

# CENTER ON THE LAKE MEMBERSHIP POLICIES

The cardio and weight machines are available during normal business hours on a first come, first served basis. All participants exercise at their own risk.

Only service animals are permitted in city properties.

Abusive, threatening, insulting, and/or suggestive language will not be tolerated.

Circulation of a petition or survey, selling tickets for an organization or event (outside of City-sponsored events) and/or solicitation of any kind is not allowed.

Members must have the ability to independently maneuver, participate in events, and be able to care for themselves. Members needing assistance may conditionally participate in Center events with the aid of a care attendant provided by the member, with the approval of the Director of Senior Services.

Violation of membership policy may result in the loss of membership privileges. If a membership is suspended for any reason, the member will have 30 days to appeal that decision with a letter in writing to the Director of Senior Services detailing their request for reinstatement. Individuals returning to the Center in violation of a suspension order will be asked to leave by Center staff.

## **REGISTRATION**

All Center events/activities require pre-registration. Event registration is important. Instructors must prepare materials and reserve space for each event. Events that do not reach the required minimum number of registrants may be cancelled.

If the event is free, members may call (501) 851-4344 and register for the class.

If there is a fee for an event, members must come to the Center to register and pay for the event by the registration deadline as published in the newsletter. All events are available on a first come, first served basis for members to register.

When an event reaches maximum capacity, a wait list will be available for members to register for the event. Staff will follow the order of the wait list, if space in a closed event becomes available.

Late registration is registering for an event on or after the first day of the session. A late fee of \$5 will be charged for each late registration.

## **CANCELLATION**

The Center reserves the rights to cancel an event due to lack of registrations, inclement weather, or any situation that could impact the health and safety of the members. Members will be notified of any cancellation at least one hour prior to the event.

## **REFUNDS**

Plans for events occur 2-3 months in advance and are often paid in advance. The cost of a trip is based on the number of members attending. Instructors prepare materials and handouts based on the number registered. Therefore, the Center will refund registration fees only if the Center cancels the event. A member may request a refund of events provided proof of hospitalization. Refunds are authorized by the Director of Senior Services and will be credited to the member's account within 5 business days.

#### **INCLEMENT WEATHER**

The Center follows Pulaski County Special School District inclement weather policy and will cancel events scheduled if the school is delayed and/or closed. The facility may be open to the public but limited food service and activities will be held. Please check facebook, local tv and radio stations for information. Staff will notify instructors and volunteers, if at all possible. Events scheduled will be rescheduled or fees refunded to your account within 5 business days. The facility will only close if the City of Maumelle closes city offices for the day.