



UNIVERSITY OF  
ARKANSAS

COLLEGE OF EDUCATION  
& HEALTH PROFESSIONS

UNIVERSITY RECREATION

# UREC Facility Operations Handbook

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NOTE: Participation in all activities within the UREC facility spaces, at the UREC Sports Complex, or any program sponsored by the College of Education and Health Professions or the department of University Recreation, regardless of location, is voluntary on behalf of all participants. All participants acknowledge and agree that the University of Arkansas does not provide insurance for any of its activities and shall not be liable for any injuries that occur at any of these locations or any of its programs.

**4/22/2014**

# UREC Facility Operations Handbook

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## 1. General Policies

### 1.1. Participation/Access

- a) All members must show a University or UREC member ID to access UREC facilities. These security measures are designed to protect our facility from vandalism and to ensure all users have proper authorization.
- b) You may also enter your UA ID number and use the hand reader for entry.
  - i. You must pre-register with UREC staff before you can use the hand reader for entry into the building.
  - ii. ID Forgiveness
    - If a participant does not have their UA or UREC ID, and is not registered to use the hand reader, then the ID forgiveness policy is an option.
    - Each semester every participant will receive 2 ID forgiveness passes.
      - Fall- start of fall semester to the start of spring classes
      - Spring- start of spring classes through graduation in May
      - Summer- May graduation through the start of fall classes
    - A photo ID MUST be shown to utilize this policy. A driver's license or any ID card with your name and picture will suffice.
    - This policy is applicable in both the UREC Fitness Center and the HPER building.
- c) For membership and guest pass policies, refer to Section VII (Membership & Guest Policies).
- d) Non-members that attend events may only access areas reserved for the event. Proper membership rules apply for access to other areas of the facility. Visitors need to be in the appropriate designated areas at all times.
- e) UREC facilities must be vacated by the scheduled closing time.

### 1.2. Conduct

- a) Policies, rules, and procedures are posted in the UREC facility spaces. It is the responsibility of the member to acquaint themselves with the policies, rules, and procedures of each activity site.
- b) Facility users are expected to respect the facilities and the rights of other individuals. Any user of the facilities who engages in any disorderly conduct, including verbal or physical abuse of any employee or other user is subject to immediate removal from that facility and possible loss of privileges.
- c) Regarding the use of university facilities and outdoor space, all groups are expected to adhere to the [University Board of Trustees Policies](#), [Fayetteville Policies & Procedures](#), and all University Recreation policies.
- d) All students using the facility are expected to abide by the University's [Code of Student Life](#).

### 1.3. Safety & Protection of Minors

- a) All minors under the age of 16 must be supervised by a parent, legal guardian, or approved adult at all times.
- b) UREC is strongly committed to maintaining a safe and secure environment for all its members and guests, including children. UREC adheres to the [Fayetteville Policies & Procedures, Section 217.1- Protection of Minors on Campus](#).
- c) As part of the hiring process, specific UREC employee groups are subjected to criminal background checks, given copies of the university policy on protection of minors, and are required to complete an on-line training program.

#### **1.4. Personal Belongings, Lost/Found, & Theft**

- a) Personal belongings
  - i. UREC strongly encourages all members and guests not bring valuables into the facility to prevent loss or theft.
  - ii. UREC assumes no responsibility for lost or stolen items.
  - iii. Refer to Section 4.6 Locker Rooms for policies concerning locker room etiquette and storage of personal belongings.
  - iv. Personal belongings may also be stored in the day lockers located in the level 2 hallway outside the men's locker room.
- b) Lost/Found
  - i. Lost/found recreational items (such as t-shirts, shoes, sport equipment, etc.) are kept in the Service Center for a period of 10 business days.
  - ii. Valuables such as rings, wallets, ID's, electronics, etc. are recorded at the UREC Main Office and are kept in the safe.
  - iii. All lost/found items turned in at the UREC Fitness Center (in the Arkansas Union) will be reported and turned in at the Information Desk in the Arkansas Union.
- c) Theft
 

If a theft is reported, an incident report will be filed with UREC. At the victim's request, UAPD will be called to complete a report and investigate the incident.

