



# WISC Membership Policies

WISC is a family facility that values personal responsibility, honesty, caring, mutual respect and non-violence. In joining, members subscribe to WISC policies and are expected to abide by its rules. Our facility rules are posted throughout the complex.

- Membership cards must be carried at all times. Members must pay a \$5.00 fee to replace lost cards.
- It is to my complete understanding that if I wish to cancel or change my membership in any way, I must give WISC at least thirty (30) days written notice. There is a cancellation charge based on 2 months of the current membership cost
- Membership card must be presented at each visit. Loan of membership card subjects the owner to loss of privileges.
- When families are present at WISC, parents are responsible for the supervision of their children unless the children are enrolled in a scheduled, supervised activity. Parents are expected to help enforce WISC rules.
- Parents must be in the building when children are in the childcare center. Dropping children off and leaving the premises is not permitted. A child stay is limited to no more than 2 consecutive hours.
- Children can not be left unattended during open court/gym times.
- WISC reserves the right to change membership and program fees.
- WISC reserves the right to change or amend their policies and procedures.
- WISC reserves the right to cancel any program that fails to meet minimum enrollment requirements.
- No one is allowed on the courts/gym unless there is a scheduled program occurring.
- During the registration process (see below) facility members should only register for classes they can attend. WISC reserves the right to change a member's registration status if the member enrolls and fails to consistently attend the registered class or classes. The Customer Service desk must be notified within the first week if you choose to drop a class.
- All programs are subject to availability. Schedules and rates are subject to change.
- Members must accompany guests when entering the building. All guests must sign in at the customer service desk and will be given a daily visitor pass.
- Members ages 8-17 are required to attend a fitness orientation before using the fitness center.
- Adults (18 and older) are required to fill out a Par-Q before using the fitness center.
- WISC reserves the right to take pictures/video of its participants for brochures/publications/web site and other marketing purposes. If you or family members would prefer not to be photographed, please notify the customer service desk in writing.
- No outside fitness trainers are allowed to use the facility for private personal training sessions.
- Not following WISC policies & procedures is grounds for membership termination without refund.

## **Priority Registration Policy for the Upcoming Term**

**During week 1 of current term**, facility member registration will be available for WISC facility members who are **enrolling in the exact same class, day and time for the sport they are currently enrolled.**

**During week 2 of current term**, facility member registration will be available for WISC facility members who are **enrolling in the exact same class, but different day and/or time for the sport they are currently enrolled.**

**During week 3-4 of current term**, registration will be available for all WISC facility members.

**During week 5-8 of current term**, registration will be available to all WISC facility members as well as non-members. Class enrollment during these weeks be based on first come, first serve.

## **Term Schedule for 2009**

Term I: January 5 - February 28  
Term II: March 2 - May 2  
Term III: May 4 - June 27  
Term IV: June 29 - August 22  
Term V: August 31 - October 24  
Term VI: October 26 - December 19

## **Lost and Found Policy**

WISC is not responsible for items lost or left on the premises. As a courtesy, found or recovered items are held for two weeks. Unclaimed items are then donated to local community agencies. Please contact the Customer Service staff about any lost items.

## **Membership Leave of Absence Policy**

Members may take a leave of absence from WISC for a period of 2-6 months by placing their membership on hold. Leave of Absence requests must be submitted in writing and approved by WISC management. During the "on hold period" the entire membership is inactive and the member is without the benefits of membership.

## **Transferring & Canceling Policy**

Memberships are nontransferable. There is a cancellation charge based on 2 months of the current membership cost. Once you cancel a membership your cancellation fee will be deducted at the next ACH draft date. Members will receive a written notice approximately 30 days prior to any membership rate change.

## **Membership Renewals Policy**

Membership renewals are due on expiration date. All bank draft memberships automatically renew unless **WISC receives 30 days written notice prior to membership expiration date.** All annual memberships will automatically renew unless **WISC receives 30 days written notice prior to membership expiration date.**



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## Refund Policy

All deposits, membership fees, and program fee payments are non-refundable. Refund or credits will not be issued for facility members for months not used. All transfers and credit requests must be made at the Customer Service Center before the end of the registration period. To be considered for a credit or class transfer, all requests must be made in writing with the required documentation attached. All requests will be handled on an individual basis and are subject to approval by WISC Management. WISC reserves the right to cancel any program if enrollment is insufficient. In the event of cancellation by WISC, a refund or class credit will be provided.

## ACH Payment Process

- Your ACH payment will be deducted on the business day before if the 1st or the 15th falls on a weekend or a holiday.
- Please submit any updated account information at least 2 weeks before your draft date otherwise WISC can not guarantee your account information will be updated by your draft date.

## Program Enrollment Process

\*If you enroll in a special events program and do not attend (such as parents night out, open gym, etc) a \$10.00 no show fee will be added to your upcoming ACH draft. If the non attendance is due to illness or emergency, please submit in writing to WISC management the reason for the absence. All requests will be handled on an individual basis and are subject to approval by WISC management.

## Childcare Center Policy

WISC is a family facility that values personal responsibility, honesty, caring, mutual respect and non-violence. WISC Childcare is a program that provides a safe and fun environment for children to learn, play and grow while parents utilize the WISC Facility. When being a part of WISC Childcare, members are expected to abide by the WISC Childcare policies. The WISC Childcare policies are posted in the childcare room.

### **Childcare Hours of Operation:**

\*Childcare hours are subject to change\*

**Mon-Fri 9:30am-11:30am and 4pm-7:30pm / Saturday 9:00am-11:30am / Sunday Close**

**WISC Facility Members receive two hours of Childcare per day with their membership.**

- Parents must pick up their child(ren) before the close time of childcare. WISC reserves the right to charge parents for consistent late pick ups.

