

2010/2011 IHWC CLUB RULES AND POLICIES

Welcome to the Indian Hill Winter Club (IHWC). The operating rules below have been developed with the input of the Board, staff members and Club members. They are intended to ensure members can enjoy themselves at the IHWC, while also making certain that the Club remains a safe, clean, family friendly environment. In addition, some of these rules are also required by state or local laws or by the terms of our land lease with the Village of Indian Hill.

Members of all ages are expected to comply with these operating rules and parents/guardians are to review these rules with family members. A serious violation or repeated violations of rules may result in temporary and/or permanent suspension of membership privileges.

Our Board, our staff, and your fellow Club members greatly appreciate your assistance in ensuring that all family members are familiar with and comply with the Club's operating rules. Thank you in advance for your full support and cooperation.

Grounds

- ❖ Premises are intended for the purpose of indoor sports and recreation activities including hockey, basketball, skating, paddle tennis and other similar sports or recreation activities. Lacrosse, tennis, golf and baseball equipment should not be brought onto the premises unless equipment is required for specifically scheduled activities within the Club.
- ❖ Access to the adjacent Grand Valley property owned by the Village of Indian Hill is not permitted via the IHWC. At no time may members or their guests approach the lake.
- ❖ All Club members and guests use the IHWC at their own risk.
- ❖ Smoking, tobacco products, drugs, pets, or gum are not permitted on IHWC grounds or in the facility.

Facility

- ❖ All members and guests must check-in at the front desk upon arriving at the IHWC.
- ❖ Members and their guests are required to treat employees, contractors, chaperones and other members with courtesy and to respectfully follow their instructions or guidance. The Club will not tolerate disrespect or the use of foul language to staff, contractors, chaperones or other members.
- ❖ Damage or destruction of the Club facility or property shall be investigated by the Club and it shall be within the sole discretion of the Club to impose discipline up to and including suspension and bill members for repair and/or replacement expenses.
- ❖ Preferred method for all member and guest expenses is to the member's account. The Club will forward itemized bills on a monthly basis.
- ❖ In the event of any power outage, all members and guests must leave the facility immediately unless otherwise directed by staff members.

Guest Policies

- ❖ All guests must have a valid waiver on file in order to participate in any Club activities or use the IHWC facilities (NOTE: Guest waivers are available at the Club's front desk or on the Club's website at www.ihwinterclub.com). In the case of guests under the age of eighteen (18), waivers signed by the parent or guardian of any minor children are required. Members may check with the front desk to see if a waiver for the

current season is on file with the Club. In order to let staff members know that appropriate waivers have been signed and guest fees have been paid, all guests/members under the age of 18 will be issued a wristband upon check-in.

- ❖ In order to ensure that guest privileges are not abused and the Club is for the use of members, guests, whether families or individuals, are limited to no more than 4 visits per season, excluding events where guests may attend or paid activities. Guest fees are \$25.00 for family or \$10.00 for adults and children. Members may check with the front desk as to the number of visits per month and/or for the season of guests. Guest fees are payable in cash or charged to the member account upon check-in.
- ❖ It is the sponsoring member's responsibility to assure guests are aware and comply with the facility operating rules. Violations of rules by guests may result in guests being asked to immediately leave the premises and/or being prohibited from future admission to the IHWC for the season.
- ❖ Members who attempt to by-pass guest registration may be suspended from the Club. Non-members who attempt to gain access to the IHWC without registering with the front desk and paying associated guest fees may have their guest privileges to the IHWC permanently revoked.
- ❖ Members may bring 5 guests per day (excluding parties/facility rentals). Children between the ages of 11-18 may only have 2 guests without on-site parental supervision. Please see the Club Manager for approval for groups of 6 or more guests.

Childcare Policies

- ❖ The IHWC is neither staffed for nor intended to be a childcare facility. Children may be left unattended upon reaching age 11 with a signed waiver (child, guardian, Club staff). Children under eleven years of age are not allowed at the facility unless accompanied by an adult member or responsible party at least 14 years of age. In all cases, member-adults must sign in all minors.
- ❖ Children 11 years and older may only have 2 guests on site without parental supervision. If there are 3 or more guests of a member, a parent must be on-site during the entire period. Guests are required to have a general waiver as well as completed permission to be on the facility unsupervised. [Bev, do we have that???]
- ❖ Parents and/or guardians are responsible for their child's/children's safety, considerate behavior and compliance with the IHWC operating rules. Warnings for inappropriate behavior will be issued at the sole discretion of the IHWC staff or chaperones. A serious violation or multiple warnings may result in revocation of the privilege of unsupervised attendance for a period of time, suspension from the Club up to and including suspension for the season.
- ❖ Children may be left unattended if enrolled in an IHWC activity such as learn-to-skate lessons, hockey practices, fitness activities, etc. If children unattended are younger than the allowed 11 years of age, supervision must be on-site within 15 minutes of planned conclusion of activity; otherwise a fee of \$10 per 15 minutes will be assessed. Children are not permitted to arrive unescorted at the IHWC more than 15 minutes before a scheduled activity. Late fees are subject to increase based on repeated violations of this policy.
- ❖ A Childcare Provider membership may be purchased for \$100 from the Club manager. Only one Childcare Provider pass shall be issued per family. Each childcare provider must have a signed waiver on file. A signed permission to charge is required for a childcare provider to have the authority to charge on the member account. Sitters who wish to use the facility (ice skating, fitness areas, etc.) and are not the Designated Childcare Provider, will be considered a guest and must pay the associated guest fee. No guest fee will be required for sitters who are on-site supervising or simply dropping off/picking up children for which they are responsible.