#### **1.5. Attire**

- a) Shirts must be worn at all times while in UREC facilities; an exception being in the natatorium area where proper swimming attire is required.
- b) Appropriate footwear is required for each activity area.

#### **1.6. Parking & Entry**

- a) Parking permits on campus are divided into different zones, including Student, Faculty/Staff, Reserved and Metered. All zones require a valid parking permit or meter payment corresponding to its zone during designated permit or payment times.
- b) Weekend parking near the HPER Building is available for free, unless a special event has restricted spaces.
- c) ADA parking is available in lots & garages near the HPER Building, UREC Sports Complex, and UREC Fitness Center.
- d) Please visit <http://parking.uark.edu> for more information on parking policies, permits & parking maps.
- e) Razorback athletic event parking policies that affect times when parking is limited or unavailable may be found on the Transit and Parking website under "Athletic Events Parking."
- f) For more information about parking for on-campus events and the procedures in place, please view the [Fayetteville Policies and Procedures 320.1](#).
- g) UREC is not responsible for parking citations.
- h) Parking is prohibited at meters that are inoperative. University Recreation is not responsible for meter malfunctions. Please contact 575-PARK to report a malfunctioning meter.
- i) If a meter malfunctions and you receive a citation, you should immediately file a meter malfunction report at the Transit and Parking Department or go online to <http://parking.uark.edu> and select the Forms section for the meter malfunction form. Otherwise, all meter violations require payment.

## 1.7. Food/Drink

- a) General Policies
  - i. Chewing gum and spitting are not permitted in the facility.
  - ii. Glass containers are prohibited in all activity areas.
  - iii. Alcoholic beverages, illegal drugs, steroids and tobacco products are not permitted.
  
- b) Concession & Vending Guidelines
  - i. The following concession and vending guidelines must be followed for all special events being conducted in the HPER Building: [Concession & Vending Guidelines](#)
  - ii. All vendors must complete a [vending agreement](#) prior to the event date.
  - iii. All vendors must remit ten percent of gross sales, less local and state taxes, to University Recreation after the event and a summary sheet of earnings received must accompany the check (including items sold, sales price, amount sold, and total sales).
  - iv. Please note that the HPER Building does not have an area which can be solely dedicated as a concession or vending stand or that can meet the applicable health standards for vending food or drinks.
  - v. Vendors are responsible for following all state health standards.
  - vi. All concessions and merchandise vendors must comply with all policies regarding cash handling, receipting, and sales set forth by the University of Arkansas. (Fayetteville Policies and Procedures-306.0 <http://vcfa.uark.edu/Documents/3060.pdf>)

## 2. Informal Recreation Program

### 2.1. Program Description

- a) Informal Recreation promotes diverse social, recreational, and wellness opportunities through unstructured, voluntary use of the recreation facilities. The program is designed to provide members and guests with a wide range of recreational pursuits during operating hours, at their leisure for fitness and fun.

### 2.2. Services

- a) Informal recreation includes, but is not limited to: basketball, volleyball, racquetball, badminton, swimming, running, weight lifting, table tennis and climbing on a first come, first serve basis during operating hours.
- b) UREC memberships, guest passes, locker and towel rentals, and fitness equipment are available to qualified students, faculty, staff, and alumni.
- c) Limited equipment is provided by University Recreation to members for a range of activities. Members can reserve and rent equipment at the Service Center, which is located on the second floor. Examples of available equipment include racquetball racquets, basketballs, ping pong paddles, and volleyballs. Lost and/or damaged equipment charges apply.

### 2.3. Hours of Operation

- a) UREC facility hours of operation can be found on our [website](#). Hours are also posted in each facility and in various auxiliary spaces.
- b) An [online HPER Building facility calendar](#) is available on our website and notices are posted online and in UREC facilities when there are changes to the normal hours of operation.

