

# FRISCO

## ATHLETIC CENTER

# *Member* HANDBOOK



PLAYFRISCO.ORG

972-292-6600

Play  
FRISCO



# TABLE OF CONTENTS

<u>TABLE OF CONTENTS</u>	<u>2</u>		
<u>WELCOME TO THE FAC!</u>	<u>3</u>		
GROUP FITNESS & WATER AEROBICS	3		
PLAY DEPOT	3		
AWARD WINNING PROGRAMS & CLASSES	3		
PERSONAL TRAINING	4		
MONTHLY AUTO-DRAFT OPTIONS	4		
SPONSORSHIP OPPORTUNITIES	4		
STAFF DIRECTORY	5		
<u>HOURS OF OPERATION</u>	<u>6</u>		
GENERAL FACILITY HOURS	6		
PLAY DEPOT HOURS	6		
AQUATIC CENTER HOURS	6		
<u>FEATURES AND ELEMENTS</u>	<u>7</u>		
FIRST FLOOR FEATURES	7		
SECOND FLOOR FEATURES	11		
INDOOR AQUATIC CENTER	12		
OUTDOOR AQUATIC CENTER	13		
AQUATIC CENTER POLICIES	13		
		<u>MEMBERSHIP INFORMATION</u>	<u>17</u>
		PASS HOLDER BENEFITS	17
		MEMBERSHIP TYPES	17
		RESIDENCY	17
		WORK IN FRISCO RATES	17
		MEMBERSHIP RATES	17
		PAYMENT OPTIONS	18
		REFUND POLICY/MEMBERSHIP CANCELLATION	18
		MILITARY DISCOUNTS	19
		GUEST POLICY	20
		7-DAY FREE TRIAL	20
		SPECTATOR POLICY	20
		LOST AND FOUND	20
		LOCKER USE AND RENTAL	20
		GROUP EXERCISE CLASSES	21
		<u>RULES AND POLICIES</u>	<u>22</u>
		CODE OF CONDUCT	22
		AGE REQUIREMENTS	22
		LIGHTNING POLICY	23
		PHOTOGRAPHY	23
		SOLICITATION/DISTRIBUTION	23



## WELCOME TO THE FAC!

Welcome to the Frisco Athletic Center and thank you for your recent membership purchase! We understand you have many choices when determining where to achieve your fitness and recreational goals. We truly feel privileged that you have chosen to join the FAC.

Our overall goal for the FAC is to offer a comprehensive fitness facility, complete with superior programs, state of the art equipment and excellent customer service at an affordable rate. Please visit our website at [www.PlayFrisco.org](http://www.PlayFrisco.org) or our member handbook to learn more about all the facility has to offer you and your family. As a starting point, we have found that most of our members have specific interests in the topics listed below.

### GROUP FITNESS & WATER AEROBICS

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Our Group Fitness classes are one of the great benefits of membership at the FAC. With more than 45 fitness and water aerobics classes included in your membership offered every week, it will be easy for you to find a class that caters to your health and wellness needs. Click [here](#) to view our current Group Exercise. Click [here](#) Water Aerobics schedule.

### PLAY DEPOT

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Want to work out, but don't know what to do with your children? Bring them to the Play Depot where they will be supervised by a trained and caring staff. This is another FREE benefit included in your family membership to the FAC.

Children eight weeks through 11 years can play in the Play Depot for up to 2 hours with dozens of games and toys. They can also participate in arts & crafts as well as educational projects offered each week.

Click [here](#) to learn more about the Play Depot.

### AWARD WINNING PROGRAMS & CLASSES

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The FAC offers a wide variety of recreation, sports, and fitness classes throughout the year for children and adults. Patrons can enjoy our Learn-To-Swim program, Tae Kwon Do classes, adult athletic leagues, youth sports classes, specialty fitness classes, and multi-day camps that are popular during the summer. Click [here](#)

and spend a few minutes looking through our Play Frisco Magazine to find a class or camp that sparks an interest in you. Register for classes and camps at [PlayFrisco.org](http://PlayFrisco.org) or in-person at the Frisco Athletic Center.

## **PERSONAL TRAINING**

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Whether you're striving to attain your ideal weight, improve your strength, or train for a marathon, our personal trainers will support you.

Our trainers maintain national certifications through continuing education to stay current on health and fitness research and trends. Services are available for ages 12 and up. Click [here](#) to learn more about our personal trainers and our excellent rates.

All Personal Training clients must maintain an active FAC membership. Personal Training packages may be purchased at the Front Desk.

## **MONTHLY AUTO-DRAFT OPTIONS**

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While you may have already purchased your membership, please note that we understand your time is valuable. Nobody likes to stand in lines. If you haven't done so already, please consider our monthly auto-draft option. Our Monthly Auto-Draft is quick, easy and will save you from having to renew your membership each month at the front desk! Click [here](#) to learn more.

## **ADVERTISING OPPORTUNITIES**

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Advertising in the Play Frisco Magazine is an affordable and effective way to instantly expose your product or service to thousands of individuals in our community. A total of 70,000 Play Frisco Magazines are distributed three times a year (Spring, Fall/Winter and Summer). Click [here](#) to learn about these opportunities.