- ❖ ***The Club cannot be responsible for ensuring employees have knowledge of food allergies your child may have.*** Children who have food allergies should be supervised by parents when purchasing food or beverages at the “Snowflake Café” (the Club’s snack bar).

Programs and Activities

- ❖ All members and guests must sign-in at the front desk prior to participating in any Club program.
- ❖ The IHWC will have numerous programs and on-ice/off-ice activities available for members. Members are encouraged to suggest and/or work with the staff to develop new programs or activities. However, any group activity or program must have Club approval prior to being conducted on the premises.

Lobby and Toddler Room

- ❖ Each member or guest is responsible for their own litter and cleaning up their area after use including placing skates, shoes, bags under benches when not in use.
- ❖ Running, bouncing or throwing balls, swinging lacrosse sticks or rough play will not be tolerated in the lobby or toddler room.
- ❖ Drinking or eating at the tables or benches by the front entrance in the front of the Club is not permitted.
- ❖ Any alcoholic beverages brought to the first floor must be in paper cups. Alcoholic beverages should not be left unattended.
- ❖ Members and guests are required to return skates to the front desk.
- ❖ Rough play will not be tolerated in these areas.
- ❖ Food and drinks are not permitted in the toddler area. Children also should not be in the toddler room without adult supervision.
- ❖ Children should not go up the steps to the second floor in skates.

Ice Rink

- ❖ Helmets are **strongly recommended** for all skaters. **Children 10 and under are required to wear a helmet while on the ice.** Skaters ages 7-10 who have passed Skating Level 4 are exempt from helmet use during specified free style sessions. Skating and participating in ice activities are at the participant’s own risk.
- ❖ Rough play will not be tolerated. No tag, crack-the-whip, “keep away, or other dangerous games. The IHWC staff retains the right to ask people to leave the ice for reckless or rough activity not otherwise stated.
- ❖ Adult members are not permitted to carry small children while skating. It is not recommended that parents wear shoes on the ice.
- ❖ No hockey sticks or pucks are allowed on the ice except during scheduled hockey activities.
- ❖ At times, the rink will be scheduled for Learn-to-Skate, skating practice, youth hockey or other on-ice activities. At all times skaters are reminded to be respectful and considerate of others.
- ❖ The IHWC will have Learn-to-Skate programs and private lessons available for members. IHWC-approved instructors must provide any/all private lessons in skating instruction. In the event that classes are not full, participation will be opened up to non-members. Non-members will be able to take lessons in Learn-to-Skate or private skating lessons for one season only.

- ❖ No food, gum or drinks are permitted on the ice at any time. To facilitate cleaning, food is also not permitted in the ice arena. Drinks with lids/tops are permitted in the ice arena while observing skating activities.
- ❖ Cell phone, blackberry and iPod use is not permitted on the ice at any time.
- ❖ During hockey activities (open or league), mandatory equipment includes shin pads, gloves, elbow pads, helmet with face shield and cup.
- ❖ For broomball, mandatory equipment is limited to a helmet. Kneepads and elbow pads strongly recommended.
- ❖ No one is permitted on the ice during Zamboni operation.
- ❖ All members must clean up after themselves. Moreover, during the hockey season, the last player out of the locker room is responsible for cleaning up any left items - loose tape, wrappers, and any debris. These rules will aid in clearing the locker room quickly for the next team and overall cleanliness.

Gym

- ❖ No food, gum or drinks (excluding water in covered containers) are permitted in the gym.
- ❖ Rough, unsafe or reckless play such as hanging on basketball rims, throwing or kicking balls at lights or at other's faces, using benches as launch pads, or bullying will not be tolerated.
- ❖ Non-scuff shoes or socks are required in the gym.
- ❖ Half-court play will be enforced if multiple groups wish to play during open gym time.

Adult Fitness Area (Located on Mezzanine Level)

- ❖ All members and guests are encouraged have an orientation on use of the Club's fitness equipment before using it and to consult with their personal physician before beginning any exercise program.
- ❖ The adult fitness area is limited to individuals ages 16 and older unless a member ages 14-15 is attending a personal training class or is with an adult member. Certain times and classes may be restricted to adults ages 21+ to provide preferential access to adult members during peak times.
- ❖ Cardio equipment is limited to 30 minutes per machine.
- ❖ Proper fitness attire and use of towels is required.
- ❖ The IHWC will have fitness programs available for members including personal training. IHWC-approved instructors must provide any/all personal training instruction.
- ❖ Only water or sports drinks with lids/tops are permitted in the fitness areas. Food is not permitted at any time. Members are expected to follow good etiquette including, but not limited to, wiping down equipment after use, not dropping weights, putting weights and equipment away and throwing away items such as water bottles, newspapers, etc.