### 2.4. Prohibited Areas

- a) The following spaces must be reserved in order to access the area. Informal recreation is NOT available in these areas:
  - i. HPER Building:
    - Dance Studios (HPER 220 & 216)
    - Multi-purpose Room (HPER 320)
    - All classrooms (HPER 103, 311, 315, 316, 318, & 319)
    - UREC Conference Room (HPER 240)
  - ii. UREC Fitness Center (in the Arkansas Union)
    - UREC Fitness Center Multi-purpose Room

### 3. UREC Facility Rentals

#### 3.1. Use of University Facilities & Outdoor Space

- a) Use of University Facilities (refer to [Board Policy 705.1](#) for the full policy in detail)
- b) Use of University Facilities & Outdoor Space (refer to [Fayetteville Policies and Procedures 708.0](#))
- c) University Recreation has a prioritized schedule allocating space to academic classes, University Recreation programs & offerings, and the varsity women's swim/dive team.
- d) Space may be reserved by other organizations based on availability, size and functionality.

#### 3.2. Use of UREC Facilities and the Priority Scheduling System

- a) The priority use of the HPER Building shall be the support of the mission of the Department of University Recreation.
- b) The facility rental fee was established as a revenue stream for the Facilities Management program to offset expenses related to administration, facility equipment, facility maintenance and supplies, programming, capital improvement projects in the facility, and salaries.
- c) The HPER Building is scheduled and administered according to a priority use system approved in May, 1983 and revised in February, 1989 by the HPER Advisory Board, the Dean of the College of Education, and Central Administration.
- d) The general priority use system is listed below. Rooms, activity areas, and/or times not listed under special considerations will follow the general use priority ranking.

i. **General use priorities:** *(specific locations may vary among the first three priorities)*

First Priority-	HHPR scheduled classes/events
Second Priority-	University Recreation Program
Third Priority-	Other University Functions
Fourth Priority-	Non-university Functions (Chancellor Approval)

ii. **Special Considerations:**

- In the following spaces, University Recreation has priority from 6:00 – 8:30 a.m. & from 4:30 – 11:50 p.m. Monday – Friday and on Saturdays and Sundays:
  - Racquetball Courts, Donna Axum Fitness Center, Gyms 1 - 4, Room 320, and Jogging Track
  - One or two gyms may be scheduled for HHPR classes during these times
- Natatorium Priority Scheduling
  - University of Arkansas Swimming & Diving Program:
    - Monday through Friday: 6:00 a.m. to 8:30 a.m.
    - Monday through Friday: 2:30 p.m. to 5:00 p.m.
  - University Recreation:
    - Monday through Friday: 11:00 a.m. to 1:50 p.m.
    - Monday through Friday: 5:00 p.m. to 9:50 p.m.
    - Saturday and Sunday
  - Health, Human Performance, & Recreation Department:
    - Monday through Friday: 8:30 a.m. to 11:00 a.m.
    - Monday through Friday: 1:50 p.m. to 2:30 p.m.

NOTE: Notwithstanding the priorities stated above, the Natatorium will be made available for varsity swim meets, provided that the meets are on the yearly schedule submitted by the Swim Coach and approved by HHPR/UREC Staff.

iii. **University Recreation Sports Complex**

First Priority-	University Recreation
Second Priority-	HHPR scheduled classes/events
Third Priority-	Other University Functions
Fourth Priority-	Non-university Functions (Chancellor Approval)