Once again, thank you for joining the FAC. We know that you have many options when it comes to joining a fitness center and we're glad you're here.

To learn more about what we have to offer, please visit our website at [PlayFrisco.org](http://PlayFrisco.org) or give us a call at 972-292-6515 and we'll answer any questions you may have.

We look forward to seeing you soon!

**-The Frisco Athletic Center Staff**

## STAFF DIRECTORY

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# HOURS OF OPERATION

## GENERAL FACILITY HOURS

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Monday – Friday:	5:00 a.m. – 9:00 p.m.
Saturday:	6:30 a.m. – 6:00 p.m.
Sunday:	8:30 a.m. – 6:00 p.m.

## PLAY DEPOT HOURS

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Monday – Saturday:	8:00 a.m.–12:30 p.m. (Mornings)
Monday – Thursday:	4:00 p.m. – 7:00 p.m. (Evenings)
Sunday:	Closed

## AQUATIC CENTER HOURS

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For the most updated hours for the Aquatic Center please refer to the [PlayFrisco.org](http://PlayFrisco.org). The hours vary depending on the season.

# FEATURES AND ELEMENTS

The Frisco Athletic Center is 160,000 square feet of pure “Family Fun!” The facility was purposely designed to offer a wide variety of activities for the enjoyment and satisfaction of every member of the family.

## FIRST FLOOR FEATURES

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### GYMNASIUMS

A great area for any sports enthusiast, it includes two full-size gymnasiums primarily used for basketball and volleyball. Basketballs and volleyballs are available to check out at the front desk with a current active membership.

#### *Gymnasium Policies*

- Members and guests under the age of 12 must have adult supervision at all times.
- Proper attire, including shirts, shorts and non-marking gym shoes must be worn at all times. Bare feet, flip-flops, sandals, dress shoes, etc. are prohibited.
- Dunking and hanging on the rims, nets and backboards is prohibited.
- Kicking or throwing balls against the walls, doors or windows is prohibited
- No food is allowed in the gym. Drinks are allowed in plastic containers only.
- Profanity or vulgar language is not allowed.
- The FAC is not responsible for lost or stolen items.
- Organized practices are not allowed in the gymnasium without prior approval by the FAC staff.
- Personal training and private instruction are not permitted without approval by FAC Staff.

### RACQUETBALL COURTS

The Frisco Athletic Center has two racquetball courts located just off the gymnasiums. Court One is able to be reserved and Court Two is an open/challenge court. Frisco Athletic Center leagues, tournaments and scheduled programs have priority. Racquets and racquetballs are available for check-out at the front desk with a current active membership.

#### *Racquetball Policies*

- Registration is required to utilize the racquetball courts. Each time slot is valid for one hour of court time.
- Maximum of two individuals per court per reservation.
- Proper attire, including shirts, shorts and non-marking gym or court shoes are required.
- Protective eye wear is strongly recommended.
- Court etiquette should be adhered to at all times.
- When your court time is up, please leave the court as soon as the next players arrive.
- Children under age 12 must be accompanied by a playing adult.
- No food is allowed in the gym. Drinks are allowed in plastic containers only.
- Private instruction for personal gain is not allowed.
- Racquet wrist straps must be worn at all times.
- Personal racquets must be equipped with racquet guards. This notwithstanding, players should refrain from striking the walls and floor surfaces.

### **Challenge Court**

A challenge match is won by winning two games. The first two games of a match are played to 15 points. If needed, a tiebreaker game is played to 11 points. The winner of a challenge match may play a second challenge match, but must leave the court, win or lose, after the second match. A challenger must place his or her name on the Challenge Court sign-up board to be eligible for a challenge match. If a waiting player is not present at the end of a match, he will lose his place to the following player or players.

### **Reservation Process**

- You must have a current paid membership to make a racquetball reservation.
- Reservations can be made up to 48 hours in advance online [here](#).
- Members participating in the same reservation may not make consecutive reservations.
- Reservations are available for one hour, on the hour. Reservations are given a ten-minute grace period before the court is released.
- Cancellations should be made at least six hours in advance.
- Two no-shows may result in the loss of future reservation privileges.

## **THE LONESTAR ROOM**

Located across the hall from the Red Gym, this classroom holds many of our recreation classes and camps.

## **PLAY DEPOT**

This 5,000 square foot room is designed especially for infants and children ages eight weeks through eleven years. This area is filled with toys, games, activities and lots of fun! Parents can drop off their children for up to 2 hours once a day and enjoy a workout or participate in a program or class in the facility. The Play Depot includes an infant room, toddler room, pre-k room and a child room. Parents must remain in the facility at all times. Reservations are required for use of the Play Depot.

### **Play Depot Policies**

1. Children ages eight weeks through eleven years are welcome to visit The Play Depot once a day. Children may stay a maximum of two hours per visit. Once a child has been checked out, they may not return until the next day.

Children three years old and up must be on an active family membership or purchase an individual day pass. Children under three years do not need to be on an active family membership or purchase an individual day pass to utilize The Play Depot.

Parents, legal guardians, and their dependents without an active family membership may utilize The Play Depot with the purchase of an individual day pass. Toddlers (under age 3) do not need an individual day pass to utilize The Play Depot.

Reservations can be made online through Waitwhile. Please refer to Reservation Process below for assistance in making online reservations.

