

Policy 6.1.2: Spearfish Recreation and Aquatics Center Waterpark Policy

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Date Signed: **March 21, 2022**
Effective Date: **March 21, 2022**
Last Revision Date: **March 8, 2022**
Department of Primary Responsibility: **Parks and Recreation**

II. General Information:

This Spearfish Recreation and Aquatics Center (SRAC) policy aims to ensure the safety and enjoyment of all aquatic center users.

Waterpark Hours:

- The hours of operation will be determined by the Spearfish City Council, City Administrator, Park and Rec Director, and/or SRAC Facility Superintendent. Hours may be extended or reduced for special events, observance of holidays, or any other purpose.

The operational season for the waterpark is:

Saturday before Memorial Day through Labor Day

1. Hours and additional information can be found on the City's website at <https://www.cityofspearfish.com/recreation>, or by calling the SRAC at 605-722-1430.
2. The waterpark is available for members only one hour before open swim starts. This is limited to the first 200 members. The member must be present to be issued a wristband. Only one wristband per member will be issued and no wristbands will be held. Wristbands will be on a first-come, first-served basis. All supervision and age requirements still apply during the members-only swim.
3. Designated fitness swimming hours are:
Monday through Friday: 7:00 A.M. to 9:00 A.M. indoor facility members and waterpark members may use the waterpark at this time for fitness. Additional times may be added if staffing allows.

III Pricing

1. Pricing information can be found on the City's website at <https://www.cityofspearfish.com/recreation> or by calling the SRAC at 605-722-1430. Prices are subject to change pending the City Council's approval.
2. **Insufficient Funds:** The SRAC reserves the right to charge a \$40.00 non-sufficient funds fee on all transactions. Memberships will be suspended if payments are declined or returned for insufficient funds. Memberships that lapse for more than 30 days will be required to pay the remaining account balance in full including any additional fees before reinstatement.

IV Facility Closures:

1. Unanticipated closures may occur in the event of unsafe conditions or other community emergencies and will be posted on the City's website and the City's social media pages.
2. The SRAC is utilized as a shelter during emergencies. All areas may not be accessible to patrons during these times.
3. The SRAC Facility Superintendent or the Parks and Recreation Director may delay the park's opening, close the park early, or make other changes to the posted facility schedule when guest safety, staffing levels, or other operational concerns make it necessary to do so. Refunds will not be issued. A sunny day voucher may be available. Visit the front desk for more information.
4. The SRAC Facility Superintendent or the Parks and Recreation Director may close the park early when the patron count in the waterpark is below ten individuals. Refunds will not be issued. A sunny day voucher may be available. Visit the front desk for more information.

V Inclement Weather Closures

1. **In the event of a closure due to inclement weather, NO REFUNDS WILL BE OFFERED.**
2. If temperatures are below 65 degrees Fahrenheit, the SRAC Facility Superintendent or Parks and Recreation Director may choose to close the waterpark.
3. In the event of inclement weather, which may include audible thunder, visible lightning, heavy rain, weather warnings, or any unsafe situation that limits lifeguard visibility or compromises patron safety, the waterpark will be cleared including all pool decks. Patrons will be directed inside the building until the deck is safe, the storm passes, or SRAC staff chooses to close for the day.
4. The pools will remain closed for 30 minutes after the last sounding of thunder or visual observation of lightning. If inclement weather persists, pool reopening will be reassessed at 30-minute intervals. After 60 minutes, the pool may be closed for the remainder of the day or may reopen if weather permits.

5. If operations are suspended for 60 minutes or more, guests can exchange their receipt for a sunny day ticket if they choose to leave the facility. The sunny day ticket will be valid for the remainder of the season. Receipts MUST be presented for sunny day ticket issuance.
6. If a sunny day ticket is issued and the pool reopens, guests will be required to return the sunny day ticket to gain admission to the facility.
7. No sunny day tickets will be issued after 5:00 p.m.

VI Group Reservation Policy

Discounted Group Rates

- Discounted group admission rates are available to groups of 20 or more paid guests.
- Reservations must be made at least 48 hours in advance and are subject to availability.
- Pricing information can be found on the City's website at <https://www.cityofspearfish.com/recreation> or by calling the SRAC at 605-722-1430. Prices are subject to change pending the City Council's approval.