### 3.3. Facility Reservation Requests

- a) Forms & Processing
  - i. Requests are processed in the order in which they are received.
  - ii. Two weeks is the standard lead time for requesting UREC facilities as event locations. It is expected that major events will be scheduled as far in advance of the activity date as possible.
  - iii. A \$25.00 administrative fee will be added to the final invoice for all request changes (times, locations, equipment, supervision, etc.) made with less than a 48 business hours advanced notice from the date/time of the event.
  - iv. The online HPER Building Facility Reservation Form is available at [this link](#).
  - v. Once a request has been submitted, an e-mail confirmation will be sent within 24 hours if the request has been approved.
  - vi. Requests that are submitted Friday - Sunday, will be contacted by the next business day.
  - vii. If additional information is needed or requested, a UREC staff member will follow up.
- b) UREC Sports Complex Requests
  - i. Reservation requests for the UREC Sports Complex should be completed on the reservation form found [here](#). Turn in the completed request at the UREC Main Office.
- c) Organizer Presence Required
  - i. The organizer must be present throughout the event with a copy of the confirmation e-mail and present the form to UAPD if requested. The event may be terminated by UAPD for failure to have a copy of the approved reservation form on the premises.
- d) Fundraisers
  - i. Notification of an [RSO fundraising](#) event must be submitted and approved by the Office of Center for Leadership & Community Engagement at least two weeks prior to the event date.
  - ii. A copy of the approved form must be submitted to UREC via fax (479-575-7008) or e-mail ([renturec@uark.edu](mailto:renturec@uark.edu)).
  - iii. The reservation request will not be approved until a copy of this form has been received.
  - iv. Fundraisers do not receive special or discounted rates. Standard facility, supervision and equipment rates apply.
- e) Online Facility Calendar
  - i. Once confirmed, an approved request will be visible on the facility calendar, available at [this link](#).
  - ii. Facility requests must be submitted through the online request form, but the online calendar allows viewers to see daily, weekly, and monthly schedules of events already confirmed.
  - iii. UREC follows the academic semester calendar, so requests cannot be confirmed before an academic semester has been set.



## f) Reservation Rates- HPER Building

- i. Fees may apply for the rental. The [list of facility rates](#) can be found online or in the list below.
- ii. All rates are per hour and not pro-rated.
- iii. All rates are per room/ court/ gym/ table/ etc.
- iv. For certain reservations, rates for supervision, equipment, and chemicals may apply and are in addition to room rental rates.

Facility	University Organizations/Affiliates	Non-University Organizations
Classrooms	\$0.00	\$30.00
Dance Studios	\$30.00	\$60.00
Gymnasiums	\$30.00	\$60.00
Multi-purpose Room	\$20.00	\$50.00
Natatorium	\$40.00	\$80.00
Racquetball Courts	\$10.00	\$30.00
Student Lounge	\$20.00	\$50.00
Table Tennis	\$10.00	\$30.00
Track	\$10.00	\$30.00
UREC Conference Room	\$10.00	\$30.00
Wallyball Courts	\$15.00	\$30.00

## g) Reservation Rates- UREC Sports Complex

	U OF A ORGANIZATIONS (NO ADMIN. FEE)	U OF A ORGANIZATIONS (ADMIN. FEE)	NON-UNIVERSITY ORGANIZATIONS
FOOTBALL	\$10.00 / HR / FIELD	\$20.00 / HR / FIELD	\$30.00 / HR / FIELD
SOCCER	\$10.00 / HR / FIELD	\$20.00 / HR / FIELD	\$30.00 / HR / FIELD
SOFTBALL	\$20.00 / HR / FIELD	\$40.00 / HR / FIELD	\$60.00 / HR / FIELD
ULTIMATE FRISBEE	\$10.00 / HR / FIELD	\$20.00 / HR / FIELD	\$30.00 / HR / FIELD
RUGBY	\$10.00 / HR / FIELD	\$20.00 / HR / FIELD	\$30.00 / HR / FIELD
LACROSSE	\$10.00 / HR / FIELD	\$20.00 / HR / FIELD	\$30.00 / HR / FIELD
BOCCE	\$5.00 / HR / COURT	\$7.50 / HR / COURT	\$10.00 / HR / COURT
SW QUADRANT	\$20.00 / HR / QUAD.	\$40.00 / HR / QUAD.	\$60.00 / HR / QUAD.
SE QUADRANT	\$20.00 / HR / QUAD.	\$40.00 / HR / QUAD.	\$60.00 / HR / QUAD.
N QUADRANT	\$20.00 / HR / QUAD.	\$40.00 / HR / QUAD.	\$60.00 / HR / QUAD.
*MIN. CHARGE PER FIELD	\$100.00	\$150.00	\$200.00

A minimum fee will be charged for events scheduled by U of A organizations which are scheduled for 8 or more consecutive hours, require cancellation of regularly scheduled HHPR and/or UREC events, or charge a participation, entry, and/or admission fee.