Same day reservations are allowed. Same day childcare is subject to availability. Availability is dependent upon staff to child ratios and room capacity limits.

To utilize The Play Depot, you must have a photo ID (driver's license) for check-in, which will be returned when the child is picked up. The same parent, family member, or guardian who signed the child in must sign them out and present the sticker at pick up.

Parents, family members, or guardians must always remain within the Frisco Athletic Center while their child is in The Play Depot. No exceptions. We do allow members to utilize the waterpark, but they must provide their



cell phone number to staff. Those caught leaving the FAC may have their privileges revoked for a minimum of 30 days.

Only a parent, family member, or legal guardian, on the same family membership as the child, may drop off and pick up the child from The Play Depot. Exceptions can be made on a case-by-case basis at the discretion of the Youth Services Supervisor. Family members must be able to show proof of residency to be added to a family membership.

All legal guardians will be asked to provide legal documentation of guardianship. Parents must provide a notarized document authorizing family member to make any necessary medical decisions before checking in a child in The Play Depot.

As a health standard and courtesy to others, parents are expected to adhere to the Sick Child Policies available on Page #3.

As an hourly childcare operation, food, drinks, and snacks are not allowed. Staff will not feed children. Parents of infants are not allowed to feed their child in The Play Depot but can take the child out of The Play Depot to feed and bring them back afterwards.

As a courtesy to all, children in diapers should be changed prior to check-in. If a child needs a diaper change the parent will be paged. Staff will not change diapers.

In order to provide the best care, please inform staff if a child is potty training. Any child that is potty training and has more than three accidents in the room will be asked to wear a pull-up.

If a child needs/requests assistance in the bathroom, the parent will be paged. For the privacy of the child, staff will not enter the bathroom or assist the child.

If staff must enter the bathroom with a child for medical or safety concerns, two staff will enter the bathroom together and one must be a facility manager on duty.

Medications will not be allowed or administered by staff.

For the safety of all children, any child of walking age and up must wear shoes.

Personal belongings will not be allowed in The Play Depot and will not be allowed to be stored in The Play Depot with the exception of infant items. Please make sure that any infant belongings are clearly marked with the child's name. We ask that pacifiers be attached to the child's clothing or car seat.

Toys are not to be brought into The Play Depot and will not be allowed.

In order to ensure a safe and fun environment, children may not engage in the following behaviors: fighting, biting, kicking, hitting, horseplay, excessive physical behavior or any other behavior that could potentially affect the safety and wellbeing of another child or staff member.

Please inform staff of any special needs, concerns, or needed information regarding your child before checking-in to The Play Depot.

### ***Reservation Process***

2. To ensure space and to adhere to capacity limits, reservations are required prior to arrival at the Frisco Athletic Center.

Reservations may be made online, on the same day you will be utilizing the Play Depot, if space permits.

Parents or legal guardians with an active family membership can make Play Depot reservations up to 72 hours in advance online at PlayFrisco.org.

Reservations will be made in two hour increments starting every 30 minutes (ex: 8:30 a.m. - 10:30 a.m.)

When making a reservation, parents will be asked for the name and age of their child(ren), the desired reservation date, and the anticipated arrival time of the visit.

Walk-ins will only be accepted when ratios allow for non-reserved participants. Any available openings will be offered on a first-come, first-served basis.

Members are required to call in all cancellations in order to allow The Play Depot to accept other children. If a member is more than 30 minutes late, the reservation will be cancelled and given to the next member as needed. Coming in later than the reserved time does not allow for a longer stay. Members must pick up at their scheduled time.

### ***Sick Child Policy***

If a child presents with any of the following symptoms within the past 24 hours, they are not permitted to be checked into the Play Depot.

3. Child had a fever of 100.0 degrees or higher. Child's temperature must be under 100.0 for 24 hours (without fever-reducing medication) before returning to The Play Depot.

Child has vomited within the past 24 hours.

Child has had a watery stool in the past 24 hours.

Child has a rash not associated with diapers.

Child has a sore throat and/or swollen glands causing difficulty in swallowing.

Child has a constant cough.

Child has symptoms of a possible communicable disease (sniffles, red eyes, sore throat, headache, abdominal pain, fever, and/or skin spots, bumps, patches, or head lice).

If any of these symptoms are identified by staff, the child will not be permitted in The Play Depot. If staff observes any of these symptoms during the child's visit, the parents will be asked to remove the child. If the child is without any of these symptoms, but still seems ill, the parents will be asked to remove the child.

Children taking antibiotics, must be on antibiotic treatment for at least 24 hours before returning to The Play Depot.

### ***Potential Parental Notifications***

A parent's stay at the Frisco Athletic Center may be interrupted for the following reasons.

4. A child needs a diaper change.
5. A child is crying for more than 10 minutes.
6. Child's stay exceeds the two-hour time limit.
7. Staff believes the child is sick.
8. A child is not following instructions from staff after multiple warnings.
9. A child is engaged in fighting, biting, horseplay, or excessive physical behavior.

