

# Apex Centre General Rules

- No motorized vehicles are allowed in the entrance or walkway areas. All vehicles must be parked in the parking lot.
- Children 4 years of age or older are not permitted in the restrooms of the opposite sex. Family changing rooms are available on the lower level.
- Resident rates are available to those who live within the McKinney city limits according to property taxes. Proof of residency is required when registering.
- Registrations are on a first come first serve basis, and participants are encouraged to register as early as possible. Registration deadline is the Friday before the class begins, unless otherwise noted.
- If it is necessary to cancel a class because of inclement weather, the customer service staff will notify all participants at least one hour before class is scheduled to begin, unless otherwise noted. If a swim lesson is canceled, the aquatic staff will contact you within 24 hours to reschedule. Any group class missed will not be made up.
- When a class is canceled due to low enrollment or other circumstances, you will be offered a transfer to another class or receive a full refund.
- A \$5 administration fee will be charged against all participant-initiated refunds. Participant-initiated refunds and transfers will only be granted when a participant a) submits a transfer or refund request at least five business days prior to the class start date, b) moves from the area and notifies the staff at least five business days prior to the class start date, c) becomes ill, in which a doctor's statement must be presented upon request. If a refund / transfer is not requested to be applied to the program within 90 days, the refund/transfer will be forfeited. Fees paid by credit cards will be refunded back to the credit card. Refund processing may take up to three weeks.
- Due to the large amount of information available in the guide and website, errors before or after publications may occur. We apologize for any errors and we will advise you of any changes as quickly as possible. Thank you for your patience and understanding when these situations occur.
- All facility participants are expected to follow the rules of the facilities. Specialty areas of the facilities (example: fitness center and the pools) have posted signs stating special rules specific to that area. Disregard or abuse of facility rules may result in removal by staff or police from the facility for a designated length of time or permanently.
- Registrants and participants of programs and special events permit the City of McKinney to take photos and videos of themselves and their children for publication in the program brochure, website and additional uses as the city deems necessary unless the registrant or participant expressly files a written objection to the use of photos or videos of themselves and/or their children.



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- Recreational activities / programs are intended to challenge and engage the physical, mental and emotional resources of each participant. Despite careful and proper preparation, instruction, medical advice, conditioning and equipment, there is still a risk of serious injury when participating in any recreational activity/program. Understandably, not all hazards and dangers can be foreseen. Depending on the particular activity, participants must understand that certain risks, dangers and injuries due to inclement weather, slipping, falling, poor skill level or conditioning, carelessness, horseplay, unsportsmanlike conduct, premises defects, inadequate or defective equipment, inadequate supervision, instruction or officiating and all other circumstances inherent to indoor and outdoor recreational activities/programs exist. In this regard, it must be recognized that it is impossible for the City of McKinney to guarantee absolute safety.
- Since the Apex Centre is a family facility, proper attire includes shirts or tops that cover the torso without being revealing, shorts or pants and proper footwear. All swimmers must wear family-appropriate swim attire, attire designed specifically for swimming. Family-appropriate attire is defined as generally acceptable swimwear based upon community and family-friendly standards for a family public swimming environment that includes maintaining full and appropriate coverage of an individual's private parts. Attire not permitted is thong style and/or revealing swimwear; Cut off shorts; and jeans. Footwear must be worn at all times in the Apex Centre (except while swimming). In the gym, on the fitness floor and in the weight room, closed-toed shoes are required for safety.
- Coolers and outside food and beverages are permitted. However, glass containers and alcohol are not permitted inside the pools or the facility. All coolers are checked at the entry points to the facility.
- The use of tobacco products is prohibited on Apex Centre property. This includes the use of e-cigarettes.
- Recording of any kind is prohibited in the restrooms or locker rooms.
- Stealing and destruction of personal or Apex Centre property is prohibited.
- Animals that are not service animals or assistance animals, as those terms are defined under applicable state and federal law, or part of a sponsored program or event, are prohibited from all indoor recreation facilities and outdoor swimming pools.
- Please be courteous and take calls outside of the fitness area.



# Apex Centre General Rules

## Code of Conduct

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

- Understand that the Apex Centre 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.
- 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.
- Refrain from behavior, dress or language that is abusive, threatening or disruptive to others.
- Respect the personal belongings of others and Apex Centre property. Destruction or defacement of city property including litter is prohibited.
- Responsibly secure your own personal belongings. The Apex Centre is not responsible for lost or stolen items.
- Act honestly. Sharing membership cards is considered theft of service and falsifying Apex Centre 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.
- Keep the Apex Centre a substance-free environment and immediately report all alcohol, tobacco, e-cigarette and illegal drug use.
- Photography or video recording is permitted at all City of McKinney facilities and events on city-owned property, except where posted otherwise. The City of McKinney reserves the right to require a person to leave the premises or cease taking photos or using a video device if city staff finds such behavior to be disruptive.
- Soliciting individuals in the Apex Centre for personal business or agencies without prior approval from the facility management team is prohibited. This includes, but is not limited to, posting flyers, business cards and/or advertising materials. Private or group instruction of any type is not permitted unless contracted through the Apex Centre.
- Follow all written rules and guidelines as well as verbal directions from staff. Apex Centre 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 privileges and forfeiture of paid fees.
- Clean and sanitize equipment after each use.



# Apex Centre General Rules

## General Facility Reservation Information

- Reservations may be booked online (where applicable) or in person at each Facility (see rentals page for details).
- All reservations must be booked at least thirty (30) days in advance. Any reservation booked less than thirty (30) days in advance will require Facility Manager/Supervisor approval.
- A security deposit, as detailed herein, is required at the time of reservation. The deposit is a separate fee and does NOT apply towards the reservation fees. If there are no damages to the areas rented, and all policies have been followed, the deposit(s) will be returned within thirty (30) days following the date of reservation.
- The Reservation Period includes both set-up and clean-up time. The User is responsible for all Reservation Area set-up and clean-up. Cleaning supplies are provided. All trash must be taken to the Facility's outdoor dumpster (if applicable). Any appliances utilized by the User must be left clean and in good working condition.
- Limited gym / room / pool times are available for rent.
- Each conference room comes with a standard number of chairs and tables. All tables are rectangular or round.
- Reservations are not confirmed or scheduled until the City receives full payment of all reservation fees and security deposits (if applicable). A written cancellation notice signed by the User must be received at least thirty (30) days prior to the scheduled event in order for the User to receive a full refund minus a \$5 administration fee. Failure to give at least thirty (30) days written cancellation notice will result in the reservation fee being forfeited in full.
- Full reservation policies will be provided at the time of booking.
- Refunds for additional guest passes (passes not included in the party package) will be permitted if the request is received prior to the party rental. Refunds are not permitted if the request is made during or after the rental.