## ADDITIONAL CHARGES:

A \$6.00 per hour per field or court light use charge will be assessed. A \$30.00 per field or court marking charge will be assessed. This cost includes four cans of paint and labor. Additional cans of paint will cost \$4.00 per can. A supervision charge will be assessed for all events that require supervision by UREC Staff.

## h) Amenities &amp; Facility Details

- i. For more information on the facility spaces available and amenities, please click [here](#).

- i) Prohibited Areas & Restrictions
  - i. The Donna Axum Fitness Center and faculty lounge are not available for reservations.
  - ii. Due to the high usage in these areas, reservations in the gymnasiums are restricted to events with 20 or more estimated participants.
  - iii. Requests from individual members and/or groups with less than 20 people may not be approved and will be reviewed on a case-by-case basis to determine if the reservation is an effective use of space and resources.
  - iv. Reservations on the track are restricted to rain-out locations for outdoor events, such as walk-a-thons.
  - v. The track may not be reserved for individuals and/or running groups.
- j) Tabling
  - i. Hallways and foyers are available for tabling to university-affiliated events and/or programs benefiting the overall mission of University Recreation and/or the Department of Health, Human Performance, and Recreation.
  - ii. All tabling requests must be approved prior to the event by UREC personnel.

### **3.4. Miscellaneous Fees**

- a) A \$250.00 chemical fee will be added for specialized uses in the HPER Natatorium such as large swim meets or other activities which demand a high chemical use.
- b) Large events and/or events outside normal hours of operation may require additional building security, staff, and custodians at an additional cost. (see Section 3.6 Staffing/Supervision)

### **3.5. Decorations**

- a) Decorations may not compromise public safety or create risk of property damage.
- b) They must not interfere with access to entrances/exits.
- c) Decorations must be free-standing, including signs.
- d) Duct tape, glue, tacks and nails may not be used on any floor or wall surface. It is recommended you use quick release tape, packing tape, or poster putty for securing decorations.
- e) Directional and/or promotional signage is not permitted without approval from UREC personnel.
- f) Extension cords and power strips are available upon request. Fees may apply.
- g) The group is responsible for removing all decorations upon conclusion of the event.
- h) Loose decorations such as glitter, confetti, or beads are not permitted in UREC facility spaces.
- i) Open flame candles are not allowed.

### **3.6. Staffing/Supervision**

- a) Events in excess of 100 people or more require supervision during the event. One UREC supervisor will be on duty for every 100 people estimated to be in attendance.
- b) All Natatorium events require supervision. One lifeguard will be added for every 25 people in attendance. Lifeguarding fees are \$15.00/hour/lifeguard.
- c) Specialty staffing (i.e. supervisors, lifeguards, officials, fitness instructors) must be arranged at least one week prior to the event.
  - i. Supervision fees range from \$9.00 - \$15.00/hr./employee depending on what level of supervision is required and the time period the facilities are reserved.

### 3.7. University of Arkansas Police Department

- a) To ensure the safety and security for on-campus events, UAPD shall be informed of all on-campus events with an expected attendance of 500 people or more.