### ***Potential Penalties for Play Depot Violations***

10. Future Play Depot privileges may be revoked if the child remains in the Play Depot for more than two hours or if the child remains in the Play Depot after closing.
11. Members with chronic short-notice cancellations and/or and no-shows may have future reservation privileges revoked.
12. Future Play Depot privileges may be revoked if the child is not following directions or is consistently causing harm to other children/staff.
13. The Frisco Police Department may be notified if the parent or guardian leaves the premises. Those caught leaving the FAC will have their privileges revoked for a minimum of 30 days.
14. Future Play Depot privileges may be revoked at the discretion of the Youth Services Supervisor on a case-by-case basis for policy or behavior violations not explicitly stated.

***Please Note:***

Staff will page the parent or guardian twice. If no response, staff will try calling the parent's cell phone number. If there is still no response, they will walk around with the parent's name on a white board. The Frisco Police Department may be notified if the parent leaves the premises.

**Staff Training:** All Youth Services staff members are CPR, First Aid, and AED certified through the American Red Cross, have passed a background check through the City of Frisco, and receive extensive childcare training.

**Cleaning Process:** All toys and surfaces are disinfected at the end of everyday using Clorox wipes and Lysol spray. Childcare rooms may be shut down at any time for deep cleaning if a possible communicable disease is detected.

**Movies:** All movies and TV shows shown in the Play Depot are rated 'G' and have been approved by the Youth Services Supervisor.

## LOCKER ROOMS

Our large modern Men's and Women's Locker Rooms offer plenty of space and include a lounge area and televisions.

### *Locker Rooms & Family Changing Suites Policies*

- Children of the opposite gender over the age of 2 are not permitted in the Men's and Women's Locker Rooms. Please use the Family Changing Suites.
- Full length lockers are for annual member rental only.
- Half lockers are for day use only.
- Locks are available for purchase at the front desk for \$5.
- The City of Frisco is not responsible for lost or stolen items left in lockers or locker rooms.
- Locks left on day use lockers overnight will be removed, along with items left inside.
- Cell phone use is not permitted in locker room.
- No food or drinks are permitted in the locker rooms except for water bottles.

## FRONT DESK

The Welcome Center for the entire facility. Our friendly staff will get you scanned in and answer any questions that you may have.

## CUSTOMER SERVICE SUITE

Our staff will take care of your membership accounts, class and program registrations, reservations, and other general support. If Customer Service is not open then the Front Desk staff can assist you with any of your payments, questions or concerns.

## SECOND FLOOR FEATURES

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### FITNESS FLOOR

Prepare to be amazed! We offer one of the largest fitness floors in the region, totaling 22,000 square feet of dedicated fitness space. This area houses state-of-the-art cardiovascular equipment, machine weights, and free weights.

### *Fitness Floor Policies*

- Children under 12 years of age are not allowed on the Fitness Floor.
- Children between 12 and 14 years of age must be accompanied by an actively participating adult. An adult is defined as anyone that is a parent, guardian, sibling, etc 18 years or older.
- Please wipe down equipment after each use. You are an active participant in keeping our facility clean.

- As a courtesy to others, limit cell phone use while on fitness equipment.
- Collars are mandatory for all barbell lifts.
- Spotters are required for all heavy lifts in the Free Weight area.
- Equipment may not be rearranged or removed.
- Do not bang the weights together or drop them on the floor.
- Weights must be returned to appropriate racks after each use.
- Do not lean weights against equipment, walls or columns.
- Weight belts are not permitted on vinyl or padded equipment.
- Personal gym bags are not permitted in the Fitness Area.
- Food, cups, or glass are not allowed. Drinks must be in a spill-proof container.
- Proper attire must be worn at all times. Belts, jeans, clothing with rivets, wallet chains, sandals and open-toed shoes are prohibited.
- Only City of Frisco authorized personnel are allowed to conduct personal training in this facility.
- Limit cardio equipment use to 30 minutes during peak times.
- Use of any camera and/or video recording device is prohibited unless approved by management.
- Report equipment irregularities or malfunctions to a fitness attendant immediately.
- Safe and proper use of equipment is required at all times.
- Staff reserves the right to enforce other rules as necessary to ensure the comfort and safety of our guests.

## STUDIOS

Our two aerobic/dance studios stay busy with the group exercise classes and various recreation classes. Each room totals more than 2,000 square feet with the capability of becoming one large space of more than 4,000 square feet.

## GOLD MEDAL ROOM

Named for our Gold Medal Award for 'Excellence in Park & Recreation Management,' this large 2,200 square foot multi-purpose room can accommodate a variety of activities including spin class, recreation classes, and meetings.

## INDOOR AQUATIC CENTER

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### MAIN POOL

The Indoor Aquatic Center features four 25-yard lap lanes for lap swimmers as well as an open area to accommodate water exercise classes and open swim.

### PLAY POOL

This area is designed to provide endless hours of enjoyment for small children. The Play Pool features a play structure with two small water slides and interactive spray features.

### 'BIG BLUE'

Get ready to get wet! 'Big Blue' is our large, free-standing water slide. It's a great ride with lots of twists and turns. Individuals must be 48" tall to ride.

### CURRENT CHANNEL & VORTEX

This element features a meandering body of water with a flowing motion. It's great for relaxing or a resistance workout.

### WARM WATER POOL

The warmer water temperatures in this pool make it an ideal area for open swim, water aerobics and Learn to Swim classes.