Admission Procedure

- All group members must arrive and enter the waterpark at the same time as one group.
- Group members who are not present when the group enters the waterpark must purchase admission separately at non-discounted rates.
- No admission will be given before the group payment.
- Upon arrival, only the group representative may enter the waterpark and purchase wristbands while the group remains outside in the grass on the south side of the building.
- SRAC staff will then place wristbands on the group members and direct the group to enter the waterpark.
- Waterpark admission is non-refundable and non-transferable.
- Overflow bus parking is available in the Spearfish High School parking lot (two blocks south of the rec center)

Group Reservation Rules

- No outside food or drink is permitted in the waterpark, including bag lunches or other snacks. If your large group will need concession accommodations, contact the SRAC Administrative Assistant or the SRAC Facility Superintendent.
- Bags, coolers, and backpacks may be checked before entry for food, beverage, and other items.
- Lifeguards are on duty to respond to emergencies. Parents and chaperones supervise children.
- The following supervision ratios must be always maintained within the facility:
 - Ages 0-3: 1 adult to 3 children ratio in the zero-depth pool and 1 adult to 1 child in all other areas
 - Age 4-8: 1 adult to 5 children

- Children under age 9 must be supervised by a person age 12 or older. Anyone ages 12 to 17 may not supervise more than 2 children under age 9.
 - Ages 9-17: 1 adult to 25 children
 - Life jackets are available on a first-come, first-served basis and are free of charge.
 - All patrons using the waterpark must display courteous and considerate behavior. Disregarding facility policies is prohibited and is grounds for removal from premises.

Tax-Exempt

- Tax-exempt groups MUST provide an exemption certificate to receive the tax-exempt pricing. SRAC will NOT sell tax-exempt passes without the exemption certificate presented the day of or before the day of the group reservation.

Payment

- Group admission must be paid before group entry on the day of your reservation.
 - Invoicing arrangements can be made with SRAC staff but must be indicated on the reservation form.
- A single group representative must be designated to pay group admission.
- Cash, Visa, MasterCard, Discover, organizational check, personal check and pre-approved purchase orders, and user credit are the only accepted payment methods.

Inclement Weather

- If the waterpark does not open on the day of the reservation due to inclement weather, the group contact will be notified before 11:00 a.m. or as soon as practicable.
- No refunds are provided if the waterpark closes early due to inclement weather after opening on the day of your reservation.
- If operations are suspended for 60 minutes or more, groups can exchange their receipt for sunny day tickets if they choose to leave the facility. The sunny day ticket will be valid for the remainder of the season. Receipts MUST be presented for sunny day ticket issuance.

VII General Rules:

1. Glass containers are prohibited.
2. Chewing gum is prohibited.
3. No foul language or verbal abuse is allowed.
4. No outside food, drinks, alcohol, or coolers are permitted.

Pets

Pets are not allowed in the waterpark unless permission is obtained for a special event. Service animals and police service dogs may enter the pool deck area but may not enter the water.

Lost and Found

The SRAC is NOT responsible for the loss, theft, or damage of personal property of any kind.

1. Items found or turned into lost and found will be held at the SRAC for 30 days, after which these items will be discarded or given to charity.
2. Personal care, beauty items, and undergarments will be discarded immediately.

Rules and Procedure Enforcement:

The SRAC staff on duty has the authority to enforce all policies, rules, and procedures.

1. All accidents or incidents occurring within the SRAC, and its grounds must be reported and written up by the SRAC staff on duty and given to the SRAC Facility Superintendent.

Locker Rentals:

1. SRAC offers locker rentals on a daily or long-term basis.
2. All personal belongings and valuables should be stored in a rented locker. The SRAC is not responsible for lost, stolen, or damaged items.
3. Daily locker rentals are available for \$0.25 per use. Long-term locker rentals are available for \$5 per month for short lockers and \$10 per month for a tall locker. Patrons may rent long-term lockers by paying in full or recurring payments.
 - a. **Personal locks are not allowed** on the lockers and will be removed by staff. The city will not reimburse for removed personal locks.

Locker Rooms:

1. The locker rooms are designed to provide members and paying guests with dressing and showering facilities. The locker rooms are open for use during all operating hours.
2. Camera use is **NOT ALLOWED** in the locker rooms or family change rooms.
3. Roughhousing in the locker room may result in removal from the property.
4. Theft of any kind is punishable by law.
5. Patrons should take a shower using soap before entering the pool.
6. Food is NOT permitted in the locker rooms.