### 3.8. Special Birthday Party Packages

- a) Pool Birthday Parties
- i. All birthday parties are responsible for the staffing fee, in addition to the hourly rental fee.
  - ii. All parties under 50 people require two extra lifeguards on duty; with one additional lifeguard added per 25 additional guests over 50.
  - iii. Legal parents and guardians must read and sign waiver prior to the birthday party.
  - iv. It is the responsibility of the birthday party host to send out and collect completed copies of the [UREC Waiver of Liability Form](#) for all participants at the party.
  - v. Rates
    - Student rate is \$20.00/hr. plus staffing fees
    - Faculty/staff/UREC member rate is \$30.00/hr. plus staffing fees
  - vi. Staffing Fees
    - Lifeguarding fees are \$15.00/hour/lifeguard.
  - vii. Equipment included in HPER Natatorium birthday party rental packages:
    - the set-up & tear down of two tables (as a food station)
    - the set-up & tear down of water volleyball
    - the set-up & tear down of inner tubes in the shallow section
    - Other equipment requested for the party will be added to the final invoice.
- b) Climbing Wall Birthday Parties
- i. A minimum of two hours are required to rent the climbing wall.
  - ii. The wall cannot be rented for a birthday party during climbing wall normal hours of operation.
  - iii. Rentals are based on availability of staff and space
  - iv. It is recommended to request space at least two weeks prior to the event.
  - v. Basic rental fees include two climbing wall staff, climbing equipment, all necessary instruction, and use of climbing wall for two hours.
  - vi. The basic rental fee does not include the reservation of HPER Gym 1 (222), just the climbing wall area. To reserve HPER Gym 1 (222), please see facility rental rates.
  - vii. Tables and chairs are also an additional cost.
  - viii. Participants must be at least 5 years of age and safely fit in a harness.
  - ix. Legal parents and guardians must read and sign waiver prior to the birthday party.
  - x. It is the responsibility of the birthday party host to collect and bring waivers to the birthday party.
  - xi. Rental rates are based on 8-15 climbers.
  - xii. Please contact UREC personnel for rental rates if your party has more than 15 attendees or if you would like to utilize the wall for more than two hours.
  - xiii. Fees
    - Student rate is \$100.00
    - Faculty/ staff/ UREC member rate is \$125.00

### **3.9. Equipment Rental & Special Event Set-Up & Tear Down**

- a) If you would like to reserve any equipment for your event, make sure to include that information in the facility request.
- b) All equipment requests must be received at least 48 business hours prior to the event, so that, UREC personnel can confirm that the equipment is available for use and include the rental fee in the final invoice.
- c) Any set-up and/or tear down of UREC equipment will be completed by our staff. If you have specific set up instructions for your event, those instructions must be included with your reservation form.
- d) Any recreational equipment reserved will be available for pick up at the Service Center on the 2<sup>nd</sup> Floor of the HPER Building.
- e) The main contact for the event is responsible for the return of any/all reserved equipment.
- f) Equipment must be returned on the same day of check-out.
- g) The full reimbursement/ replacement cost will be charged to the group for equipment that is lost or damaged.

### **3.10. Liability Insurance/ Participation Waivers**

- a) Events sponsored by external organizations are required to show proof of liability insurance (minimum of a \$1,000,000 policy).
- b) A copy of the insurance form must be on file prior to confirming the event.
- c) Non-compliance with this policy will result in the cancellation of the event by University Recreation.
- d) Please include on the certificate that University of Arkansas shall be named the certificate holder as additional insured:

University of Arkansas  
University Recreation  
225 HPER Building  
Fayetteville, AR 72701

### **3.11. Cancellations and No Show Policies**

- a) A \$25.00 cancellation fee will be charged for cancellations made within 7 days of a scheduled event.
- b) Cancellations made with less than two business days' notice will be invoiced the full amount owed plus the cancellation fee.
- c) Cancellations and/or changes to an event must be submitted in writing by e-mailing [renturec@uark.edu](mailto:renturec@uark.edu).
- d) Groups that fail to show up for a scheduled event will be invoiced the full amount owed and reservation privileges may be revoked.
- e) Reserved spaces will be released 30 minutes after a scheduled event's start time if a group fails to show up and/or communicate issues ahead of time.
- f) Groups that fail to pay or have a returned check will be prohibited from using any UREC facility until payment is received in full.

### **3.12. Rain Checks/ Inclement Weather Threats**

- a) In the event of inclement weather, rain-checks can be made for an alternative date or other areas of the building can be utilized as back-up locations (i.e. gymnasiums for recreational activities).
- b) Accommodations will be made on a case-by-case basis depending on your preferences and/or the circumstances.
- c) A refund may be approved if the payment has already been processed for an event cancelled due to inclement weather.

### 3.13. Damages to University Property

- a) The requestor is expected to leave the room in the same condition in which it was found.
- b) Any group or individual that causes damage to University property must pay any charges necessary to return the property to its original state; University employees, students or organizations may also be subject to disciplinary action.
- c) Groups will be charged a \$50.00 cleaning fee for any special cleaning or maintenance incurred upon UREC.
- d) Any facility and/or equipment damage incurred during an event as a result of improper behavior or misuse will be charged to the rental party, at the equivalent retail price for replacement and/or labor charges.

