Membership Policies

VISION

We provide individuals and families a positive, accepting environment, enabling them to achieve excellence, in their leisure, education, physical fitness and life. We assist people by helping them to add more years to their life and more life to their years.

NONDISCRIMINATION POLICY

The Buhl Club makes memberships available to all persons regardless of race, color, religion, sex, age, gender identity, national origin, disability or financial circumstances without discrimination.

CHECK-IN

All members must scan their membership card at the Member Service desk prior to gaining entry. At this time, members may:

- Purchase guest passes
- Purchase a towel and soap
- Sign out equipment such as basketballs, weight belts, racquetball equipment, and game room equipment

Racquetball court or lap lane reservations must be made in advance by calling ahead to the control desk or business office. (See “Pool/Aquatics” section for more information on lap lane reservations)

Members that scan in with a “Warning” status on their membership account for any reason must speak with a member services representative. If no member services representative is on shift, the member in question must speak with a volunteer or supervisor.

New members beginning a membership must have their picture taken and be given a scan card at the time of signing up. If a member checks in and has no picture on their account one must be taken prior to entry. Members who check in more than 5 times without a scan card will be asked to purchase a new one at $3.00.

MEMBER CODE OF CONDUCT

The Buhl Community Recreation Center is responsible for making sure all guest and members are safe during their time at the center.

Buhl Community Recreation Center does not permit disrespectful behavior toward members, guests, employees, or property. This includes but is not limited to violent, vulgar, aggressive, profane, threatening, or inappropriate behavior.

Alcohol: Alcohol may not be consumed on the premises of B.C.R.C. You may not use equipment, services, or attend classes under the influence of alcohol.
Drugs: The use, possession, or selling of illegal drugs will not be tolerated on the premises. You may not use equipment, services, or attend classes under the influence of drugs. You should not use, or should stop using, any equipment, service or class if your prescription medication effects your ability to use it safely.

Weapons: You may not bring or use weapons of any kind on the premises for any reason.

Fighting: Buhl Community Recreation Center has no tolerance policy for fighting. Fighting may result in termination from the center along with proper legal action being taken.

Theft: Buhl Community Recreation Center has a no tolerance policy for theft. If you are caught stealing you will be terminated from the center along with proper legal action being taken.

Incidents/Accidents/Injuries: If you are involved in an incident/accident that results in an injury while on the premises, please seek immediate assistance from a staff member. A staff member can arrange for appropriate medical assistance and complete an incident report.

Damage to the facility or equipment: You may not damage the center in any way, including but not limited to any damage to exercise equipment, basketball hoops, racquetball courts, or other center property. If you or a guest on your membership damages the center you must pay for it.

Lost and Found: Any items that have been lost and found should be turned into the business office or member service desk. All items will be kept for 2 weeks. If they are not claimed they will be donated.

Cell Phone Cameras: Cell phone cameras may not be used in a photographic or video mode in any locker room, sauna, or steam room. Please use common courtesy when using mobile devices in all areas of the center.

Dress Code: Proper attire must be worn at all times in the center. Shirts and shoes must be worn in all common areas with the exception of the Wet Hall. Please see “Proper Attire” for more specific areas.

Member Hygiene:

Smoking: You may not smoke or use electronic cigarette products inside of or on the sidewalks of the center.

Parking: All vehicles must be parked in a proper parking space. Parking along the curb is not permitted for any reason including but not limited to dropping off, picking up, or waiting for classes to end.

CONDITIONS OF MEMBERSHIP

Membership cards – Membership cards are to be scanned upon entry to the Buhl Community Recreation Center. If a card is lost, a fee of $3 will be charged for a replacement card.

Membership Duration – The Buhl Community Recreation Center is a membership organization. We provide yearly memberships and guest passes. Please see the Guest Privilege/Pass section for more information.

Re-Admission – When a member renews their membership within one month of the date due, they will be renewed as a continuing member and the membership will be dated back to the day when the dues
were payable, however, if more than 30 days have elapsed, a person may be subject to the New Member fee.

**SUSPENSION OR REVOCATION OF MEMBERSHIP**

Membership privileges may be suspended or revoked at any time by the Executive Director.

The length of suspension or determination of refund of membership fees will be determined by the Executive Director.

