have lost an item and it cannot be found in our lost and found storage, check with a front desk staff member or visit Summit Thrift and Treasure (FIRC).

SMOKING

It is the Town of Silverthorne's position to provide a healthy environment for all of its guests and employees therefore, all Town Facilities are smoke-free. Those guests wishing to smoke must do so outside the building where ash cans have been provided. Staff members who wish to smoke must do so outside behind the Center. Smoking is strictly prohibited on the pool patio, or deck.

FOOD AND DRINK

Food and drink is only permitted in the lobby area, outdoor pool deck, and multipurpose room. Vending machines are located in the lobby. Non-alcoholic drinks in plastic bottles with lids or controlled spouts may be taken into fitness areas, and water fountains are located throughout the facility. No food or drink, other than water in plastic containers with lid, is allowed in the pool.

BICYCLES, SKATEBOARDS, SKIS, SNOWBOARDS, IN-LINE SKATES

No bicycles, skis, snowboards, skateboards or any other kind of skates may be ridden or used inside the Center, or on any exterior stairwell. Ski boots may not be worn inside the Center. Bicycles are not permitted inside the Center. Bicycle racks are located in front of the Recreation Center. Locks may be checked out, with proper ID, from the front desk for use while in the facility. The Town of Silverthorne is not responsible for lost or stolen items.

ATTIRE

The following attire is prohibited within the Town Hall, Recreation Center, Town Center Pavilion and all Town Parks: Thong, or G-string swimwear which does not completely and opaquely cover the buttocks, genitals and anus.

OPEN WOUNDS

Open wounds must be covered at all times while visiting or using the Silverthorne Recreation Center. In addition, no one with an open wound will be allowed in the swimming pool area.

PETS

No pets, except those assisting special needs persons, in training or participating in special events, 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 and left unattended.

SUSPENSION POLICIES

The Silverthorne Recreation Center is a family Recreation Center 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 a 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.

Suspension of facility privileges shall be done at the discretion of any Silverthorne Recreation Management Staff. Depending on the severity of the offense the suspension can be as little as asking the individual to leave for the remainder of the day or as much as a permanent suspension. When applicable, first time suspensions will be handled with a 24 hour suspension from the facility. Repetitive infractions will result in increasingly longer suspensions or revocation of facility privileges indefinitely.

If offense occurs in league play please refer to the Player Code of Conduct. Suspensions for additional violations will be determined on an individual basis by the Silverthorne Recreation Center management team. The nature and seriousness of the offense will determine the length of the suspension. Aggravated circumstances, even for a first offense, may warrant a longer period of suspension.

Appeals - Any person opposed to the action to suspend the use of the Center 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 Facility Coordinator and Recreation and Culture Director. The appeal shall be acted upon in a timely manner, not later than two weeks following its filing. The Facility Coordinator and the Recreation and Culture Director, as they deem appropriate, may conduct a hearing at which time the person filing the appeal may appear and present testimony and witnesses. The decision of the Facility Coordinator, and the Recreation and Culture Director shall be final. Suspension shall continue in effect pending the appeal.

The parent(s) of a minor must be notified if their child has been suspended from the Center. The supervisor on duty is responsible for such notification. Detailed incident reports must be prepared for each incident by the supervisor on duty. Name of the 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 Recreation and Culture Director, Facility Coordinator, and the Recreation Coordinator of the area the incident occurred. Then the copy of the report should be filed in the Facility Coordinator's office, and any incident(s) involving staff, high dollar damage, or the police, a report will be delivered to the Director of Administrative Services.

If an individual is requested to leave the facility and has made prior transportation arrangements, the individual will be allowed to sit quietly in the front lobby to wait for their ride.

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

PLAYER CODE OF CONDUCT

DEFINITIONS:

Coach - A person designated as team spokesman. One who is either a player or non-player.

Player - A person who actively participates in the game whether he/she is playing, or sitting on the bench and who is on the roster.

Spectator - A person watching games for entertainment with no physical involvement.

Contest Area - Field of play, Town of Silverthorne facility or School District facility.

Participation - Any involvement in the Town of Silverthorne activities such as spectating, officiating, playing, coaching, registering for classes, or attending non-sporting events.

Recreation Activity - Any class or event that is sponsored by the Town of Silverthorne.

Program Supervisor - The Town of Silverthorne employee designated to organize and supervise activities.

One-Minute Clause - One minute shall be allowed for a suspended player(s) to remove himself/herself from the designated Contest Area. If this time limit is not met the contest shall be forfeited to the opponents.

Conduct Committee - Recreation & Culture Director, Coordinator & Program Supervisor.

