

City of Auburn Hills Community Center



Policies and Procedures

Phone: (248) 370-9353
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Website: www.auburnhills.org

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1. Vision Statement

The City of Auburn Hills Community Center will serve as a focal point for community activities, programs and special events sponsored by the City. Designed for youth, senior citizens and everyone in between, the Community Center will promote healthy, active lifestyles for all, and provide a place for a host of programs and services for the Auburn Hills community.

2. Rules and Regulations

Rules and regulations have been established to provide consistent guidelines for use and operation of the Community Center and its' facilities and grounds. Knowledge of these rules is the responsibility of the guest. Failure to recognize and follow the established policies may be cause for suspension or termination of all privileges. The City of Auburn Hills reserves the right to change these Rules and Regulations in the best interest of the Community Center operations. Changes will be indicated by revised posting dates.

3. General Information

A. Hours of Operation

Monday – Friday, 8am – 9pm, Saturday 10am – 9pm
Administrative Office Hours: Monday – Friday, 8am – 5pm

B. Holidays (closed for general use)

New Years Day	Closed
Good Friday	Closed
Easter	Closed
Memorial Day	Closed
Fourth of July	Closed
Labor Day	Closed
Thanksgiving	Closed
Christmas Eve	Closed
Christmas	Closed
New Years Eve	Closed

C. All hours are subject to change

D. Parts or all of the Community Center may be closed from time to time for needed maintenance or repairs (i.e., gym floor, carpets, and locker rooms) for the comfort and safety of all patrons.

E. The Community Center will produce up-to-date schedules detailing drop-in use and scheduled classes, programs and events. Facility use will be available beyond normal hours for special programs, events, and rentals. Scheduled classes, programs and events, as well as facility rentals, may be cancelled in the event of an emergency or special conditions.

F. User Definitions

The Community Center is owned and operated by the City of Auburn Hills. For purposes of use of the Community Center, the following definitions are detailed:

Resident – Resides within the legal limits of the city of Auburn Hills

Non-resident – Resides outside of Auburn Hills city limits

Business – Owner of a business qualifies as a resident (pays Auburn Hills property taxes)

City employees – And their immediate family considered residents

Accepted Identification – The Community Center staff will accept a valid Michigan driver's license, a valid State of Michigan ID, a Voter Registration Card, or a Tax Bill to verify residency in Auburn Hills.

Employees - Working within the city limits of Auburn Hills qualify for resident rental rates if a rental function is directly related to their business located in Auburn Hills. Non-resident rates apply for classes/programs and events for this group. Valid company ID required.

Community Center Card Holders – Persons who hold a Community Center Card (card is free to residents). This card allows entrance into the Community Center Fitness Room (age 13 and over) and scheduled gym programs, as well as entrance into city sponsored and/or local community programs such as Open Swim programs.

Non-resident Community Center Card Holders – Persons regardless of residency who have purchased a Community Center Card, which is current and valid at the intended time of use. This card allows entrance into the Community Center Fitness Room (13 and over) and scheduled gym programs, but excludes all swim programs.

Open Use – Activities that do not require an instructor or direct group leader. Open use will be designated by hours of use as posted. All activity area hours are subject to change due to class activities, maintenance, staffing, rentals, or other reasons.

G. Cardholder Classifications

1. Resident individual – 13 years of age or older
2. Non-resident individual – 13 years of age or older

All cardholders must renew their card annually.

H. Features

Community Center features include the following:

1. Multi-purpose banquet room (Seyburn Room) - seating for groups up to 175 people, can be divided in half, available for rentals for receptions, weddings, open houses, birthday parties and other similar uses.
2. Gymnasium – hardwood floor, regulation basketball and volleyball court, side-court/full-court options, walking/jogging track, divider curtain, spectator seating for up to 250. Available for rentals.
3. Meeting Rooms (Carriage Room up to 20 people) and (Wesson Room up to 32 people) with tables/chairs, pull-down AV screen, counter space for snacks. Available for rentals (meetings, trainings, small groups)
4. Games/Lounge – billiards, cards, foosball, lounge with television
5. Craft Room/Woodshop – woodworking, pottery, arts and crafts
6. Fitness Room – cardio equipment, weight machine, stretching
7. Studio – hardwood floor for fitness, dance, martial arts etc...
8. Kitchen – catering style (keeps foods/beverages hot and cold), can service groups up to 175 seated.