### **WET CLASSROOMS**

These two convertible classrooms are a perfect spot for hosting recreation classes.

## **OUTDOOR AQUATIC CENTER**

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### **THE PIPELINE**

This is an enclosed, fast moving slide, so hold on for a thrill-filled ride. Individuals must be 48" tall to ride.

### **THE GREEN GUSHER**

This slide has an open flume and stands ready to take you on an exciting ride. Individuals must be 48" tall to ride.

### **THE LAGOON**

This large body of water is designed for relaxation and fun.

### **THE SPLASH STATION**

Young children will never want to leave this area. This large interactive play structure is especially designed for young children with two water slides and multiple spray features. Also found in this area is a large water tower. When the whistle blows, this element will dump its fill and drench all those standing underneath it.

### **THE PRESTON PLUNGE**

Climb the stairs to the 45-foot platform and take a wild ride headfirst on this swift mat racer slide. Must be 42" tall to ride.

### **WALNUT'S TREEHOUSE**

Have a blast on the multi-level, interactive water playground with three slides and more than 85 spray features. Look up. The giant dump bucket might tip any minute! Children under 6 must have adult supervision.

### **THE LAZY RIVER**

Need a little calm after hitting our slides? Grab one of our inner tubes and take a relaxing float down our meandering river.

### **PAVILIONS**

Our four outdoor pavilions are a perfect spot to take a break from the sun.

## **AQUATIC CENTER POLICIES**

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Our mission is to apply Proactive Safety Measures to protect our customers, staff and equipment and provide an enjoyable experience for everyone. Management reserves the right to refuse admittance and/or remove anyone from the premises who fails to comply with the rules set forth by the City of Frisco.

### ***Indoor Aquatic Center General Rules***

15. Swimming is permitted only when a lifeguard is on duty.
16. Guardians must be at least 18 years of age.

17. Guardians of children age 6 and under must be wearing a bathing suit, in the water and within arm's reach of the child at all times.
18. Guardians of children age 7-11 must remain in the Pool Area at all times.
19. All swimmers are required to take a cleansing shower before entering the pool.
20. This is a family-oriented facility; all swimmers must wear appropriate bathing suit attire. No cut offs, thongs, under garments, workout clothes, street clothes or see through items allowed.
21. Diaper aged children are required to wear swim diapers.
22. Changing on the pool deck is prohibited.
9. Anyone with open cuts, wounds, etc. is not permitted in the pool.
10. U.S. Coast Guard approved flotation devices only.
11. Food is prohibited in the Indoor Aquatic Center including gum and candy. No glass containers.
12. Do not throw people, stand or sit on people's shoulders.
13. Running, diving, flips, horseplay, aggressive behavior, and profane language are not allowed.
14. Swim toys are allowed at the discretion of staff. Snorkels and fins are allowed in the lap lanes only. Masks can cover the face; no tempered glass in goggles.
15. Animals are not allowed in the pool area.
16. Use of cameras and/or video recording devices must have prior approval by management.
17. The City of Frisco is not responsible for lost or stolen items.
18. Staff reserves the right to enforce other rules as necessary to ensure the safety and comfort of our members and guests.



## Aquatic Center Attire

# AQUATIC CENTER

All persons swimming in the pool must have on proper swimwear.

All infants/toddlers that require a diaper must wear a swim diaper and proper swimwear.


The following items are not allowed to be worn in the pools at the Frisco Athletic Center Indoor Aquatic Center or Frisco Water Park:

NOT ALLOWED	ALLOWED
	

**“Why do I have to wear proper swimwear?”**

1. Street clothes (especially cotton) can transport airborne and ultimately water borne contaminants into the pool.
2. Lycra and Nylon are the best non-absorbent material for swimming and the best fabrics for proper swimwear.
3. Other absorbent materials (such as cotton) can break down in the water and cause fibers to clog filters.
4. Any “colored” materials (unless specifically made for swimming) can bleed into the pool effecting water chemistry and balance.
5. Cotton and similar materials can absorb the chemicals in the water, causing the water to become less effective at maintaining the proper chemical balance or may cloud the water.
6. The Frisco Athletic Center is a family-friendly facility. Revealing, thong-style swimwear is prohibited.

**Please see an aquatic staff member if you have any questions about proper swim attire.**



## ‘Big Blue’ Water Slide

23. Riders must be at least **48 inches** tall and weigh less than **250 lbs**.
24. Riders must wait for the attendant’s start signal before beginning the ride.
25. Ride on your back with your feet first. Cross your arms on your chest and cross your ankles.
26. Swimwear with exposed zippers, buckles, rivets or metal ornamentations are not permitted on water slides.
27. No loose jewelry, glasses, goggles, sunglasses, belts, shoes, t-shirts, jeans or clothing with rivets on the pockets, etc. on water slides.
28. Eyeglasses must be securely affixed to riders with head straps.
29. No kickboards, lifejackets, tubes or floatation devices of any kind on the water slides.
30. One person at a time on the platform while waiting to ride the slide.
31. Multiple riders are not allowed. Parents cannot ride with children in their lap. Do not form chains.