Paddle Tennis

- ❖ Paddle tennis members will be able to reserve courts up to 2 weeks in advance. Non-members playing with a member will be considered guest and required to check in and pay guest fee of \$10 per person prior to play excepting when guests of members for private paddle tennis parties .

- ❖ A fee of \$40 will be imposed for repeated no-shows during reserved court times. A restriction on the ability to reserve courts may be imposed for repeated violations.
- ❖ Court reservations will be limited to 2 hours per week. However members may play at any time that courts are not reserved for league play or instructional clinics. Allowable reservation times may be adjusted based on member feedback.
- ❖ Court heaters are to be used only to remove ice and snow from the court to make it playable. Lights and heaters are to be turned off when leaving the courts.
- ❖ No more than four players/individuals shall be permitted on the court at one time. Spectators must observe play from outside the courts.

Outdoor Fire Pit

- ❖ IHWC staff will be responsible for starting all fires. The fire operating hours may be limited by the staff to ensure oversight/maximize utilization by members.
- ❖ Children under the age of 18 are permitted in this area only with an adult present. To reduce the risk of injury, only adults are permitted to tend the fire.
- ❖ Only food/drinks purchased at the IHWC may be consumed at the fire pit.

Adult Club Room (Located on Mezzanine Level)

- ❖ The Adult Club Room is intended to be a “child-free zone” and the room is limited access at all times to adults aged 21+. Liquor service is limited to beer and wine and will be served during designated hours only. Bar tabs are available for your convenience but if you leave the area before clearing your tab, a gratuity of 18% will be automatically applied
- ❖ Alcohol must remain and be consumed in the Adult Club Room unless special permission is obtained from Club Manager for alcohol to be consumed in the private party rooms on the first floor (or other locations).
- ❖ Wine lockers are for the convenience and use of members and available for purchase by seeing the Club Manager. The member must purchase all wine placed in wine lockers from the IHWC. IHWC will make every attempt to acquire the specific brands requested by member. A Club Room staff member is required to open bottles for members.

Alcohol Policy

- ❖ The IHWC reserves the right to refuse to serve alcohol to anyone for any reason at any time.
- ❖ No alcohol may be brought into the Club or onto Club premises at any time by any member or guest.
- ❖ Alcohol may be consumed in designated areas within the IHWC only.
- ❖ Alcohol generally should remain and be consumed in the Adult Club Room.
- ❖ The Club, in its sound discretion, shall determine events or activities where alcohol can be served or consumed outside of the Adult Club Room such as the first floor, private party rooms or other locations with recognition that it is the Club’s preference that alcohol be served and consumed in the Adult Club Room.
- ❖ Any alcoholic beverages brought to the first floor or other locations of the club other than the Adult Club Room must be in paper cups to be consumed on the premises.

- ❖ Alcoholic beverages consumed outside of the Adult Club Room should not be left unattended if minors are in the location.
- ❖ In accordance with Ohio state liquor ordinances, no firearms are permitted in the IHWC or on IHWC premises.

Rental of Facility

- ❖ To help offset operating costs and keep annual dues as low as possible, the IHWC will rent portions of the facility (gym, ice rink, etc.) to non-members and attempt to do so during low use/off peak periods. Designated rental hours have been scheduled to ensure members have access to the facility during hours that are most convenient/desirable.
- ❖ The Club requires that members and/or non-members renting the facility shall be required to enter into the IHWC Contract for Facility Rental and have signed waivers for each non-member guest attending the event or using the facility during the rental.
- ❖ The IHWC reserves the right to change the designated rental times. However, members will be given sufficient notice of any changes.
- ❖ On very limited occasions and with Board approval, the entire facility may be rented out for a designated time. Reasonable notice of any such closed facility events will be provided.
- ❖ The IHWC's facility rental policy will be reviewed at the end of each season and revised as necessary based on member feedback.

Chaperone/Volunteer Program

- ❖ In benchmarking with other winter clubs, we have learned that the use of adult chaperones has been extremely effective in providing supplemental supervision during peak use periods and building a family friendly environment. The Board believes that adopting a similar policy at the IHWC is in the best interest of the Club. Chaperones will be assigned responsibilities to either monitor the facility, ice patrol or front desk support.
- ❖ Each member (one adult member per family) will be required to chaperone or volunteer for one two (2) hour time block each season. Members will have the opportunity to voluntarily sign up for requested shifts pre-season. Shifts will be assigned randomly thereafter. The schedule will be posted in a user-friendly format on the website and members will receive notification of the schedule immediately prior to the start of the season. Reminder e-mails will be provided during the season. If you cannot attend at the time you have been scheduled, members, not staff, are responsible for switching with another member or finding a replacement. Members may refer to the posted schedule on the website, reminder e-mails and the directory to contact and find replacements. The member must notify Karen Cornett, the staff liason. when a switch has been made. Members are encouraged to review the website information as to chaperones.
- ❖ Members who are scheduled to volunteer/chaperone but who faile to show for their assigned block will be charged a no show fee of \$75.