I. Exercise Precautions

Because exercise in general places a stress on the body, certain precautions should be considered:

1. Participants are encouraged to consult a physician prior to engaging in exercise. Individuals should safely limit their activities, taking into account their physical condition, limitations, and skill levels.
2. Use all cardio and weight equipment according to the instruction placards. Observe all rules.

3. Request assistance if there are any questions or problems with equipment.
4. Exercise at your own risk.
5. The City of Auburn Hills is not responsible for any injuries or damages, which may occur on or about the premises of the Community Center.

J. Emergency Evacuations and/or Severe Weather Shelter

In case of fire, sound alarm and follow the posted signs for evacuating the building. In case of severe weather, follow the posted signs and take shelter in the designated shelter areas within the building.

4. Admittance Policy

A. General Information

The public will be admitted to the facility upon satisfying one of the following:

1. Has general business to attend to (register for a program, inquire about a class/program/event, rent space for future use, make a payment, visit with staff members, lounge and/or relax and other similar business)
2. Check-in as a registered class/program participant
3. Check-in as part of a group rental
4. Present a valid Community Center Card

Solicitors of products or services are not allowed on the premises unless invited as part of a City sponsored educational/recreational program.

B. Supervision

1. Children under 13 must be directly supervised by a person 18 years of age or older at all times.
2. Dropping off children under 13 without supervision by a person 18 years of age or older is strictly prohibited.
3. Fitness Room is not available for children under 13.
4. Use of facilities, classes/programs/events is at your own risk.

C. Spectator Viewing

The Community Center is designed for spectator events.

1. Spectators are welcome at the facility to observe, chaperone, or assist a person in a scheduled program/activity.
2. Spectators should remain in the spectator/program areas.
3. Youths 12 and under accompanying adults must be properly supervised in the facility at all times.
4. Spectators in street shoes need to be mindful of the gym floor and potential scuffing.

5. **Participant Code of Conduct**

A. General Rules/Information

All participants are expected to be courteous to other Community Center users. The following actions will not be tolerated and may be cause for suspension or termination of privileges and/or legal prosecution:

1. Harassment, intimidation, or similar actions towards patrons or staff.
2. Vulgar, obscene, abusive, derogatory, taunting, or demeaning comments and/or gestures.
3. Destructive, dangerous or hazardous behavior to people, equipment or facilities.

The Community Center management expects participants to adhere to the following Code of Conduct:

1. Show respect to other participants and the staff.
2. Take direction from staff
3. Show respect for all equipment, supplies, and facilities.

When a problem does occur, the staff will follow the process below:

1. First offense – verbal warning from primary instructor, leader, coach, or staff member.
2. Second offense – participant will sit out of activity for a period of time, and if a minor, the parent/legal guardian will be contacted.
3. Third offense – participant will be dismissed from the program. No refund will be issued.

The Community Center management reserves the right to dismiss or refuse admission to the facility to a participant or parent/legal

guardian whose behavior endangers or has endangered the safety of him/her or others.

B. Dress/Attire/Hygiene

Appropriate participant attire is required while using the Community Center.

1. Gym clothing is preferred for all activity areas and programs using the gymnasium and fitness areas.
2. Shirts and shoes must be worn in all areas at all times.
3. Marring dark soled street or gym shoes of any kind will not be allowed in the gymnasium and fitness room. No exceptions!
4. Shoes shall be clean of all dirt and grit before entering the gymnasium and fitness room. Separate gym shoes are encouraged.
5. Proper workout attire is required.
6. All clothing must exhibit good taste and contain no obscene or offensive words or pictures. Management staff shall determine proper attire for these cases.
7. Personal hygiene shall not be offensive.
8. Pets and/or other animals are not allowed in the building except those leading the blind, and by special permission.

C. Controlled Substance, Possession, Under Influence

People under the influence of or possessing alcohol, drugs, or other controlled substances will not be allowed on the property or in the Community Center and may be referred to the Police Department.

D. Food/Beverage/Tobacco

The following pertains to food, beverages, gum and tobacco:

1. Spill-proof, unbreakable water bottles containing water only will be allowed in the Fitness Room.
2. Patrons are expected to use trash receptacles at all times.
3. Accidental spills and stains should be reported immediately to the front desk to arrange for clean up.
4. There shall be no use of tobacco inside the Community Center. Patrons must use the designated smoking area outside of the building on the back patio.
5. Patrons with concerns associated with the vending machines should call the number posted on the vending machines to the vending service company.