32. Do not run, dive, kneel, rotate, tumble, stop or stand inside the flume.
33. Keep arms and hands inside the flume at all times.
34. Riders must exit the slide area immediately after completion of ride.
35. No horseplay on the stairs, platform or while riding down the slide.
36. Staff reserves the right to enforce other rules as necessary to ensure the safety and comfort of our members and guest.
37. For safety reasons, pregnant women, persons in poor health, persons with heart conditions or back trouble should not ride this slide.

### ***Outdoor Water Park General Rules***

1. Swimming is permitted when a lifeguard is on duty.
2. Guardians must be at least 18 years of age.
3. Guardians of children age 6 and under must be wearing a bathing suit, in the water and within arm's reach of the child at all times.
4. Guardians of children age 7-11 must remain in the Pool Area at all times.
5. All swimmers are required to take a cleansing shower before entering the pool.
6. This is a family-oriented facility; all swimmers must wear appropriate bathing suit attire. No cut offs, thongs, under garments, workout clothes, street clothes or see through items allowed.
7. Diaper aged children are required to wear swim diapers.
8. Changing on the pool deck is prohibited.
9. Anyone with open cuts, wounds, etc.. is not permitted in the pool.
10. U.S. Coast Guard approved flotation devices only.
11. Do not throw people, stand or sit on people's shoulders.
12. Running, diving, flips, horseplay, aggressive behavior and profane language are not allowed.
13. Swim toys are allowed at the discretion of staff
14. Only City of Frisco issued tubes are permitted to be used on the Lazy River.
15. Riders of the Lazy River must always go with the current.
16. Inner tubes from the Lazy River are not allowed in the Lagoon Pool.
17. Slide riders must wait for the lifeguard signal before beginning the ride.
18. Only one person on each slide at a time.
19. Do not spray the lifeguards with the hoses and water cannons.
20. Food and non-alcoholic drinks are allowed. No glass containers.
21. Coolers are allowed but may be searched to ensure compliance with facility policies.
22. Use of Cameras and/or video recording devices must have prior approval by management.
23. The City of Frisco is not responsible for lost or stolen items.
24. Animals are not allowed in the pool area.
25. Staff reserves the right to enforce other rules as necessary to ensure the safety and comfort of our members and guests.



# MEMBERSHIP INFORMATION

## PASS HOLDER BENEFITS

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- No initiation fees!
- No long-term contracts!
- No negotiations with a salesperson!

A membership to the Frisco Athletic Center gives you access to all the fitness and water fun that your family can imagine! Pass holders receive access to all the fitness and recreation elements within in the facility including the 22,000 square foot fitness and cardio area, over 60 group exercise classes, childcare in the Play Depot, two basketball courts, two racquetball courts, spacious locker rooms and family changing suites and our Indoor and Outdoor Aquatic Centers.

## MEMBERSHIP TYPES

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- **Student** – A youth is defined as an individual 3 – 17 years of age or anyone who can show current enrollment, regardless of their age.
- **Adult** – An adult is defined as an individual 18 years of age or older.
- **Adult Couple** – Two adults who reside in the same household, regardless of relationship.
- **Senior** – A Senior Adult is defined as an individual 60 years of age or older.
- **Family** – A family is considered all those members living at the same address. Individuals must be able to show proof of permanent residency at that address.
- **Work in Frisco** – A nonresident who works in Frisco may receive the resident rate for any membership.

## RESIDENCY

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Residency for membership at the Frisco Athletic Center is determined by your physical address within the City of Frisco limits. Those individuals living outside Frisco city limits, but whose children attend Frisco schools are considered non-residents.

Proof of residency for all members 18 years of age and older must be shown at the time of registration and before receiving a photo ID. Proof of residency must be shown every 12 months. A current driver license (must be combined with additional proof of residency), Texas State ID card, Insurance, Utility Bill or a Lease Agreement may all be used to show proof of residency.

## WORK IN FRISCO RATES

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Nonresidents who work in Frisco may receive the resident rate for any FAC membership. Individuals must show a recent pay stub (within one month) or employer issued ID badge with date verifying they are currently employed for a business or company in Frisco. Employment verification is required on an annual basis.

## MEMBERSHIP RATES

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### DAILY/GUEST PASS

- Youth      \$11
- Adult      \$13

## RESIDENT RATES

	Auto-Draft Monthly	30-Day Monthly	Annual
Student	\$35	\$40	\$350
Senior	\$35	\$40	\$350
Adult Couple	\$60	\$65	\$600
Adult	\$45	\$50	\$450
Family	\$70*	N/A	\$700**

## NON-RESIDENT RATES

	Auto-Draft Monthly	30-Day Monthly	Annual
Student	\$55	\$60	\$550
Senior	\$55	\$60	\$550
Adult Couple	\$90	\$95	\$900
Adult	\$70	\$75	\$700
Family	\$105*	N/A	\$1050**

\*Additional \$10 fee per person/per month will be assessed for every membership of 6 or more members. \*\*For annual memberships this fee is a one-time \$100 per person charged at the time of purchase.

## PAYMENT OPTIONS

Memberships may be purchased on a month-to-month, monthly auto-draft, or annual basis. 30-Day Family Monthly memberships are not offered. All memberships must be paid in full at the time of registration.