### 3.14. Payment Procedures

- a) Time of Service Billing
  - i. This form of payment is applicable to any single day event hosted [by registered student organizations](#) (not billing to a CCN), birthday parties, external organizations and general use (students, faculty, staff, UREC members) reservations.
  - ii. Payments for these events are due at the HPER Service Center (HPER 205A), located on level 2 of the HPER Building, on or before the event date.
  - iii. Payment must be made in person by means of cash, check, or a major credit card.
  - iv. Payment over the phone is not accepted.
  - v. If payment is not made in advance, access to the facility will not be granted.
- b) Interdepartmental Invoices
  - i. University departments must provide a CCN prior to confirming the event.
  - ii. The final invoice will be billed after the last event date to the CCN provided.
    - [Registered Student Organizations \(RSO\) billing to a CCN:](#)
      - A confirmation e-mail with the total amount to be billed will be sent to the requestor, officers, advisors and the appropriate accounting personnel. If charges exceed the approved amount, the requestor is responsible for the balance of the payment. (See Time of Service Billing for instructions)
    - [Registered Student Organizations \(RSO\) events funded by ASG fee money:](#)
      - A confirmation e-mail with the total amount to be billed will be sent to the requestor, officers, advisors and Jody Preece, ([jodyp@uark.edu](mailto:jodyp@uark.edu)). If charges exceed the approved amount, the requestor is responsible for the balance of the payment. (See Time of Service Billing for instructions)
- c) Accounts Receivable System (ARS) Invoicing
  - i. The Accounts Receivable System (ARS) is used to create and track external customer invoices and apply receipts to those invoices. External customers are businesses, corporations, other universities, or individuals that purchase goods and services from the University of Arkansas departments.
  - ii. This form of payment is applicable to multi-day events such as summer camps or external events being billed to a physical address.
  - iii. The ARS application does not include student billing or internal invoices.
  - iv. All summer camps are billed at the non-university rates to a physical address.
  - v. Summer camps will not be billed to university cost center numbers.

## 4. Rules/ Regulations for Auxiliary Areas

### 4.1. Track

- a) Be cautious to oncoming traffic when entering or crossing the track.
- b) Running or walking side by side is permitted only when the track is not busy.
- c) The outside lane is approximately 1/8 of a mile in length.
- d) For safety purposes, please run or walk in the direction the arrow indicates.
- e) The track direction rotates on Sundays, Tuesdays, and Thursdays.
- f) The track is intended for joggers and walkers only. Spectators are not permitted.
- g) During informal recreation, walkers should position themselves on the inside lane and joggers to the outside lanes. Passing should take place on the outside lane. Joggers have the right-of-way.
- h) Jump roping and/or lunges are permitted only in the stretching areas.
- i) Racing is not permitted.
- j) Proper attire should be worn while working out on the track: running shoes, athletic shorts, sweats or wind pants, and a shirt are required.
- k) Food is not permitted on the track. Beverages must be in a closed container.
- l) Excessive roughness, disruptive behavior and/or loitering are not permitted on the track.
- m) Throwing or dropping items to or from the track is prohibited.

### 4.2. Dance Studios

- a) No street, tap, or dress shoes are allowed on the hardwood floors. Tennis shoes or bare feet only.
- b) Food is not permitted. Beverages must be in a closed container.
- c) Do not touch the mirrors.

### 4.3. Racquetball

- a) Eye protection is highly recommended for the safety of players.
- b) Appropriate athletic footwear is required on racquetball courts.
- c) Racquetball goggles, racquets, and balls are available to members for check out at the Service Center. All equipment checked out is due back on the same day.
- d) Food is not permitted in the racquetball courts. Beverages must be in a closed container and kept outside the court.