E. Cameras/Video Equipment Use

No cameras, cell phones or any other devices capable of taking still and/or video pictures shall be allowed in any locker room, family changing area or restroom.

6. **Safety Issues**

A. Accident/Injury

Accidents and/or injuries should be reported to the front desk.

1. First-Aid supplies (ice, band-aids, gauze, rubber gloves) will be available for use. These items shall be self-administered.
2. Staff shall be trained in CPR, AED, and Basic First Aid.
3. Staff will not provide personal or medical transportation to patrons.
4. Staff is available to call for medical assistance upon request. If the person is unconscious or unable to respond, 911 will be called by the staff.
5. Accidents/Injuries requiring staff or medical assistance will require the completion of an "Accident/Incident Report". Cooperation from patrons is expected.
6. The City of Auburn Hills is not responsible for accidents/injuries, which are incidental to the activities and/or facilities or equipment in the Community Center. All individuals participate at their own risk.

B. Inclement Weather

Severe weather conditions may require actions necessary to ensure guest safety.

1. During a tornado "watch", the staff will monitor local radio and/or television and/or maintain communications with the Auburn Hills Police Department. All activities will continue as usual during a "watch".
2. During a tornado "warning", the staff will suspend or cancel all activities and monitor local radio and/or television and/or maintain communications with the Auburn Hills Police Department until an "all clear" is issued. People will be instructed to go to the designated shelter areas within the building. Avoid glass areas. Guests 18 years and older may leave at their own risk. Guests age 17 and younger will be required to remain unless accompanied by their parent or legal guardian.

3. Call the Inclement Weather Hotline at (248) 364-6714 to confirm program cancellations.

C. Snow Days

Every attempt will be made to maintain normal operations during extreme snowfalls.

1. Drop-in activities will continue provided staff is available.
2. Scheduled classes and programs may be cancelled. Day and evening classes will be decided upon separately.
3. The senior transportation and on-site meal program will be cancelled if Avondale School District is closed due to inclement weather. Other scheduled senior programs at the Community Center will be also be cancelled. Call the Hotline (see number below) for up-to-date program cancellation information.
4. Call the Inclement Weather Hotline at (248) 364-6714 for up-to-date program cancellation information.

7. **Classes, Programs, Activities, and Events**

A. General Information

Specific areas of the Community Center will be scheduled for classes, programs, and special activities/events. Programs will be scheduled each season with a detailed schedule posted and advertised.

- a. Scheduled activity areas will have priority over “drop-in” use.
- b. Every effort will be made to develop and publish up-to-date schedules, however, cancellations, rescheduling and other changes may be necessary at times.
- c. All classes, programs, and activities/events are open to the public based on the fee schedule and on a “first come” basis.
- d. All “fee” classes and programs are open to fully paid and registered participants only.
- e. Minimum and maximum attendance limits shall be established for all classes and programs.
- f. Refunds and pro-rations shall be in accordance with the established policy (See Refund Policy)
- g. Participants must follow all rules of the Community Center.

B. Registration Policy

1. Registrations are taken on a “first-come” basis.
2. Fees (if applicable) must accompany the registration.
3. Registrations may be made in-person or by mail.
4. The City of Auburn Hills accepts cash, checks, MC/VISA, cashiers checks or money orders. Checks should be made payable to: City of Auburn Hills
5. No resident shall be denied participation in any program due to an inability to pay. (Extended travel and trips excluded)
6. Attend the first class as scheduled, no confirmation will be sent.
7. Registration forms may include special informational notes for participants related to the program/class.
8. Registration waiver forms are required for most programs, excluding special community events, specific gym programs, and others.

C. Class Make-up Policy

1. Classes cancelled by the Community Center will be rescheduled or a refund issued.
2. There will be no make-ups for participants missing a scheduled class.

8. Fees and Charges

A. General Information

The City of Auburn Hills recognizes that there are costs involved in providing facilities and services. Fees and charges are intended to recover some of such costs from individual and group participants. Fees and charges vary based on resident and non-resident status. Fees and charges are subject to change and will be reflected in current brochures and printed materials.

1. City of Auburn Hills Residents
 - A. Receive “resident rates” for all programs, events and facility rentals.
 - B. Residency is determined at the time of application.
 - C. Proof of residency is required.
2. Non-Residents of the City of Auburn Hills
 - A. Receive non-resident rates for all programs, events and facility rentals.
 - B. Are eligible to purchase a Community Center Card for the established fee. The card will allow the holder to

use the Fitness Room, lockers and Gym programs when available (all swim programs excluded).