Family Change Locker/Shower Rooms

1. Patrons with children under the age of 8 are allowed to use the family change rooms.
2. Three showers and changing rooms are provided.
3. Large groups with young children should utilize the locker/shower rooms.
4. Please do not change in the open area near the doors. Utilize the shower rooms.

VIII Alcohol, Drugs, and Tobacco:

Alcohol is prohibited on the SRAC grounds at all times.

1. Anyone under the influence of alcohol will be asked to leave the facility immediately.
2. Anyone under the influence of or in possession of any illegal substance will be asked to leave the facility. Law enforcement officials will be contacted immediately.

3. Smoking and the use of chewing tobacco are not allowed on the SRAC property or grounds including the building, outdoor aquatics area, parking areas, sidewalks, or grass areas.

IX Pool Deck

1. SRAC recommends an adult accompany a child and maintain a safe distance in the water.
2. The following supervision ratios must be always maintained within the facility
 - Ages 0-3: 1 adult to 3 children ratio in the zero-depth pool and 1 adult to 1 child in all other areas
 - Age 4-8: 1 adult to 5 children
 - Children under age 9 must be supervised by a person age 12 or older. Anyone ages 12 to 17 may not supervise more than 2 children under age 9.
 - Age 9+ are allowed at the facility without additional supervision.
3. Any adult may bring a child into the pool area while dressed in street clothing if they have paid spectator admission to enter the facility and stay on the deck area. Parents with children ages 8 and under require a day pass, as they must supervise their children in the water.
4. Swim diapers are required for any child who is not toilet trained. Swim diapers are available for purchase at the front desk. Patrons are required to use the locker rooms to change diapers.
5. All patrons are required to wear acceptable swimwear. No thong swimsuits are allowed. Swimwear needs to cover the majority of the buttocks and female chest. The lifeguard coordinator on duty will have the final say on whether clothing is considered acceptable swimwear. Street clothing is not permitted in the water except for a T-shirt (preferably plain white) over a swimsuit. No cutoff shorts are allowed. All shorts must be hemmed. No zippers, dangling items, or buttons are allowed. Persons with open sores or who are reasonably suspected to have any considerable area of exposed sub-epidermal tissue, cuts, or known or recognizable contagious or communicable diseases, cough, cold, open sore, blisters, bandaged wound, fever, inflammation of the eyes, nasal or ear discharges, will not be allowed to enter the pool water.
6. Running, pushing, shoving, or horseplay in or around the pool is prohibited.
7. Swimmers must stay off the lifeguard chairs at all times. Conversing with lifeguards should be kept to a minimum. Immediately report all emergencies to a lifeguard.
8. Swimmers must stay off the ropes at all times and will not be allowed to play on the ladders, slide stairs, or with rescue equipment.
9. Swimmers should face ladders when entering or leaving the water. The ladders must not be used for jumping from, sitting on, or as parallel bars.
10. No diving is permitted in any area.

11. Weak swimmers may be asked to complete a swimming competency test before being allowed in the deep end of the pool. This is at the discretion of the lifeguard, or lifeguard coordinator on duty.
12. Standing or sitting on other swimmers' shoulders is not permitted.
13. Water wings or other flotation assistive items, not Coast Guard approved are considered a toy and maybe not allowed. Lifejackets are encouraged for non-swimmers but are not allowed on the climbing wall, water slides, or deep end of the pool. Life jackets are free and available for use, speak with a lifeguard for more information.
14. Water toys are allowed as long as they are safe and non-disruptive to others.
15. Snorkels and masks are permitted except on the climbing wall and water slides.
16. Towels must be kept out of the water at all times.
17. Spitting, urinating, blowing of the nose, spouting of water, or depositing foreign matter in a pool is strictly prohibited. Pool privileges or passes may be revoked for this behavior as it endangers the health and safety of the public.
18. Each patron is responsible for articles brought into the pool area and for their removal.
19. In case of an emergency, all swimmers must evacuate the pool and the pool area and follow the directions of the lifeguards immediately to aid the lifeguards in their rescue procedures.
20. Failure to follow rules can result in serious injury and may result in a patron being required to leave the pool, pool area, and surrounding premises.
21. Injuries should be immediately reported to a lifeguard or lifeguard coordinator