Monthly memberships are good for 30 days from the purchase date and can be renewed at the end of the 30 days when the pass has expired. There is no penalty for those who choose not to renew their monthly membership after the 30 days. Credit card numbers are not kept on file, so pass holders must renew their monthly passes in person unless they have elected for Auto-Draft. Membership cards will be issued when the initial membership is purchased. There is a \$5 fee for all replacement cards.

## REFUND POLICY/MEMBERSHIP CANCELLATION

### MONTHLY MEMBERSHIPS

Monthly memberships are non-refundable.

### ANNUAL MEMBERSHIP PASSES

**30-Day Opt-Out Period** - Annual Pass Holders have 30 days from the date of purchase to request an Annual Membership refund without incurring a withdrawal fee. One month, based on the monthly membership rate, will be deducted from the amount originally paid.

### ANNUAL MEMBERSHIP REFUND POLICY

Active Annual Membership Passes may be refunded at a prorated amount, based on the number of months that have elapsed since the membership was purchased, and calculated at the monthly membership rate. An administrative processing fee of \$25 will be assessed on all annual membership refunds after the initial 30 days. No refunds will be given on expired annual memberships, or for unused time passed in the membership period prior to the date the refund request is received. Payments made by credit card must be refunded to

the same card type. If the original payment was made by cash or check, you will receive a refund check in 4-6 weeks. No cash refunds will be given.

### **ANNUAL MEMBERSHIP FLEX-FREEZE OPTION**

Active Annual Memberships can only be frozen one (1) time during the original 12-month purchase period for a minimum of 4 weeks and a maximum of 6 months. There is a \$10 fee assessed per month for each month the freeze is in effect. This fee must be paid at the time the freeze is removed and the pass is extended for the freeze period. Extensions will not be given for expired annual memberships or unused time passed in the membership period prior to the date the freeze request is received. There are no refunds given on memberships once frozen, and no refunds on the membership extension period resulting from the freeze. In the case of a Family Membership, the entire family will be frozen. Monthly Memberships are not eligible for this option.

### **AUTO-DRAFT MEMBERSHIP CANCELLATION**

Auto-Draft payments are non-refundable. To cancel an Auto-Draft Membership, the primary account holder must submit an Auto-Draft Cancellation Form either online or in person at the FAC. If the written request is received five days prior to your billing date, your credit card will not be charged again, and the membership will be terminated. If the cancellation request is submitted after your card has been billed, your account will be active for the next 30 days. Monies paid in advance toward an Auto-Draft membership are not refundable, including payments processed in advance for renewal for the subsequent 30 days.

### **MEMBERSHIP REFUND/CANCELLATION/FREEZE REQUESTS**

Must be submitted using the applicable form which can be found online at [PlayFrisco.org](http://PlayFrisco.org). Cancellations cannot be accepted without the appropriate completed, signed form.

### **RETURNED CHECKS**

A \$35 processing fee will be assessed for all returned checks.

### **3 STRIKE POLICY**

All members are required to have a valid FAC ID card present when checking into the facility. Members will only be allowed entrance into the facility 3 times without their card, with each entrance allowed incurring a "strike." On the 4th occurrence, a new ID card must be purchased for \$5 before entrance to the facility will be granted.

## **MILITARY DISCOUNTS**

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### **RETIRED & VETERAN MILITARY PERSONNEL**

The FAC's residency policy will remain in effect for all memberships. All members on a Family account must live in the same household as the Active/Retired/Veteran Military personnel and anyone 18 years of age or over will be required to show proof of residency per our policy. Dependents or Spouses who do not reside with the Retired/Veteran Military personnel are not eligible for discount.

- Retired/Veteran Military personnel will be eligible to purchase a monthly or annual Family or Adult membership at a 20% discount.
- A refund will not be issued if the family holds a current Family Membership. Once their current membership expires, they can sign up for the discounted membership.
- The Retired/Veteran Military discount cannot be combined with any other offer.

## ACTIVE MILITARY PERSONNEL

Active Military personnel are eligible to receive a complimentary Adult or Family Membership to the FAC. The duration of the membership for those on leave will coincide with the length of their leave which is identified on their Leave Papers (i.e. if their Leave Papers indicate a 21-day leave, they will receive a 21-day membership, etc.).

- Active Military personnel are eligible to receive a complimentary Adult or Family Membership to the FAC.
- The duration of the membership for those on leave will coincide with the length of their leave which is identified on their Leave Papers (i.e. if their Leave Papers indicate a 21-day leave, they will receive a 21-day membership, etc.).
- A refund will not be issued if the family holds a current Family Membership. Once their current membership expires, they can sign up for the discounted membership.
- All active military personnel are eligible for this option regardless of residency.

## GUEST POLICY

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Members can bring guests to the facility. Guests are required to pay the appropriate daily usage fee of \$11 for youth (ages 3 – 17) and \$13 for adults.

## 7-DAY FREE TRIAL

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Your 7-day free trial includes full access to all Frisco Athletic Center amenities for the whole family, including all group exercise classes, water aerobics and aquatic facilities.

\*Option only valid for those who have not previously had a membership to the FAC.

\*Only available in the months of February, April, September, October and November.

## SPECTATOR POLICY

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The FAC is a controlled access facility. All persons entering the facility must have a current membership, purchase a day pass or participate in a fee-for-service recreation program. The FAC does not allow free access for any persons entering the facility.