- C. Cardholder privileges are extended to the immediate family. Each family member 13 and over receives a card.

B. Refund Policy

The following refund policy including refunds, transfers, and pro-rations is in effect:

1. There are no refunds, transfers or pro-rations of Community Center Card purchases.
2. Refunds will be issued for all classes and programs based on the following:
 1. Prior to first class - \$5.00 administrative fee
 2. After first class – 50% of class fees
 3. After second class – No refund
3. Refunds for all rentals will be subject to a rental cancellation charge (see Facility Reservation Policy)
4. Seniors Trip Cancellation Policy
 - Extended Trips –
 - Deadline date for deposits and final payment is determined by the travel company and will be adhered to by staff. The deadline for deposit is also the final date to register.
 - Reservations will only be taken with a deposit.
 - There is a \$10 cancellation fee plus any incurred costs up until one week prior to the trip, after one week no refund will be issued unless the travel company can accommodate the refund. We highly recommend that you purchase cancellation insurance offered by a private company.
 - Day Trips –
 - Deadline to register for day trips is five working days prior to the trip.
 - To confirm day trip reservations, full payment is due when the reservation is made.
 - There is a \$3 cancellation fee plus any incurred costs up to one week prior to the trip. If the purchase of tickets is involved such as theatre, there will be no refund issued unless a replacement participant is found by the person who cancels.
 - Restaurant of the Month

- Deadline to register is one week prior to event
- Reservations with full payment
- There is a \$3 cancellation fee plus any incurred costs with a 48 hour notice. Less than 48 hours notice will result in no refund unless a replacement participant is found by the person who cancels.

5. A full refund will be issued if the class or program is cancelled by the Community Center.

C. Satisfaction Guarantee Policy

The City of Auburn Hills Community Center staff strives to provide high-quality programs, events, and facilities. We take great pride in helping to make your experience an enjoyable one. If you are not completely satisfied with your experience, please call us and share your concerns and suggestions for improvement. You may be asked to fill out a Satisfaction Guarantee Request Form, prior to the third class session, and the AHCC staff may arrange for one of the following:

1. Repeat the activity at no charge.
2. Receive a credit of equal value that can be applied to any other activity at no charge.
3. Receive a refund. Requests for refunds for programs may be subject to an administrative processing fee.
4. Deny the request

Not valid for ticket sales programs, theme park tickets, or facility rentals.

D. Insufficient Funds

A fee of \$35.00 will be charged for all returned checks.

9. Room Rentals

Specific areas of the Community Center will be available for rental provided the activities are compatible with the established facilities and hours of operation.

A. Availability

1. Facilities will be available for rent during times when city sponsored programs, activities and events are not in session.
2. Facilities are not available for commercial gain of any kind.

3. Facilities will not be rented for any programs similar to City offered programs.
4. Facilities are available under a “private party” use agreement. The applicant/sponsor of the activity is responsible for their groups’ actions including any damages or losses to the Community Center.

B. Reservations

1. Reservations should be made at least a month in advance and will be handled on a “first come” basis.
2. Use of rental facilities shall be for public gatherings of a civic, cultural, educational, or social character, not for commercial, profit-making, or fundraising events. No admission or fees shall be charged for a rental event.
3. Facilities are for rental by all persons regardless of residency. Non-residents may reserve the facilities at published non-residents rates, and shall not use a resident they know to secure resident rates.
4. Use of rental facilities by Auburn Hills based non-profit groups will cost 50% less than the normal rental rates (minimum cost of Carriage Room is \$10 per hour)
5. Use of rental facilities by groups that are directly affiliated with the City of Auburn Hills organization may not be charged for meeting room use at the discretion of the administrative staff.
6. Multi-date reservations will be considered on a “case by case” basis by administrative staff.
7. Reservations must include set-up time and clean-up time within the time frame of the rental. If available, for Seyburn Room (banquet room) reservations, a 2 hour grace period (no charge) is available for set-up only prior to the event/rental. Rentals that run over in time will be charged a full hour rent after a 15 minute grace period. This charge will be subtracted from the rental deposit amount, unless the charge is more than the deposit. The responsible party (renter) must be in attendance at all times during the rental.
8. All application information must be complete and be accompanied by the deposit and applicable fees.
9. An up-to-date fee schedule for rental spaces is available at the Front Desk and posted on the city website.
10. All deposit fees will be returned in the form of a check to the applicants’ home within approximately 30 days of the rental date if all facilities are left in satisfactory condition.
11. Reservations may be considered up to one year in advance.
12. Reservations will be confirmed upon approval by the staff.

