Chelmsford Swimming & Tennis Club, Inc.

HOUSE RULES AND POLICIES

Your Rules Committee has established the following rules for the primary purpose of benefiting the health and enjoyment of its members. All members are urged to cooperate in the maintaining of safe and sanitary operation of the pool, tennis and other facilities. **Parents are requested to caution their children to observe all rules and to obey instructions of the Manager and his staff.**

Any failure to comply with these rules shall be considered sufficient cause for immediate suspension of privileges by the Club Manager for the offending member for a period of from one to seven days, and can also be considered sufficient cause for cancellation of membership by the Board of Governors.

All suggestions concerning the use, improvement, changes and/or addition to the rules of the Club shall be made to the House Committee in writing.

The Board of Governors shall review these rules periodically and may revise, add, or delete rules at any time. Changes will be posted promptly and members notified by mail when necessary.

Member Obligation

The cost of any property damage will be charged to the responsible active member. All persons using the Club facilities do so at their own risk. The Chelmsford Swimming and Tennis Club, Inc. accepts no responsibility for any accident, injury, or loss on its premises.

General Rules

1. All members and guests shall conduct themselves in a manner befitting responsible members of the community.

2. For purposes of these rules, a person is considered an adult who has reached his 18th birthday.

3. The Club or any of its facilities may be closed temporarily for maintenance operations, health conditions, or other justifiable reasons.

4. Use of the Club facilities for scheduled events shall be approved by the Board of Governors prior to the event. Each request requires separate approval. No part of the Club premises shall be used for sectarian or political meetings.
   a. Party Registration – Use of club facilities for private parties requires a request form be completed and submitted to the club manager at least 7 days prior to the event for approval (reference Addendum #1).

5. All vehicles shall be parked in the **specified parking area ONLY**. Bicycles shall be placed in the racks provided. Parking in non-designated areas results in added risk to children in the parking lot area and people walking between the pool area and the tennis courts. Shrubs, trees and flowers growing on the Club premises shall not be cut, broken or mutilated in any manner.

6. Use of the Club telephones shall be limited to calls of legitimate purposes within the local calling area. Please limit the length of the call. Pool phone number is 256-2222, Tennis phone number is 256-4372.

7. No soliciting will be allowed on the Club premises.

8. Members shall not reprimand employees. All complaints should be made in writing to the House Committee or Club Officers. Of course, anything needing immediate attention can be brought to the attention of the manager on duty.

9. Members using the Club facilities in the evenings are requested to be reasonably quiet so as not to create a disturbance or nuisance to the near-by residents.

10. No pets will be permitted on the Club premises.

Personal Property

1. The Club will not be responsible for personal property lost or damaged anywhere on the Club premises. Items found on the Club premises should be placed in the Lost and Found.

2. The Club has no facilities for checking valuables.

Food and Refreshments on Club Premises

Cooking of foods and consumption of food and refreshments shall be limited to areas immediately around the picnic tables. All members and guests are expected to keep such areas clean by depositing refuse in appropriate containers provided for this purpose. Eating on the apron immediately surrounding the pool and on the tennis courts is prohibited. No glass containers are allowed in the pool areas.

House Guests

A family membership is allowed House Guest privileges provided the guest is registered and the appropriate guest fees are paid. Exceptions may be made in certain long-term cases or other unusual circumstances, i.e. au pair, exchange students, etc.

1. Family memberships in good standing (guest fees and dues paid) may have Non-members use C.S.&T facilities as their guests.

2. A guest will be defined as anyone other than immediate family using

C.S.&T. facilities. If you are planning a gathering which entails *more than 10 guests, you must alert the manager on duty one week in advance* to allow for any staffing changes.

3. All guests using C.S.&T. facilities must register in either the pool or tennis courts guest log book, including both first and last names of member and guest.

4. A C.S.&T. member must be physically present while guests use the facilities.

5. All guests must abide by C.S.&T. policies or forfeit use of facilities.

6. Excessive use of guest privileges in lieu of C.S.&T. membership will not be allowed.

7. Requests for exemption from guest fees must be submitted to the Board of Governors in writing i.e. foreign exchange students, au pair, non immediate family members living in same household.

