

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>		
<u>GROUP FITNESS & WATER AEROBICS</u>	<u>3</u>		
<u>PLAY DEPOT</u>	<u>3</u>		
<u>AWARD WINNING PROGRAMS & CLASSES</u>	<u>3</u>		
<u>PERSONAL TRAINING</u>	<u>4</u>		
<u>MONTHLY AUTO-DRAFT OPTIONS</u>	<u>4</u>		
<u>ADVERTISING OPPORTUNITIES</u>	<u>4</u>		
<u>STAFF DIRECTORY</u>	<u>5</u>		
<u>HOURS OF OPERATION</u>	<u>6</u>		
<u>GENERAL FACILITY HOURS</u>	<u>6</u>		
<u>PLAY DEPOT HOURS</u>	<u>6</u>		
<u>AQUATIC CENTER HOURS</u>	<u>6</u>		
<u>FEATURES AND ELEMENTS</u>	<u>7</u>		
<u>FIRST FLOOR FEATURES</u>	<u>7</u>		
<u>SECOND FLOOR FEATURES</u>	<u>11</u>		
<u>INDOOR AQUATIC CENTER</u>	<u>12</u>		
<u>OUTDOOR AQUATIC CENTER</u>	<u>12</u>		
<u>AQUATIC CENTER POLICIES</u>	<u>13</u>		
		<u>MEMBERSHIP INFORMATION</u>	<u>16</u>
		<u>PASS HOLDER BENEFITS</u>	<u>16</u>
		<u>MEMBERSHIP TYPES</u>	<u>16</u>
		<u>RESIDENCY</u>	<u>16</u>
		<u>WORK IN FRISCO RATES</u>	<u>16</u>
		<u>MEMBERSHIP RATES</u>	<u>17</u>
		<u>PAYMENT OPTIONS</u>	<u>17</u>
		<u>REFUND POLICY/MEMBERSHIP CANCELLATION</u>	<u>17</u>
		<u>MILITARY DISCOUNTS</u>	<u>18</u>
		<u>GUEST POLICY</u>	<u>19</u>
		<u>7-DAY FREE TRIAL</u>	<u>19</u>
		<u>SPECTATOR POLICY</u>	<u>20</u>
		<u>LOST AND FOUND</u>	<u>20</u>
		<u>LOCKER USE AND RENTAL</u>	<u>20</u>
		<u>GROUP EXERCISE CLASSES</u>	<u>20</u>
		<u>RULES AND POLICIES</u>	<u>21</u>
		<u>CODE OF CONDUCT</u>	<u>21</u>
		<u>AGE REQUIREMENTS</u>	<u>21</u>
		<u>LIGHTNING POLICY</u>	<u>22</u>
		<u>PHOTOGRAPHY</u>	<u>22</u>
		<u>SOLICITATION/DISTRIBUTION</u>	<u>22</u>



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 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

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

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

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 or in-person at the Frisco Athletic Center.

PERSONAL TRAINING

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

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

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 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

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HOURS OF OPERATION

GENERAL FACILITY HOURS

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

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

For the most updated hours for the Aquatic Center please refer to the 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

GYMNASIUMS

A great area for any sports enthusiast, it includes two full-size gymnasiums primarily used for basketball and pickleball. Basketballs and pickleballs and rackets 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 a challenge/open 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

- Racquet sports are permitted to utilize the Challenge/Open Court. The Reserved Court is available for Racquetball ONLY.
- Protective eye wear is strongly recommended and is available at the Front Desk.
- Proper attire including shirts, athletic shorts, and non-marking gym or court shoes are required.
- Players must be at least 12 years of age, children under 12 must be accompanied by a participating adult.
- Food and/or drinks are not allowed on the courts. Additionally, no food is allowed in the gym area. Drinks are allowed in plastic containers only.
- Court etiquette should be adhered to at all times.
- All games, regardless of sport, are completed when 15 points have been scored OR 30 minutes have elapsed at which point the game goes to the player(s) in the lead. In the event of a tie at the 30-minute mark, the first to score wins the game.
- A match is best of three games with the tiebreaker game played to 11 points.
- Racquet wrist straps must be worn at all times.
- Personal racquets must be equipped with racquet guards. Players should refrain from striking the walls and floor surfaces.

- Drop-in/Open Play activities that may compromise the windows, walls, or floors of either court are not permitted.
- Private instruction for personal gain is prohibited.

Challenge Court

- A challenge match is won by winning two games.
- All games, regardless of sport, are completed when 15 points have been scored OR 30 minutes have elapsed at which point the game goes to the player(s) in the lead. In the event of a tie at the 30-minute mark, the first to score wins the game.
- A match is best of three games with the tiebreaker game 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.
- If a waiting player is not present at the end of a match, they will lose their place to the following player or players.
- Challenge Court player order is determined on a first-come-first-served basis.

Reservation Process

- Reservations are available for one hour, on the hour. Reservations are given a ten-minute grace period before the court is released.
- Reservations take priority over open play on the reserved court. Reservations can be made at the Front Desk or online [here](#).
- Racquetball takes priority on the reserved court and reservations can only be made for Racquetball.
- Maximum of two individuals per court per reservation.
- Members participating in the same reservation may not make consecutive reservations.
- When your court time is up, or when your match is complete, please leave the court as soon as the next players arrive.