13. Organizations requesting a rental may be required to provide proof of liability insurance naming the City of Auburn Hills as additional insured.

C. Preparations

1. All rental needs shall be detailed in the application and approved in advance.
2. Decorations shall not be attached to walls, ceilings, or sprinkler systems. Decorations shall not alter or damage any surfaces. No glitter, confetti, sparkle, loose ribbons, flower petals are permitted inside or outside on the patios. Tape, pins, staples or other adhesive are not allowed on the walls, doors, windows, ceiling, light fixtures or service counters.
3. All decorations, displays and exhibits must conform to all applicable government fire ordinances.
4. Table decorations are acceptable.
5. All candles must be protected with glass enclosures. No open flames of any kind at any time (except for birthday cakes).
6. Events may be catered using one of the approved caterers. Caterers will only be allowed use of the facilities during the approved time period (please see the Kitchen/Catering Policy below).
7. Pot-luck (bringing own food) is allowed and includes limited use of the kitchen. See Kitchen/Catering Policy.
8. Security may be required at the discretion of the City. All costs are the responsibility of the renter.
9. The Community Center reserves the right to inspect and control all events, private parties, meetings and receptions held on its premise.

D. General Use/Guests

1. Guests must follow the established Community Center rules. Violations of such rules or misrepresentation of use may be cause for immediate cancellation of the rental, without refund.
2. Use will be restricted to the terms of the application and intended activity. Room capacities MUST be adhered to. Rental groups should not overflow into the hallways and disturb other guests. Rentals that go beyond the scheduled end time by over 15 minutes will be charged for an additional hour of use.

3. Conduct shall not violate local, state, or federal laws and shall at all times be conducted in a mature and responsible manner.
4. Rentals shall not infringe on or restrict the use of other facilities in the Community Center. Exits, corridors, and hallways must be free of obstructions at all times.
5. All children 12 and under in attendance should remain in the rented area(s), or be supervised by an adult 18 or older.
6. Staff will be performing their regular assigned duties and are not available for supervision of children.
7. Supervision shall be required for all youth groups including male chaperons for male participants and female chaperons for female participants. Minimum chaperon requirements are as follows;
 - Ages 12 and under: Chaperons, 21+ yrs min; ratio 1:10 min
 - Ages 13 and older: Chaperons, 25+ yrs min; ratio 1:15 min
8. Entertaining, catering, or other agents of the group are the responsibility of the applicant.
9. Accidents occurring on the property must be reported to the Building Supervisor on duty.
10. Room temperatures are regulated and should only be adjusted by the Building Supervisor.
11. Smoking is allowed in the designated smoking area outside.
12. Selling merchandise, food, or other items is prohibited.
13. No alcoholic beverages are allowed on the premises.
14. Only music suitable for a public facility will be allowed. The volume and content is subject to control by the staff.
15. Furniture, equipment, artwork, and similar building fixtures may not be moved from room to room or removed from the building without permission from the administration.
16. The piano is not for general use, please do not set anything on it.
17. The Community Center staff is not permitted to accept gratuities.

E. Clean Up

1. Clean up shall be performed during the approved rental time period.
2. Clean up shall include, but is not limited to:
 - A. Removal of all food, beverages, decorations, displays, equipment or other materials. Please do not leave behind any food. This is a Health Department requirement.
 - B. Wipe tables, chairs, and countertops.
 - C. Remove all trash.

- D. Any other clean-up necessary.
3. Security deposits will be forfeited if the facility is not completely clean (as found).
 4. Building Supervisors shall inspect the room when clean up is complete.