**Ages:** Children must be 2 – 5 years of age to participate in WISC Childcare.

### **Capacity:**

- WISC Childcare operates on a first come, first serve basis. WISC Childcare staff are not obligated to accept a child if the childcare capacity has been reached.
- The capacity/ratio for WISC Childcare is ten children per childcare provider at one given time.

### **Signing in and Signing Out:**

- Children must be signed in and out by a parent or guardian 18 years of age or older each time the child(ren) visit(s) the childcare room.
- For the safety of the child(ren), the parent that signs the child(ren) in must be the parent who signs the child(ren) out.
- Parents/legal guardians must remain in the WISC Facility while their child(ren) are in childcare. Parents must note their whereabouts in the building when signing in their child(ren).
- There is a strict two hour limit for one individual child to be in WISC Childcare in one day.
- WISC Childcare is not designed to be a place where parents can watch their own children. Parents are welcome to stay for a few minutes at drop off time to get their child adjusted to the childcare room.

### **Staff Intervention:**

- If a child is having a difficult time, is upset and cannot be consoled after repeated attempts, behaves in a manner that is harmful to himself/herself or others, or becomes ill while in WISC Childcare, a WISC staff member will come get the parent to take care of the child.
- WISC Childcare staff will use time-out to address behavioral problems.
- If a child repeatedly displays disruptive behavior, the parents will be notified and the child will no longer be able to attend WISC Childcare. \*\*The level of disruption prompting permanent removal will be left by the discretion of the WISC Childcare Director.\*\*

### **Snacks and Food:**

- Food is permitted in the childcare room. **However, no peanuts or items that contain peanuts or peanut ingredients are permitted..** Juice packs and sippy cups are permitted.

### **Health and Sanitation:**

- If a child is being potty trained, proper potty training pants must be worn. It is the parent's responsibility to change their child's diaper.
- Children who are ill (severely runny nose, cough, fever, vomiting) are not permitted to attend WISC Childcare. We ask that you wait 24 hours after starting antibiotics, vomiting and/or fever before returning to WISC Childcare.
- WISC Childcare staff will not administer medication.
- The decision to send a sick child home is at the discretion of the WISC staff.



# WISC Membership Policies, (cont.)

## Baseball/Softball Academy Policy

### Cage Parameters

- No more than 2 players allowed in the cage at any given time slot
- No one is allowed in the cage or infield area without checking in first
- No one is allowed in a cage under the age of 16 without a coach, instructor or parent
- Ages 16 and 17 year olds may use the cages without a coach, instructor or parent for:
  - Tee Work
  - Pitching and Catching
- Ages 18 and up may use the cages without in cage supervision
- The proper equipment must be worn at all times
  - Catching gear for catchers
  - Helmets while batting
- Only bats, gloves, helmets and catching gear are allowed in the cages. No bat bags allowed in cages
- No outside balls of any type are allowed in the cages. Balls will be provided
- **NO HORSEPLAY OF ANY KIND WILL BE TOLERATED**

### Infield Parameters

- No hitting of any kind is allowed in the infield with the exception of:
  - A coach doing infield drills
  - A coach supervising bunting drills
- Minimum of 6 players is required to reserve the infield
- **NO HORSEPLAY OF ANY KIND WILL BE TOLERATED**

**\*\*All the required paperwork and waivers must be completed and signed before entering the Baseball / Softball Area\*\***

## Fitness Center Policy

- Please observe circuit-training etiquette. Do not jump in front of a person in the line; either allow others to work in with you when doing sets, or limit your exercise to only one set per machine during peak hours.
- Profanity will not be tolerated.
- **No food or drinks are permitted** in the Fitness area; only closed container water bottles will be allowed.
- Please report any damaged or poorly functioning equipment to a welcome desk attendant.
- If at any time while you are at the Fitness Center and you begin to feel symptoms such as chest pain, dizziness, shortness of breath, or experience any type of severe discomfort, stop exercising immediately, stay calm and notify a staff member immediately.
- Members and guests must be dressed appropriately. Shirts must be worn at all times. No attire that exposes the midriff or naval may be worn in the fitness area.
- Proper shoes must be worn at all times. Absolutely no bare feet or open-toes/open- heeled shoes of any kind are permitted in the fitness area. Absolutely **no jeans** or material that have rivets, zippers, or protruding metal pieces (including belts) will be permitted in the fitness area while working out. This is to protect our upholstery over time
- No one under 15 is permitted in the Fitness Area unsupervised.\*\*
  - **\*\*No one under 15 is permitted to use the treadmills, Life Fitness weight machines or free weights**
- Children may be admitted under certain circumstances. In these cases, children ages 8-14 may be admitted to the kid's gym accompanied by an adult. After completing 3 orientation sessions with the fitness staff, children may use the kids gym without a parent during supervised training hours.
- Lockers are for day use only. You must remove all items removed at the end of the day or your lock will be cut off. All personal items left in the Fitness Center will be kept in the lost and found. The WISC is not responsible for lost or stolen items.

**\*\*All the required paperwork and waivers must be completed and signed before entering the Fitness Area\*\***

**If you have any questions, please feel free to ask. We are here to make sure you have a great workout!**

## Soccer Policy

- Players must wear shin guards.
- No cleats allowed in facility or on fields. Players to wear athletic shoes or turf shoes.
- No Jewelry
- No spitting
- Abusive language will not be tolerated. No fighting is allowed
- Misconduct of players, coaches or referees relative the severity of the infraction may lead to:
  - Verbal warning
  - Caution (yellow card)
  - Ejection (red card for player)
- Expulsion from WISC Leagues
- General rules of soccer apply