Guest Charges

1. For adults and children 1 year and older: $5.00 per person, per visit.

2. Seniors (65 and older) and infants (less than 12 months) are allowed free of charge.

Swimming Pool

1. Hours: 9:00 a.m. – 8:00 p.m. daily

2. The pool may be opened earlier or kept open later at the discretion of the Club Manager. Every effort should be made to keep the pool open on hot nights to a half-hour later. The pool may be opened or closed at the discretion of the Club Manger or his designated representative.

3. Lane for lap swimming open from 4 p.m. until closing.

4. During scheduled swimming activities (swim lessons, swim meets, etc.) both pools or sections of the pool may be closed.

Admission to Wading Pool

1. Each child using the wading pool **must be supervised** by an adult or babysitter. The wading pool will be monitored by the staff but **will not have a full-time lifeguard in attendance.**

2. No person or child shall be admitted into the deep end pool water unless:
- They have passed the specific swimming tests, or
- They are supervised by a responsible adult in the pool area

3. All non-swimmers shall remain in the shallow end of the pool.

4. No children under 10 years of age shall be left in the **pool area** unless properly supervised.

Diaper Policy

The following guidelines have been created in order to maintain healthy & sanitary conditions for all our members. These guidelines are for all children who are not completely toilet-trained.

1. No standard diapers allowed in either pool.

2. Only approved swim diapers (i.e., "Huggies" brand swim diapers) are allowed. No exceptions.

3. Diapers are to be changed at the diaper-changing stations located in both locker rooms. No diapers are to be changed at poolside, on the deck, tables, chairs, towels, etc. All soiled diapers are to be disposed of in the locker room.

4. Should your child develop diarrhea or abdominal cramps, please refrain from pool use.

5. Please refrain from pool use for a period of 10 days if your child has had diarrhea whether or not any symptoms are still present.

6. Assist young children in making frequent visits to the bathroom to minimize accidents.

7. Report any "accidents" immediately to the manager on duty to eliminate any health risks.

8. All guests to the pool must follow these guidelines and wear only approved swim diapers.

Use of Pool Area and Safety

1. No one shall enter pool unless a certified lifeguard on the staff is present.

2. All persons entering the immediate pool area coming from other areas must remove all dirt and sand from their bodies by use of the shower.

3. No one having any skin infection or communicable illness will be permitted in the pool.

4. Running, playing tag, wrestling, unnecessary splashing, pushing or pulling others in the pool, water fighting, snapping towels, or other disruptive activities are prohibited.

5. No glass containers of any kind will be allowed in the pool area (including baby bottles).

6. Spitting, or the use of obscene language, is prohibited.

7. No swim aids or toys are allowed in the pool area except with special permission of the Club Manger or his designated representative.

8. People with hair longer than the nape of the neck are encouraged to wear bathing caps.

9. It shall be the parents' responsibility to instruct their children in the proper use of dressing room facilities. Congregating of the children in the dressing rooms, more than one child at a time in the shower, excessively long showers, etc., will not be allowed.

10. Smoking in the immediate area of the pool is not allowed. Smoking is only allowed in the grass areas.

11. Congregating in the parking lot, areas adjacent to the railroad tracks, and in the bath house entryway is prohibited.

12. Swim suits are required – tennis shorts and other clothing are not acceptable.

13. Extreme caution at all times is urged in the use of the diving board; look before diving and at the completion of the dives, swim out straight or turn to the nearest ladder at the side of the pool. Diving from the edge of the pool is only permitted at the diving board end of the pool. Again, swim out straight or turn to the nearest ladder at the edge of the pool.

14. No one is permitted to distract the lifeguards, such as children sitting in the lifeguard chairs.

15. There is no running on the concrete deck area.

<u>Use of Tennis Courts</u>

The courts may be used during all daylight hours (see item 9). Any member, who is to be the last on the courts for the day, must lock the gate lock upon leaving.

1. Registration – All players must register by signing the reservation sheet posted adjacent to the courts. Guests must also be registered. Guest fees are in accordance with the guest fee schedule previously stated.

2. Length of time on court – When all courts are occupied and members are waiting to play, those occupying the courts must relinquish their court after 90 minutes of play. Doubling up with players waiting is encouraged, if this is agreeable to single players occupying a court.