## LOST AND FOUND

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If you have left an item at the facility, please contact the Front Desk. For these items please inquire at Customer Service or the Front Desk. If the item has not been turned in to us, you can fill out a Missing Items form.

## LOCKER USE AND RENTAL

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All our six-foot, full-length lockers with combination locks are available to those interested in renting their own locker in conjunction with their annual membership. These full-size lockers rent for \$100 per year. Visit the Front Desk or Customer Service area on the first floor for more information. More than 350 of our three-foot, half lockers are available for daily use and you must provide your own lock.

Please remember to remove your lock after each use as personal locks left on lockers at closing will be cut off and the contents removed each night. The City of Frisco is not responsible for lost or stolen items.

## GROUP EXERCISE CLASSES

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Over 45 group exercise class sessions are offered weekly to members at no additional charge. These classes are available on a first-come, first-serve basis. A current group exercise schedule and a brief description of each class can be found [here](#). Classes and times are subject to change at any time. Individuals age 12 - 14 may participate if accompanied by an adult (18+ years).

# RULES AND POLICIES

## CODE OF CONDUCT

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The following Code of Conduct is applicable to all who visit or participate in center programs, services and activities. As a member, participant, or guest you agree to:

1. Understand that the FAC is a controlled access facility. All persons entering the facility must have a membership, day pass or participate in a fee-for-service recreation program.
2. Behave in a courteous and respectful manner towards others. All users are required to conduct themselves in a manner that does not interfere with another person's enjoyment of the facility.
3. Refrain from behavior, dress, or language that is abusive, threatening, or disruptive to others.
4. Respect personal belongings of others and FAC property. Destruction or defacement of City property, including litter, is prohibited.
5. Responsibly secure own personal belongings. The FAC is not responsible for lost or stolen items.
6. Act honestly. Sharing membership cards is considered theft of service and falsifying FAC membership forms is considered forgery. It is also your responsibility to notify staff in a timely manner of any address, phone number, or household changes.
7. Keep the FAC a drug, alcohol, and tobacco-free environment (including smokeless tobacco) & promptly report all illegal drug, alcohol, and tobacco usage immediately.
8. Photography or videotaping of individuals, or images in the facility, are prohibited. Prior department consent is required.
9. Posting, advertising, and private instruction, or soliciting individuals, in the FAC for personal businesses, services, or agencies is prohibited.
10. All members & guests shall follow all written rules and guidelines as well as verbal directions by staff.

The FAC does not permit and will not tolerate any inappropriate conduct. Such conduct includes, using loud, abusive, offensive, insulting, demeaning language, profanity, lewd conduct or any conduct that harasses or is bothersome to members or guests.

The Frisco Athletic Center staff is authorized to take all necessary steps to enforce this Code of Conduct. Failure to comply with this Code of Conduct may result in the suspension and/or revocation of your facility access & privileges and forfeiture of paid fees.

## AGE REQUIREMENTS

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### *General Facility*

- Youth age 11 and younger must have adult supervision with them in the facility at all times.
- Youth 12 – 15 years of age may use the basketball court, racquetball courts and aquatic centers without adult supervision.
- Youth 12 – 14 years of age must have an actively participating adult to use the fitness floor, studios, and Gold Medal room.
- Youth 15 years of age and up can use the Fitness Floor without adult supervision.

### *Play Depot*

- Youth 8 weeks to 11 years are accepted in the Play Depot.

### *Racquetball/ Basketball Courts*

- Youth age 11 and under must be actively participating with an adult at all times to use the courts.

### ***Fitness Floor***

- Youth age 11 and under may not be on the Fitness Floor.
- Youth 12 – 14 years of age must have an actively participating adult Youth age 15 and up may use the Fitness Floor by themselves.

### ***Indoor & Outdoor Aquatic Areas***

- Youth age 6 and under must have a parent wearing a bathing suit in the water at all times within arm's length.
- Youth age 7 – 11 must have a parent in the Aquatic Center.
- Youth age 12 and over may utilize the Aquatic Center alone.

## **LIGHTNING POLICY**

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As a precautionary safety measure, the Outdoor Waterpark will be closed when lightning is present in the area. The waterpark will re-open when the area has been cleared of lightning for a minimum of 30 minutes.

## **PHOTOGRAPHY**

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Use of any camera, video, or still photography is specifically prohibited at all times without prior written consent from a Frisco Athletic Center supervisor. The use of cameras, video cameras, or digital image cell phones is always prohibited in the locker rooms and family changing suites.

The Frisco Athletic Center allows photographs to be taken under the following conditions:

- During a public or special event.
- For private parties and group rentals.
- By special permission of the facility supervisor.
- With the exception of public or special events, photographs or video are only to include the members and guests in the party.

Photos and video are periodically taken of participants in classes, during special events, or at City of Frisco Parks & Recreation facilities. Please be aware that these photos and video footage are for the City of Frisco Parks and Recreation's use only and may be used in the Department's publications, promotions, and on the website.

## **SOLICITATION/DISTRIBUTION**

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Literature may not be distributed, nor any solicitation made on the premises without consent from the Parks & Recreation Department Marketing Coordinator.