X Water Slide Rules

Rules for All Slides

1. All riders must be at least 48 inches tall.
2. The maximum rider weight is 300 pounds.
3. Riders must be in good health. Elderly persons, those suffering from heart disease, high blood pressure, epilepsy, or using prescription medication should consult a physician before using slides. Individuals with medical conditions including, but not limited to pregnancy, heart, or back problems should not ride.
4. Non-swimmers are not permitted on the red slide.
5. No foreign objects are allowed in pockets and necklaces must be removed before riding the slides. No clothing with exposed zippers, buckles, rivets, or metal ornamentation is allowed on the slides. Only approved swimwear is allowed.
6. The line should form on the deck with one rider on each landing and one rider in the starter tub. Wait until the landing area is clear before entering.
7. Riders must enter the slide in a sitting position and wait for instructions from the lifeguard stationed at the slide starter tub.
8. All riders must ride feet first while lying on their back with arms crossed across their chest. Do not go down the slide headfirst or sit up.

9. No running, standing, kneeling, rotating, tumbling, or stopping in the flume. Arms and hands must remain inside the flume at all times. Riders should remain in proper riding positions until the forward movement is terminated. At no time should the rider attempt to stand up while on the slide or before coming to a complete stop in the splash-out area.
10. Except for the green inner tube slide, only one rider at a time is allowed on the slide. Trains or chains of riders are prohibited.
11. Except for the approved inner tubes allowed on the inner tube slide, no mats, life jackets, or other flotation devices are permitted on any slide.
12. Diving or jumping from the slide is prohibited.
13. Leave the plunge pool promptly after entering.
14. Rider assumes all risk of injury.

Green Inner Tube Slide

1. The maximum operational load for the slide is 300 pounds.
2. Tubes must be ridden in a seated position while leaning back. Do not stand up, ride the tube on the stomach, or go down the slide headfirst.
3. Only one inner tube should enter the flume at a time. Trains or chains of riders are prohibited.
4. Keep arms and hands inside the flume at all times.
5. Riders must stay on the tubes during the ride. If you accidentally fall from the tube, continue down the flume without it and exit normally.
6. At the end of the slide, obey all instructions by the splash pool lifeguard and exit quickly, taking your tube with you.

XII Snack Bar

1. All food and drinks must stay in the snack bar area or designated eating areas only. No glass bottles.
2. No private coolers or outside food, drinks, or alcohol are permitted in the waterpark.
3. Food and beverages are not allowed in the water. All food and beverages must be 4 feet from the edge of the pool.
4. Picnic tables are provided outside the pool fence for those who bring their lunch or snacks.
5. Patrons are not allowed inside the snack bar, storage room, or mechanical facility.

XIII Inappropriate Behavior

WARNING: Failure to follow rules can result in serious injury. Swim at your own risk. The City of Spearfish and/or the SRAC is not responsible for lost or stolen personal items. SRAC Water Park Season Passes are non-refundable.

Staff reserves the right to refuse service/programming to anyone with or without cause.

1. The unauthorized use of cameras or other filming devices is strictly prohibited. Persons taking nude or other inappropriate photos will be suspended or have membership privileges revoked immediately.
2. All patrons using the waterpark must display courteous and considerate behavior. Foul language, abusing membership privileges, and disregarding facility rules may result in suspension or revocation of membership or expulsion from the facility.
 - a. Upon the first infraction of SRAC policies, the patron may be asked to leave the facility and the incident will be documented.
 - b. Upon the second infraction, the patron will be given a written warning of the infraction and consequence and the patron will be asked to leave the facility. The infraction will be addressed by a supervisor or the SRAC Facility Superintendent and, if applicable, the parent(s) or legal guardian will be notified.
 - c. Upon a third infraction, the patron’s privileges may be terminated and their ability to enter the waterpark may be revoked at the discretion of the SRAC Facility Superintendent or the Parks and Recreation Director.
 - d. No refunds will be given.
2. Violations may result in immediate loss of membership privileges or permanent banishment from the facility.
3. Visitors to the waterpark must use the center for its intended purposes and follow all rules and policies. Violators will be asked to leave the SRAC and will not receive a refund.

XV Responsibility

It is the responsibility of staff and patrons to adhere to this policy. It is the responsibility of the Parks and Rec Director or designee to review and update this policy as needed. Any substantive changes must be approved by the City Council.

Tyler Ehnes, Parks and Recreation Director

Date