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 11 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, child room, and a big kid room. Parents must remain in the facility at all times.

Play Depot Policies

- To utilize The Play Depot, a valid photo ID (driver's license) must be provided, or a guardian photo must be attached to the individual's KidCheck account. Physical ID's will be returned when the child is picked up.
- The same parent, family member, or guardian who signed the child in must sign the child 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.
- Parents/Guardians may utilize the waterpark but must provide their cell phone number to staff in the event of an emergency. Those caught leaving the FAC will have their privileges revoked.
- For the safety of all children parents/guardians will be buzzed in through the security door by staff upon arrival and are not allowed past the half-door into the childcare area without authorization from a staff member. Authorization can be given for bathroom/diaper assistance, nursing child(ren), in the event of emergency, or other reasons not listed.
- Food, drinks, and snacks are not allowed. Staff will not feed children.

- 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.
- To assist staff in providing the best care, please inform staff if a child is potty training. Any child that is potty training and has more than three accidents will be asked to wear a pull-up diaper.
- If a child needs 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. In the event of an emergency, two staff members will enter the bathroom.
- Medications are not allowed and will not be administered by staff.
- For the safety of all children, any child of walking age must wear shoes.
- With the exception of infants, personal belongings will not be allowed in The Play Depot. Infant belongings should be clearly marked with the child's name. Pacifiers must be attached to the child's clothing or car seat.
- Personal toys are not allowed in the Play Depot.
- 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 or concerns regarding your child before checking-in to The Play Depot.

Check-In Process

- To ensure adherence to capacity limits, parents/guardians must check-in via the KidCheck software. This requires a KidCheck account which can be created at <https://go.kidcheck.com>.
- A reservation is not needed to utilize The Play Depot.
- When checking-in, staff will ask for the phone number associated with the parents/guardians KidCheck account. This will be used to pull up the account and verify the children dropping off and authorized pick-up.
- Staff will confirm there are no changes to the account and make any notes that are needed.
- Once checked-in, staff will place a sticker on the back of the child(ren) and provide the parents/guardians with a guardian receipt. The receipt and the sticker will have the same code which must match to verify pick-up at the end of the child(ren)s stay.
- Parents/guardians will also receive a text with a link to their child(ren)s check-out code which matches their sticker and the guardian receipt. This can be used in the event of a lost receipt to check-out their child(ren).

Sick Child Policy

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

- Child had a fever of 100.0 degrees or higher. Child must be fever free for 24 hours (without fever reducing medication).
- Child has vomited.
- Child has had a watery stool.
- Child has a rash not associated with diapers.
- Child has a sore throat and/or swollen glands.
- 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).
- Children taking antibiotics, must be on antibiotic treatment for at least 24 hours before returning to The Play Depot.

If staff observe any of these symptoms during the child's visit, the parents will be asked to pick up their child.

Potential Parental Notifications

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

- A child needs a diaper change.
- A child is crying for more than 10 minutes.
- Child's stay exceeds the two-hour time limit.
- Staff believes the child is sick.
- A child is not following instructions from staff.
- A child is engaged in fighting, biting, horseplay, or excessive physical behavior.
- Any other reason deemed appropriate as decided by staff.

Penalties for Policy Violations

- 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.
- Play Depot privileges may be revoked if the child is not following directions or is consistently causing harm to other children/staff.
- The Frisco Police Department will be notified if the parent or guardian leaves the premises. Those caught leaving the FAC will have their privileges revoked.
- Play Depot privileges may be revoked at the discretion of the Recreation Services Manager 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 be called using the overhead paging system and staff will walk around with the parent's name on a white board. The Frisco Police Department will 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 Toddler (Walking – 3 Years) or Little Kid (3 – 5 Years) rooms are rated 'G'. Movies and shows of rating 'PG' may be shown in the Big Kid (6 – 11 Years) room after being reviewed and approved by management staff. Any parent/guardian wishing to express concerns with media shown in the Play Depot should contact the Programming and 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

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

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.

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

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. Click [here](#) for more information.


AQUATIC CENTER POLICIES

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

1. Swimming is permitted only 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. 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.

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

- 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

- **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.
- **Couple** – Two people who reside in the same household, regardless of relationship. An adult 18 years or older with one additional person 12 years or older.
- **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

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

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

DAILY/GUEST PASS

- Youth \$11
- Adult \$13

RESIDENT RATES

	Auto-Draft Monthly	30-Day Monthly	Annual
Student	\$35	\$40	\$350
Senior	\$35	\$40	\$350
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
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. 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/FIRST RESPONDER DISCOUNTS

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.

FIRST RESPONDER

First Responders (Fire non-COF, Police non-COF, EMT non-COF) can receive a 20% discount on their membership.

- First responder personnel are 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 First Responder discount cannot be combined with any other offer.

GUEST POLICY

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 SUBSCRIPTION

Your 7-day free trial subscription 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.

*Card will be placed on file, if cancellation after the 7th day is not submitted, the card on file will be charged with the membership rate and membership will continue as an auto-draft membership.

SPECTATOR POLICY

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

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 submit your missing items log. If item is turned in, a Customer Services Representative will reach out regarding your item.

[Lost and Found Submission](#)

LOCKER USE AND RENTAL

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

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

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

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

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

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

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