A person whose membership or privileges have been revoked will not be permitted to utilize programs or services.

**RIGHT TO DENY ACCESS OR MEMBERSHIP**

The protection of members and guests who are participating in programs or are using BCRC facilities is of paramount concern to the staff of Buhl Community Recreation Center. Therefore, we reserve the right to deny access or membership to any person who:

- Is a registered sex offender
- Has plead guilty to or been convicted of any crime involving sexual abuse
- Has plead guilty or been convicted of any crime against persons such as child, spousal, or parental abuse
- Has plead guilty to or been convicted of any offense relating to the sale or transportation of illegal narcotic, habit forming, or dangerous drugs
- Is clearly under the influence of intoxicating beverages or behavior modifying drugs.

**GUEST PRIVILEGE/PASS**

Guest privileges are provided at the Buhl Community Recreation Center by purchasing a guest pass at the Business Office. Guest passes are not replaceable if lost or stolen, and are not refundable. Any Member admitting an individual to the Buhl Community Recreation Center with the purpose of bypassing the Control Desk may have their membership suspended or permanently terminated without a refund.

Guests must have hand stamped for access to gymnasium

During an Adult First Time Check-in patrons must:

- Present ID
- Complete guest application and waiver
- Provide payment
- Have their picture taken

During a Youth First Time Check-in:

- Youth must be with an adult that can check them in their first time
- The adult is to present ID
- The adult completes guest application and waiver
- Provide payment
- Have picture taken

**PROPER ATTIRE**

Racquet/Hand Ball Courts – rubber soled shoes and eye wear.

Gymnasium – rubber soled shoes and a shirt must be worn at all times

Group Exercise – comfortable clothing and shoes (a shirt must be worn at all times)

Pool – bathing suit type material must be worn (see Aquatics policies for more info)

**MEMBERSHIP DUES**

Establishing Membership Dues – The Membership Committee, based on the recommendation of the Executive Director and the Buhl Community Recreation Center Staff, has the responsibility for setting, as part of the annual budget, rates for membership dues. The Board of Directors shall approve the budget plan including membership rates. The pricing of memberships shall also conform to the membership pricing procedures established by the Buhl Community Recreation Center.

Refunds, Credits or Holds – The Buhl Community Recreation Center may grant a refund of membership dues or an extension of membership renewal date, when requested by a member due to: serious illness, substantiated by a doctor’s statement and within 60 days of the diagnosis, OR other cases approved by the Executive Director. The Buhl Community Recreation Center does not refund program/class fees. A credit will be issued and transferred to another program.

Early Cancellation Policy – Any member cancelling their membership within the first year will be charged one additional month. That member will also be charged a joiner fee of one additional month should they choose to sign back up for membership within one year of the cancellation date. There will be no early cancellation fee after 12 consecutive months of membership payments.

Financial Assistance – It is the policy of the Buhl Community Recreation Center to serve all people regardless of financial situation. Financial assistance shall be provided to individuals based on need as determined by the Department of Public Welfare guidelines and available Buhl Community Recreation Center resources. Applications must be accompanied by documented verification of income.

Renewing Membership Dues – Any agreements and or dues will be automatically renewed unless otherwise specified in the agreement or requested by the member.

Membership Category Changes – It is the member’s responsibility to let member services know if they do not want to renew their membership based on a price increase. A member’s rate can be changed at any time based on their age. For example, if a member who qualifies for a youth membership at the
beginning of their agreement qualifies for a student membership by the end of the same agreement, the membership will be renewed at the Student Rate automatically.

WELLNESS CENTER/FREE WEIGHT ROOM

Please stay hydrated while you exercise. You may bring a water bottle, use our water fountains or purchase beverages from our vending machines.

You must be at least 15 years old to use the Wellness Center and Free Weight Room.

Youth members ages 12-14 (No Exceptions) must be accompanied by a parent/guardian at all times to use the Wellness Center and Free Weight Room.

No one under 11 years of age is permitted in the Wellness Center and Free Weight Room.

No private personal trainers are to use the Wellness Center and/or the Free Weight Room without written permission from the Executive Director.

No personal speakers are permitted in the Wellness Center at any time, headphones must be worn if music is being played from a personal device.

