



Rules and Protocols

Variety Village, September 22, 2022

To ensure that all members have an enjoyable and safe experience when they visit Variety Village, the following rules and protocols have been established. Please note that this information does not cover every situation possible and Variety will amend this document as needed.

1. Members have access to the facilities only during our Hours of Operation or as posted for special events.
2. Members are asked to swipe their Membership I.D. cards at the scanning station at the reception desk every time they come to the Village. Identification cards must be worn by EVERYONE to whom they have been issued, and must be visible at all times while on the premises. Users of the pool can clip their I.D. card to their towel or hang it on the board next to the men's change room before entering the pool.
3. All Variety Village staff are authorized to ask for your ID card from anyone on the Village premises and members are required to comply.
4. Members who have forgotten to bring their I.D. must ask the Receptionist to enter them into the computer and can purchase a new ID card for \$10.00.
5. Members who are accompanied by a non-member for the purpose of providing one-on-one assistance must obtain an "Attendant" I.D. card. Attendant I.D. cards have no user privileges and must be returned to the reception desk at the end of each visit. Attendants are required to remain with their clients at all times.
6. Children 11 years of age or younger:
 - a) May not enter or use the facility unsupervised.
 - b) Parents/guardians are responsible for delivering the children in their care safely to their classes and for picking them up promptly afterwards. Parents/guardians need not stay with the children while they are in instructional classes (unless requested by the instructor), but must remain in the facility while the classes are in progress.
 - c) Parents/guardians of children not in instructional classes must be in direct contact with the children at all times.

- d) Children over six (6) years of age are not permitted in the change room of the opposite sex. Please use the family change room in the Aquatics Centre. If they require assistance with changing or if they need to be monitored while parent/guardian changes, please see the program supervisor to make arrangements.
 - e) Guardians must be 16 years of age or older and, unless they are also a member, must obtain an "Attendant" I.D. card with no user privileges from the reception desk.
1. Guests:
 - a) Members are permitted to bring guests to Variety Village. A "Guest Pass" must be purchased for each guest, for each visit, and are available at the Reception Desk. Speak to Reception for the cost of passes.
 - b) A waiver must be signed by guests 18 years of age and older. Junior guests (under 18 years of age) must have a waiver signed by their parent or guardian.
 - c) Guests who become annual members within one month from their last visit to the Village can have the cost of their guest passes (maximum – two) deducted from the membership fee on proof of payment.
 2. Members must be at least 14 years old to use the cardio and weight room.
 3. Dress Code – we ask all members to wear:
 - a) appropriate attire for activities
 - b) athletic footwear with non-marking soles
 - c) no street clothes
 - d) no "cut-off" pants/shorts
 - e) no clothing with crude and derogatory words or images
 - f) no shoes with spikes
 - g) no street shoes on pool deck or track
 - h) no swim suits and/or bare feet beyond the aquatic wing
 4. While in the Fieldhouse, members may borrow equipment from the supervising staff member using their membership card.
 5. Track lanes in the Fieldhouse are to be used as designated and according to the direction of use posted.
 6. Cameras/video recorders, etc. may not be used without permission, and the photographer must sign a "Photo Release" form. Consult the program supervisor on duty.
 7. Variety Village respects and values the privacy of our members and wants every visit to be an enjoyable one. For this reason, cell phones, digital cameras and other electronic devices that can take pictures are strictly prohibited in our change rooms and washrooms. When using these facilities, phones should be kept in a gym bag, handbag or pocket. We know our members enjoy taking pictures, so photos of yourself, friends or family are permitted in the lobby, weight room and fieldhouse. Photos may also be taken in the Pool, but only when you have signed a waiver.

Waivers are available from the Pool Staff. At any time when taking pictures, we ask that you consider the privacy of nearby members and refrain from capturing their image in your photo.

8. Lockers are provided for member's use while they are in the facility. Members must bring their own locks. Variety Village is not responsible for any lost or stolen articles, therefore we cannot emphasize strongly enough that users ensure their belongings are securely locked away. All lockers found locked when the facility is closed will have the locks cut and discarded, and the contents placed in "lost and found".
9. Users must supply their own towels/soap.
10. Food and beverages may be consumed in the cafeteria and the coffee station only.
11. While we encourage members to drink water while exercising, containers must be unbreakable.
12. Chewing gum is strictly forbidden in the Fieldhouse, cardio area, weight room and pool.
13. Pay phones are located in the main lobby. All other phones are for staff use only.
14. Areas designated "STAFF" or "PRIVATE" are off limits to members at all times.
15. If a member has a complaint about one of Variety's employees, the member should direct the concern to the In-Charge Staff member on duty or the Human Resources department at ssanderson@varietyontario.ca along with their contract information. Members are not permitted to address performance directly with an employee and members are expected to refrain from discussing their issues regarding an employee with other employees and members.
16. Bicycles are not permitted indoors. Racks are provided at the front of the building for bicycle parking at the owners' risk.

Failure to follow these Rules and Protocols may result in dismissal from the premises and may result in further disciplinary action and/or cancellation of membership.