F. Fees

1. Fees and deposits will be charged according to current published rates available at the front desk.
2. Small Meeting Room and Large Meeting Room rentals will require full payment at time of application.
3. Banquet Room rentals will require a full deposit and a minimum of 50% of the rental fees at time of application, and final payment within 2 weeks of reservation date.
4. Gymnasium rentals will require full payment at time of application, unless special arrangements are made for extended league play or practice rentals, which will require 50% deposit at time of application, and final payment within 2 weeks of first reservation date.
5. Damage deposits will be required for all rentals.
6. This agreement may be cancelled by either party in writing. Rentals will be subject to the following cancellation schedule:
 1. 100% of hourly rental fees paid, less \$10 cancellation fee with a 1 month notice
 2. 50% of hourly rental fees paid, less \$10 cancellation fee with 2-4 week notice
 3. No refund with less than 2 week notice
 4. Refunds will also include deposits paid
7. Rental date changes - \$50 fee for all date changes after the deposit has been made, no rental date will be changed within 14 days of rental date.
8. Non-resident groups found to be using a resident to secure resident rates will forfeit their security deposit.
9. The Community Center reserves the right to accept or reject any rental agreement application for any reason and in its sole discretion. If an event must be cancelled due to circumstances beyond the control of the Community Center, including but not limited to weather, loss of utilities, civil unrest, and other uncontrollable circumstances, the contracted event will be rescheduled at the earliest convenience of all parties under all other conditions of this agreement. If an agreed date cannot be reached the Community Center will refund 100% of all monies received within a timely manner.

G. Kitchen/Catering Policy

Use of the Catering Kitchen by individuals or commercial caterers will be subject to the following:

1. Caterers must be approved by the Community Center management staff.
2. It is specifically agreed that the Community Center shall not be liable for failure by the caterer to perform service as agreed upon between the rental group and the catering company. All agreements between the renter and the caterer are as such and shall be treated and recognized as a contract agreement between the renter and catering company only and the Community Center and its affiliates, employees and associates are held harmless from any such action that arises from that contract agreement.
3. The Community Center will not accept shipments on behalf of a renter and/or catering company.
4. The Community Center will not store renter's equipment, food, or belongings prior to or after the rental time. All items left by a renter and/or catering company will be disposed of. There is no assumed responsibility for the renter or caterer's items, possessions or equipment.
5. Use of the Catering Kitchen shall be the responsibility of the selected caterer, or the applicant when "pot luck" is brought in to serve.
6. The Kitchen shall only be available during the time period approved on the application.
7. Kitchen equipment shall only be used for their intended purpose.
8. Renters choosing the "pot-luck" option have use of the following kitchen equipment:

Available for Use

Reach –In Cooler
Microwave
Ice Machine
Freezer
Prep Tables
Garbage Disposal

Not Available for Use

Dishmachine
Walk-In Cooler
Coolers
Dishware, Glassware, Silverware
Hot/Cold Serving Stations

Beverage Stations (Juice, Coffee, Cappuccino)
Linens
Paper products
Serving pieces (dishware, glassware, utensils)
Chaffing Dishes
Salt & Pepper Shakers

9. Report any problems, malfunctions, or damages immediately to the Building Supervisor or Front Desk staff.
10. Do not overload outlets.
11. Completely clean up all surfaces, appliances and equipment affected by use.
12. All items shall be removed or disposed of in proper receptacles. There shall be no food or garbage or other supplies left in the kitchen/building (dumpster is available).
13. The City of Auburn Hills is not responsible for lost, stolen, or damaged personal property

H.

Damages

Any damages to the building and/or grounds will be charged to the responsible Rental Representative signing the rental agreement. The Rental Representative is responsible for checking the room for damages and cleanup in the company of staff, before signing the Rental Verification form at the conclusion of the rental. Damages that require repairs will be billed to the renter using the following method: city labor costs for repairs plus materials used.

The Community Center staff reserves the right to act in the best interest of the Community Center on items not specifically covered in the rules.

10. Individual Room Rules

A. Locker Rooms and Lockers

1. Lockers are for day use only. Locks remaining on lockers overnight will be cut, and items removed and placed in the lost and found.
2. Guests must bring their own locks and towels
3. Lockers are available on a “first come” basis.
4. No food, beverage, glass permitted in the locker rooms.
5. Personal soap and shampoo should not be left in the locker room.
6. Plugged in hair styling devices may not be left unattended.
7. No opposite sex individuals in locker rooms. Please use available Family Changing Room.
8. The City of Auburn Hills is not responsible for lost, stolen, or damaged items. It is recommended that valuables not be brought into the Community Center. Lock your locker.

B. Family Locker Room

1. Parent/Guardian must accompany children.
2. Use the Family Locker Room as quickly as possible, others may be waiting.
3. Utilize lockers, guests must bring their own lock.
4. Locks left on lockers overnight will be cut off and items removed will be placed in the Lost and Found.
5. The Community Center is not responsible for personal items lost, stolen or damaged.

C. Fitness Room/Equipment

Fitness Room users must check-in at the Front Desk to get an access card for Fitness Room entry. Users must show and leave their Community Center Card at the Front Desk during their workout (to insure the swipe card is returned to the Front Desk when finished). The Fitness Room has a capacity of 12 users at any one time. The Front Desk will monitor the number of people in the Fitness Room and allow access when space is available.