POOL/AQUATICS

General Policies/ Rules:

- shower before entering the pool
- obey the Lifeguard on duty as they have complete charge of the pool area
- all swimmers must enter the pool through the wet hall doors
- only swimmers with the proper attire will be permitted to enter the pool
- walk at all times
- photography is not permitted with respect to the privacy of our patrons
- no jewelry is permitted in the pool area
- deep end swimmers must be able to swim 2 widths of the pool without stopping and tread water for 2 minutes
- parents or guardians of children aged 7 and under must be in the water with the child and be within an arm’s reach at all times
- patrons who require a Personal Flotation Device (PDF) must remain in the shallow end of the pool
- diving is permitted from the deep end wall only, there is absolutely no diving allowed from the side walls
- jumping is permitted from the deep and shallow side
- jumpers are not permitted to jump while reaching back for the wall
- no flips into the water are permitted
- only U.S. Coast Guard approved flotation devices in the pool, toys from home not permitted
- keep hands and body off lane lines, hanging on lane lines is not permitted
- fighting, dunking, wrestling, pushing, and horseplay of any other kind will result in the termination of swimming privileges

Swim Attire:
- all swimmers on the pool deck and/or swimming in the pool must have proper swim attire
- all infants/toddlers that require a diaper must wear swimming diapers and proper swimwear
- clean cotton t-shirts are allowed in the pool
- the following attire is not allowed:
  - “street clothes”, Brazilian/French-cut, String style, Thong style, and/or revealing swimwear, cutoff jeans, jean skirts, sports bras, leotards, leggings, athletic shoes, and compression shorts

Lap Lanes
- lap lanes provided during open swim are available on a first come first serve basis; if lanes are full you must wait your turn, as they are not reserved lanes.
- lap swimmers interfering with classes will lose the privilege for everyone to swim while classes are going on
- those swimming laps outside of a lap lane may create a hazardous situation with open swimmers and will be asked to stop swimming laps or move to an open lap lane

Reserved Lap Swim
- lanes can only be reserved during scheduled reserved lap swim times that are listed on the aquatics schedule
- lanes can be reserved by calling the front desk, control desk, or pool deck and also by emailing the aquatics director (cdunkerley@fhbuhlclub.org)
- lane reservation is not confirmed until on duty aquatic staff confirms it
- lanes can be reserved 24 hours in advance
- lane reservations for more than a half hour are subject to availability and must be specified when signing up for the lane
- reservations are on a first come first served basis
- reservations close 15 minutes before Reserved Swim starts
- if you are not in your lane 10 minutes after your reservation time, you will forfeit your reservation
- 3 forfeitures will result in losing your privilege to reserve lanes for 1 month
- Lane 1 is designated for SHARED water jogging and wall exercise during reserved lap swims; no reservation is required to SHARE lane 1 at these times
- swimming out of your lane, into another swimmers lane, will not be allowed as it will foster an unsafe environment for all swimmers

**MEMBER COMPLAINTS**

Our goal is to make sure your experience at the Buhl Community Recreation Center is pleasurable, however we know that time from time there may be a problem at needs addressed. Please speak with a staff member regarding the reason you are unhappy. If the staff member is unable to satisfy you, there are official complaint forms available in the business office.

**MEMBER TO MEMBER DISPUTES**

While disputes between members may come about for various reasons, they often begin because of a lack of communication or a misunderstanding. If you find that you have a dispute with another member, please speak with a staff member to help you resolve it. If the staff member is unable to help resolve the issue, please see the Executive Director or fill out a complaint form.

**MEMBERSHIP AGREEMENTS**

The following Entities receive a discount for their employees. This discount only applies to Adult and Family Annual memberships only. Proof of employment must be presented in order to be eligible for the discount (paystub, employee ID, etc.). The employee must be included in the membership. The discount does not apply to individual members of the family.

Military Memberships – Active Military- receives a complimentary membership. Veterans receives 20% off of a yearly membership.

Staff & Volunteers – Staff and Volunteers will receive a complimentary membership during the course of their employment.

Corporate Discounts 20% off – Joy Cone, Primary Health, Sharon Regional, Veterans

Corporate Discounts 25% off – American Legion

Highmark Insurance members – must show proof – have a 15% discount