

LAKE CRYSTAL AREA RECREATION CENTER

24/7 INFORMATION/POLICIES/PROCEDURES

www.lcarc.com

Purpose/Rational for 24/7

In an effort to meet the fitness and wellness needs of our members, the Lake Crystal Area Recreation Center (LCARC) Board of Directors has approved a conversion to allow the LCARC to be open and available to members 24/7 (24 hours per day – 7 days per week). This will allow you and our guests greater access to the facility and will help to meet your ever changing and demanding schedules. We feel we are the best in the area at providing the tools to help you achieve your goals of looking better, being healthier, losing weight, and staying vibrant and independent as you age, along with providing a family friendly environment. By retaining our present members and securing new members that may not presently be using the LCARC because we are not 24/7, we hope to continue to have a strong financial backing that allows us to keep our membership rates affordable. **Most importantly, by becoming a 24/7 facility we hope to enhance your opportunities to utilize our wonderful facility.**

Note from LCARC Board: We are excited to have the opportunity to offer our members 24/7 access to the LCARC. The following information regarding 24/7 access to the LCARC is a work in progress and we are sure that there are items/issues that we may have not thought of. We welcome your feedback as we work through the process. Feel free to contact our Operations Manager Molly Elder with your thoughts and suggestions.

Thank you, LCARC Board of Directors

NOTE: These policies/procedures/rules are subject to change at any time deemed necessary for the safety and security of our members/guests and the LCARC. Changes will be posted at the LCARC and on our web site (www.lcarc.com)

What Does 24/7 access mean for the LCARC?

It means that if you are 18 years of age or older you can have access to the LCARC 24 hours per day, 7 days a week, 365 days a year including holidays. This access will include the gym, walking track and cardio/weight room.

When will it be available?

24/7 access to the LCARC will begin on January 2nd, 2012 @ 5am barring no unforeseen issues with the installation of the access system and the expansion of our security structure.

What will be the cost?

Starting December 1st, all eligible/active LCARC members will be able to pre-signup to secure their 24/7 access for an activation card fee of \$35.00 per member for the 2012 calendar year (family max of \$70). After December 31st, a sign-up/ activation card fee of \$45.00 per person for the 2012 calendar year will apply (\$35 for additional couple or family member, \$80 family max). Once activated, your 24/7 cards will be **valid until January 1st, 2013 as long as your LCARC membership remains active**. Anytime your LCARC membership becomes inactive, you will need to pay a reactivation fee of \$10.00 for your 24/7 access card/fob. Thereafter, the LCARC will set a small annual fee for continued 24/7 use.

Which door(s) will be available for 24/7 access from the outside?

Only one door at the LCARC will be equipped with a proximity reader. Everyone will need to enter through this door after normal staffed hours. You may exit through that door when you leave. All other external doors to the facility will be equipped with activated door sensors during non-staffed hours and will sound a siren / call authorities if opened. NON-emergency use of any of the doors with activated sensors will result in a \$100.00 penalty and a member's membership/24/7 access being placed on hold until the penalty is paid.

Will the rules and procedures for the Facility/Gyms/Upstairs Area/Locker Rooms/etc. change during NON-Staffed hours?

No, for the safety of everyone and courtesy to others all procedures/policies/rules must be followed during staffed and non-staffed hours. Those found in violation (reported by other members/seen on our security cameras) are subject to discipline procedures including the possibility of the termination of your 24/7 access and/or membership without refund. In addition to the rules/procedures/policies outlined in this document, LCARC Procedures and Policies can be found on our web site: www.LCARC.com. If you would like a hard copy of these procedures/policies please contact the LCARC Operations Manager.

Who may purchase a 24/7 access card/fob?

All LCARC members age 18 and older may pay the activation fee for a card/fob which will be individually coded to the individual. Each member wanting a 24/7 access card/fob will also be required to sign a "LCARC 24/7 Membership Terms & Conditions" agreement. The 24/7 software keeps track of admittances for each individual card/fob. It also will allow us to identify issues if they arise with a specific card.

Do I have to have 24/7 access if I do not plan on using it during non-staffed hours?

No, if it is something that you do not plan on using, you don't need to pay the activation fee for a card.

Will there be age restrictions on 24/7 access?

Yes!

- Adults age 18 and older will have unlimited access to the LCARC cardio and weight room, gym and walking track 24/7.
- Any teens/children under the age of 18 may access the facility during our normally staffed hours.

What areas will be available for 24/7 access?

Available areas after staffing hours will be: LCARC gym, upstairs cardio/weight room, walking track, and restrooms. The areas that will not be accessible after hours will be: Aquatic Center, community rooms, aerobics room and locker rooms.

If I don't have a membership, can I still gain 24/7 access?

No. In order to qualify for 24/7 access patrons must have, at minimum, a three-month facility membership. Walking track members and Pool-only memberships will not be eligible for 24/7 access.

What happens if I don't follow the terms and conditions of having 24/7 access?

If you are found sharing your access card with others (members or nonmembers) or letting other individuals (members or nonmembers) into the facility with your card, you will be charged a penalty fee per individual (\$75.00) per incident. Your membership (w/o refund) and access cards will be put on hold until this obligation is cleared. Additional incidents will result in the immediate cancellation of your 24/7 access card. In addition, you are responsible for any damages that are caused by you or others using your card. Law enforcement will be contacted for vandalism and offenders. Remember, not under ANY circumstances, may members bring guests into the building beyond our normal staff hours.

What types of security/surveillance are present during non-staffed hours?

The LCARC will have security cameras that will monitor various areas of the facility. In addition, emergency access doors to the outside and pool will have door sensors and the front office area/front entrance will be gated off. The door sensors and motion detectors will be monitored by an outside security agency and if activated will set off an interior alarm and notify authorities. Phones are available in the cardio/ weight room and the lobby that may be used to call 9-1-1.

What about access during inclement weather?

The LCARC staff will make every effort to have the facility available at all times with the understanding that this may not be possible due to bad weather such as snow storms. If snow crews are clearing parking lots, members will be asked to park on the street until the lots become available for use. If absolutely necessary, we will announce any closing of the LCARC on our Facebook account and on local radio stations.

What happens if my card is lost or stolen?

Report it immediately (during regular staffed hours) to the LCARC. We will immediately de-activate your card and you will be issued a new card for a fee of \$10.00. You will be financially responsible for any unauthorized use of your card while it is activated.

Will the current front desk hours change after 24/7 access is available?

No, at this time we do not anticipate any changes in our front desk hours once 24/7 is available, however, the LCARC does reserve the right to make changes to front desk/staffed hours where appropriate. Be assured, the LCARC staff will be available to meet the needs of our members.

Will the current POOL hours change after 24/7 access is available?

No, our normal operating hours for the pool will remain the same and will be staffed as usual at this time. Pool hours are always subject to change

Will there be after-hours groups utilizing the LCARC?

Yes, there will be after-hours rentals at various times during the year (post-proms, lock-ins, athletic practices, reunions, etc.) and they will have priority over general member access. Group rentals, along with the areas they will be using, will be posted in advance so members may adjust their schedules if conflicts occur.

Will the front desk area be available during non-staffed hours?

No, the front desk area will be enclosed with a curtain during non-staffed hours and monitored by a motion detector and cameras. LCARC basketballs will not be available during non-staffed hours.