3. Reservations – A tennis court can be reserved for either singles or doubles play. A member can hold only one court reservation at one time. The same group of

members cannot hold a court reservation for two consecutive time periods under different names. Reservations may be made 24 hours in advance with the exception of Sunday and Holidays, which may be made 48 hours in advance.

a. If a member, registered in advance, is not on hand and ready to play at the designated hour, his reservation is cancelled at the completion of a 5 minute grace period.

b. Juniors (persons under 18 years of age) cannot reserve courts for play after 4:30 p.m. on weekdays or at any time on Saturdays, Sundays, or Holidays.

c. If a reservation cannot be kept, early cancellation notice is required by telephoning 256-4372 and requesting the removal of the members' name from the reservation sheet.

4. Priorities – All court hours on weekdays after 4:30 p.m. and hours on weekends and Holidays are designated as prime playing hours. Adult players have priority during prime playing hours. Junior players must relinquish their court upon request during prime playing hours.

5. Lessons – A court can be reserved for group or private lessons by the Tennis Professional. Lessons will be given on the hard surface courts only unless a clay court has been reserved by an adult member.

6. Tournament Play/Club Sponsored Activities – Tournament play and club sponsored activities (i.e. clinics, round robins, etc.) involving Club members only will have court priority when approved in advance by the Tennis Committee. Scheduled tournament play involving both Club members and non-Club members may have court priority if approved in advance by the Board of Governors.

7. Attire – Appropriate tennis attire is regulation. Male players must wear shirts. Persons in bathing suits are not permitted on the courts. Only persons wearing flat rubber-soled tennis shoes are allowed on the courts (no heels, cut-outs, track or jogging shoes, or bare feet are allowed).

8. Care of Courts – Players must give up their court when watering or other maintenance work is needed.

   a. Courts, in the opinion of the Manager, that are not in playable condition will be closed to play.

   b. Clay courts must be swept and line-cleaned at the end of your play time to ready it for the next player, or nightly watering.

9. Night Play – There shall be no play on the clay courts after dusk.

Play on the hard courts after dark requiring the use of the lighting system may be arranged for with the Tennis Pro, Club Manager, or his designee. Members using the lighting system are responsible for shutting off the lights upon completion of play.

Member Concerns

This policy defines the process by which member suggestions, concerns, or complaints are to be handled to ensure timely, objective, and effective resolution and communication.

1. Members should address any suggestions, concerns or complaints ('issues') directly to the Club Manager or Assistant Manager on duty.

2. The Manager (or Assistant) should address all issues objectively, and immediately, whenever possible.
   - If the issue cannot be addressed immediately, the Manager will advise that the issue will be addressed, or planned action communicated to the member, within one week.
   - All issues that cannot be resolved immediately should be logged into a central communication book to ensure proper follow up.

3. For any issue requiring spending outside of budgeted items, or for issues that the Manager requires the support or approval of the Board of Governors, the Manager will address the issue to the BOG within 24 hours of the member communication. The Board will respond accordingly within one week to both the Manager and the Member.

4. All issues will be addressed within one week of the member communication, or within 24 hours maximum if safety-related.

CS&T Party Registration Form

Revision 1.0

This form should be completed and submitted to the Club Manager at least 7 days prior to the planned party, so that proper staffing can be planned in advance. Note that there will be a limit of one party per day, Sunday through Friday (Saturdays on exception only). Refer to the party calendar posted in the clubhouse for available dates.

Member Name: _____

Party Size Limit 20 total — Adults: _____ Children: _____

Event Date: _____

Time: From:_____ To:_____

Staff Contact (to be filled in by Mgr): _____

Club Member Responsibilities (to ensure a safe and enjoyable event):

- Sign in on guest list upon entry to the pool area (one name with total guests).
- Learn each child's relative swim ability, particularly those not suited for the deep end.
- Review pool rules with every child and adult in attendance (see below).

The staff contact will introduce themselves to the group at the start of the event, and will review the pool rules once again to ensure complete understanding. Party members should feel free to go to the staff contact with any questions or concerns.

Pool Rules

- Children under 8 should be supervised by an adult at all times.
- No running on concrete pool deck.
- No diving from the sides of the pool – only the board.
- No food or glass containers on the concrete pool deck.
- Do not distract the lifeguards.
- No pool toys or flotation devices allowed.
- No hanging on ropes or lane lines.
- No rough play, towel snapping, pushing or pulling allowed.

Member Signature: _____ Date: _____

Club Mgr Signature: _____ Date: _____