1. Children 12 and under are not permitted in the Fitness Room. This includes strollers, baby carriers, and children sitting inside the Fitness Room while a parent/guardian is exercising.
2. Ages 13 and over are permitted to use the Fitness Room.

3. Non-marking rubber soled athletic shoes covering the entire foot are required. Sandals, spiked shoes, work boots, and flip-flop type shoes are not permitted.
4. Shirts and appropriate attire must be worn at all times. Bathing suits and jeans are not permitted in the Fitness Room.
5. Food and beverages are not permitted in the Fitness Room. (plastic, non-breakable water bottles are permitted).
6. Be considerate of others, wipe down equipment after each use.
7. Cardiovascular equipment use is limited to 30 minutes when people are waiting.
8. Staff reserves the right to inform patrons how to use the equipment properly.
9. Report equipment problems to the Building Supervisor immediately.
10. Community Center is not responsible for lost, stolen or damaged personal belongings.
11. Observe all instructional placards on the equipment.
12. Headphones are required for all personal music devices.
13. Staff controls the televisions.
14. Exercise at your own risk.

D. Track Rules

The Track is designed for fitness use only. Participants should be courteous of all others in the gym at all times. The Track is available during the posted/scheduled times. The track is not available for general use during: city-sponsored athletic leagues; activities requiring the use of bleachers; and gymnasium rentals to the general public.

1. Personal belongings, gym bags, backpacks are not permitted on the Track area. Please utilize lockers in the locker rooms or open cubbies as you enter the gym.
2. Non-marking rubber soled athletic shoes covering the entire foot are required at all times.
3. Strollers, in-line skates, scooters and other similar devices are not permitted on the track at any time.
4. Twenty laps equals one mile.
5. This is a non-competitive track. No speed work or racing.
6. Youth under 13 years of age must be supervised by an adult 18 years of age or older.

7. Proper attire is required including shirt and shoes.
8. Headphones are required for all personal music devices.

E. Gymnasium Rules

The following Gymnasium rules are in effect:

1. Personal belongings, gym bags, backpacks, etc., are not permitted in hallways, lobbies, or activity areas in or around the Gymnasium. Please utilize lockers in the locker rooms or open cubbies as you enter the gym.
2. Gym program hours/schedule will be posted, and a seasonal schedule will be published listing gym program hours.
3. Fees for Open Gym may be charged.
4. Non-marking rubber-soled shoes are required at all times. Separate gym shoes encouraged.
5. Shirts are required at all times.
6. The following are prohibited:
 - a. Hanging on the rims
 - b. Spitting
 - c. Fighting, abusive language, or disorderly conduct
 - d. Shooting on baskets being used during full or half-court games
7. Sportsmanship is the golden rule. Treat others as you wish to be treated.
8. Staff observes the Zero Tolerance Rule when it comes to behavior. No warnings need be issued for ejection from the facility.
9. Strollers, in-line skates, scooters and other similar devices are not permitted in the gym at any time.
10. Open wounds/bleeding must be covered to participate. Clothing soiled with bodily fluids must be changed immediately prior to further participation.
11. Community Center is not responsible for lost, stolen or damaged personal items.

F. Basketball Rules

1. All games, full court or half court, end at 10 points, one basket equals one point. Winning is by one point.
2. Spectators are not permitted to interfere in the games in any way, such as shooting at the opposite basket during a game.
3. No hanging on the rims.
4. The next game is determined by time of arrival, next in line should call "next" or "winners".

5. Players on the losing team may not play in the following game if there are five or more people waiting in the gym to play.
6. Winning team must relinquish court after two consecutive wins (unless no other teams are waiting to play).
7. If the number of players in the gym amounts to ten people per basket, the staff reserves the right to stop full court play in favor of half court games.
8. Staff observes the Zero Tolerance Rule for behavior. No warnings need be issued for ejection from the facility.
9. Any player cut or bleeding must stop playing immediately. Open wounds/bleeding must be covered to participate. Clothing soiled with bodily fluids must be changed immediately prior to further participation.
10. Community Center is not responsible for lost, stolen or damaged personal items.