CODE OF CONDUCT:

- No Player shall; at any time lay a hand upon, shove, strike, or threaten an official, player, spectator, or supervisor. Officials are required to suspend players immediately from further play and report such players to the Program Supervisor. Such players shall remain suspended until the Conduct Committee has considered his/her case.
Minimum Penalty: Suspension from (2) consecutive games, placed on probation for the remainder of the season.
Maximum Penalty: Suspension from all recreational activities for one (1) year and probation for the following year, case is subject to review the beginning of the following year.
- No Player shall refuse to abide by official's decision. Officials are required to suspend player immediately from further play and report such player to the Program Supervisor.
Minimum Penalty: Placed on probation for remainder of season and suspension from one-(1) games.
Maximum Penalty: Suspension from two (2) consecutive games, placed on probation for remainder of season.
- No Player shall be guilty of obscene gestures or objectionable demonstrations of dissent of official or supervisor's decision.
Minimum Penalty: Warning by the official.
Maximum Penalty: Removal from the game and suspension from one (1) game.
- No Player shall be guilty of using unnecessary rough tactics in the play of the game against the body and person of an opposing player. Officials are required to suspend players immediately from further play and report such players to the Program Supervisor.
Minimum Penalty: Placed on probation for remainder of the season and suspension from the team's next game.
Maximum Penalty: Suspension from two (2) consecutive games, and placed on probation for the following year.
- No Player shall be guilty of an abusive verbal attack upon any player, official, spectator or supervisor. Officials are required to suspend player immediately from further play and report such player to the Program Supervisor. Such player shall remain suspended until the Conduct Committee has considered his/her case.
Minimum Penalty: Placed on probation for the remainder of the season and suspension from one (1) game.
Maximum Penalty: Suspension from all recreational activities for one (1) year and probation for the following year, case in subject to review the beginning of the following year.
- No Player Shall: Appear on the Contest Area under the influence of alcohol or drugs in such a manner as to not have control of his/her faculties to the extent that he/she is inclined to hurt himself/herself or another player.
Minimum Penalty: Suspension for one (1) game and placed on probation for the remainder of the season.
Maximum Penalty: Suspension for the remainder of the season.
- No Player Shall: Smoke or chew tobacco while coming off or going on any Contest Area, or in any area of the building.
Minimum Penalty: Warning from the official, or Program Supervisor.
Maximum Penalty: Removal from the game.
- No Player Shall: Consume or possess alcoholic beverages while in Recreation Center.
Minimum Penalty: Officials are required to forfeit the game in the opponent's favor.
Maximum Penalty: Suspension for the remainder of the season.
- Only the designated team representative may discuss, in a polite manner, any call or ruling with an official. Only clarifications may be discussed. Any complaining about judgment issues will result in an ejection.
Minimum Penalty: Warning by official.
Maximum Penalty: Suspension for the remainder of the season.
- Spectators who in the opinion of the official or Program Supervisor, are detrimental to the purpose of a game, will be asked to leave the Contest Area. Grounds for such action include, but are not limited to, obscene gestures or profanity, inciting opposing players to fight, alcohol in the stands and extreme verbal abuse of officials. If a connection can be established between a spectator and one of the teams in the game, that team will be held responsible for the spectator's actions.

Special Notes:

- Any player being placed on probation for the remainder of the season and reported again for violation of the “Code of Conduct” will be suspended for the remainder of the season.
- Any player removed from a game must leave the Contest Area immediately with the understanding that the one-minute clause is in effect. If the player does not remove himself/herself from the Contest Area the proper authorities will be called. Failure to leave will carry a maximum penalty of suspension for the remainder of the season.
- All suspension and disciplinary actions are subject to review by the Conduct Committee of the Town of Silverthorne Recreation Department. Incidents of blatant misconduct and perceptual violation of the “Code of Conduct” may lead to indefinite suspension from Recreation Activities with the Town of Silverthorne. The Conduct Committee’s decision is final.
- Any person wishing to appeal a decision reached by the Town of Silverthorne Recreation staff should do so by submitting a written appeal, within 24 hours after the incident has occurred, to the Recreation Coordinator of Sports and Athletics.
- Minimum and maximum penalties are to the extreme-penalties may also be assessed anywhere in between.

A letter will be sent to the Manager/Coach of the team and the player affected by the decision, describing the action that will be taken against him/her.

REDUCED RATE MEMBERSHIPS/SCHOLARSHIPS

Silverthorne Recreation Center offers reduced rate admissions and passes to those who apply and meet income guidelines. Scholarships are also available for classes on a limited basis. To apply for reduced rates or scholarships please contact the front desk. Applications are reviewed by management once a week and notification will be made following a decision.

SLEEP OVER/LOCK-IN

The Silverthorne Recreation Center does allow for sleep over/lock-ins if staffing allows. Fees and restrictions are available upon request. Please contact Recreation Center manager at 970-262-7375 or Guest Services Coordinator at 970-262-7376.

GROUP RATES

In order to receive group rates the following criteria must be met:

- **All groups must be booked through the Aquatics Office.**
- **The group must consist of at least twenty people.**
- All people in your group must enter the Recreation Center at the same time in order to receive the special rate.
- All groups must be pre-arranged at least **1-week** prior to arrival to insure adequate staffing.
- Groups are not eligible for group rates during peak hours and/or holidays.
- To obtain the group rate, it must be paid in one single payment upon arrival, no individual or separate payments.
- All age guidelines must be followed. Children under the age of seven will need to be directly supervised by a responsible adult at all times within the Recreation Center. Children four and under need a 3:1 ratio of kids to adults, six and under 8:1 ratio of kids to adults in the pool area. Sixteen years or older only may be permitted to use the outdoor hot tub. One supervisor/chaperon must be present per ten youth ages twelve to seventeen. Supervisor/Chaperons will be charged the adult group rate.
- The chaperons/supervisors must directly and actively supervise the group at all times.
- If the above guidelines do not work for a group, you have the opportunity to purchase a punch pass.

Approved groups will receive 50% off the price of daily admission.