G. Games/Lounge Room

1. Youth 12 years of age and under must be supervised by an adult 18 years of age or older.
2. Limit any game playing to two games if others are waiting.
3. Food and/or beverages are permitted. Please be courteous and use trash receptacles at all time. Spills should be reported immediately to the Front Desk.
4. Personal belongings, gym bags, backpacks are not permitted in the Games/Lounge Room. Please use locker facilities.
5. Inappropriate behavior and/or abusive language may result in individuals being asked to leave the Community Center.
6. No betting/playing for money on any games.

H. Spectator Viewing Areas

1. Please be respectful of coaches, instructors, officials, and each other.
2. Youth 12 years of age and under must be supervised by an adult 18 years of age or older.
3. Food and/or beverages are permitted.
4. Keep corridor clear at all times. Do not stack or pile gym bags, backpacks or similar items on the floor.
5. Please use trash receptacles provided. Report all spills to the Front Desk immediately.

I. Multi-Purpose Banquet Room (Seyburn Room)

1. Room must be left in the same condition as found.
2. No items may be attached to walls.
3. Furniture may be moved within the room, but not from one room.
4. See Facility Rental Policy for more information.

J. Meeting Rooms (Wesson Room and Carriage Room)

1. Rooms must be left in the same condition you found it.
2. No items can be attached to walls.
3. Furniture may be moved within the room, but not from one room to another.
4. See Facility Rental Policy

K. Craft/Woodshop Room

1. Children age 15 and under are not permitted in the Crafts/Woodshop Room without adult (18 years old) supervision at all times.
2. Ages 16 and over are permitted to use the Crafts/Woodshop Room provided they have completed a safety course on the equipment.
3. Emergency power shut offs are provided on the walls.
4. A brief training session is required for use of: power tools; pottery wheel, and other specialized equipment.
5. Please be courteous of other people's work – do not move any stored items.

11. Outdoor Facilities

1. Patio

The back patio is available for general drop-in use during normal Community Center operations. Picnic tables are available for use. The east end of the back patio is the designated smoking area.

2. Playground

The playground is available for use during normal park hours from 7am to dusk. A drinking fountain is available in season near the playground on the front patio of the building closest to the playground.

12. General Policies

A. Televisions, radios, sound system

The staff will control all televisions, radios and other sound systems.

1. The staff shall determine the type and volume of all televisions, radios, and other sound systems in the building.
2. Requests and/or problems should be reported to the Front Desk.
3. Personal listening devices are allowed provided headphones are used. The sound shall be kept reasonable not to disturb others.

B. Lost and Found

1. The City of Auburn Hills is not responsible for lost, stolen or damaged personal property of any kind.
2. Lost and found items will be kept for up to 14 days, after which they may be turned over to a local charity, or discarded.
3. Personal care items, underwear and similar personal items will be discarded immediately.
4. Items left in lockers overnight will be considered "lost and found" property.

C. Phone Use and Paging

1. Paging requests will be limited to emergencies only.
2. Office phones are not for public use.
3. Office phones are available for emergencies only.

D. Bulletin Boards

Only approved flyers or literature will be posted in the Community Center or placed on the grounds. Requests for consideration must be submitted to the Front Desk for consideration.

13. Donations

It shall be the policy of the Community Center to accept donations of items that fall within certain criteria and have been approved by the staff.

The following items may be considered items for donation:

Durable Medical Equipment – Canes, walkers, port-o-potties and wheelchairs as long as they are clean and in good working order.

Craft Items – must be useable and acceptable for crafts

Used Paperback books – only if space permits on the rack

Food and Food Pantry – limited dry goods and canned goods

Recreational Equipment – basketballs, volleyballs, playground balls in good condition

The following items will not be accepted:

Used hardcover books

Furniture

Hospital beds, medicine, medical supplies

Clothing

Used magazines

Other items not compatible with operations

14. Violations

Policies and Procedures have been established to provide consistent guidelines for use and operation of the Community Center, facilities and grounds. Knowledge of rules is the responsibility of the patron. Failure to follow the established policies may be cause for suspension or termination of all privileges. Appeals may be made to the Director(s) for consideration. A complete set of Policies and Procedures are posted on the website and available upon request at the Front Desk.

15. Additions/Deletions

Rules may be changed by management at any time to maintain the safety and best use of the facility.

Original Date	5/6/06
Revised:	1/07 (Gym use)
	7/08 (Registration procedures)
	1/09 (Fitness Room use)
	3/10 (Food/Beverages in gym)
	10/10 (Rental date change fee)
	7/11 (Gym use – footwear)
	9/12 (Registration policy)
	7/15 (Room rentals/reservations)