### 4.4. Donna Axum Fitness Center & University Recreation Fitness Center

- a) Children ages 12-15 must be accompanied by an adult at all times. Children under 12 are not allowed in the fitness center.
- b) No food in fitness center. Water must be in closed containers. Gum is prohibited.
- c) Non-athletic apparel, including jeans, sandals, or street shoes, are prohibited. Shirts must be worn at all times.
- d) No altered shirts are allowed in the Fitness Center.
- e) Leave equipment clean and organized, and refrain from banging weights.
- f) Lock collars must be used at all times. Plates must be replaced after use.
- g) No sitting, stretching, or propping up against the handrails.
- h) No personal belongings are allowed and should be stored in a locker prior to entering the Fitness Center.
- i) UREC is not responsible for lost or stolen items.
- j) Allow others to work in between sets on weight machines.
- k) Time limit on the cardio machines is 30 minutes. First-come, first-served.
- l) Chalk is not allowed in the fitness center.

- m) The Fitness Center staff has the authority to enforce all rules; violators will be asked to abide by the rules or leave the facility.
- n) Do not use foul language.

#### 4.5. Gymnasiums

- a) Street shoes are prohibited on gym floors. Only athletic footwear is allowed on gym floors.
- b) Informal recreation equipment checkout is available at the Service Center.
- c) Members are responsible for the equipment being checked out.
- d) Any equipment that is lost or damaged is the responsibility of the member that checked the item out. A replacement fee will be issued for items damaged or lost.
- e) Food is not permitted in the gymnasiums. Beverages must be in a closed container.
- f) Profanity and vulgar language is strictly prohibited.
- g) Clothing or personal belongings must be placed in or near the bleachers and away from walking and playing areas around the courts. Lockers are available throughout the building. It is highly recommended that personal belongings are secured in a locker.
- h) Hanging on the rims, nets or backboard structures is strictly prohibited.
- i) Persons damaging rims will be responsible for damages and will be asked to leave the building.
- j) Challenge game scoring is by 1 and 2 point baskets, play to 15, win by 2 points.
- k) The winning team or winning team members have the right to stay on the floor and be challenged until they are defeated.
- l) UREC personnel reserve the right to remove anyone from the building for inappropriate conduct.
- m) Football, baseball, softball, frisbee, baton, lacrosse, or other similar activities are not permitted in the facility.
- n) Regular activities in the gymnasiums during informal recreation consist of basketball, volleyball, and badminton. Other activities are subject to approval by UREC staff.
- o) With the exceptions of volleyball, wallyball and badminton priority use times, during informal recreation, court use is on a first come, first serve basis. If a particular activity needs set up for play, requests can be made at the Service Center.

**NOTE:** During select hours (see below), HPER Gym 1 (222) is a volleyball priority court which means that a minimum of four volleyball players are needed to play volleyball in order to have priority of the court. HPER Gym 3 (305C) is a badminton priority court which means that a minimum of two badminton players are needed to play badminton in order to have priority of the court. HPER Racquetball Court #10 is a wallyball priority court which means that a minimum of two wallyball players are needed to play wallyball in order to have priority of the court. Other activities being played will be given five minutes to finish. Groups requesting volleyball, badminton, or wallyball must notify the UREC Service Center and the minimum number of players must be present. The building supervisor on duty stop play with other activities and set up the equipment.

Below are the priority use times for informal volleyball in HPER Gym 1 (222), informal badminton in HPER Gym 3 (305C), and informal wallyball in HPER Racquetball Court #10. Outside of these times, play is on a first come, first serve basis.

- Tuesdays/Thursdays, 11:00 a.m. – 2:00 p.m. (volleyball only)
- Fridays, 5:00 p.m. – 10:50 p.m.
- Saturdays, 9:00 a.m. – 10:50 p.m.
- Sundays, 1:00 p.m. – 5:00 p.m.

*\*\* Events and activities can be reserved during the days and times listed above. The select hours indicated above would resume outside scheduled events and activities.*

#### 4.6. Locker Rooms

- a) Running is not permitted in the locker rooms. Floors will be slippery when wet.
- b) Loitering is not permitted in locker rooms.
- c) Food is not permitted in locker rooms.
- d) Please lock all personal possessions. UREC is not responsible for lost or stolen items.
- e) Lockers are available for rent at the UREC Main Office. Day lockers are available for rent at the Service Center.
- f) Renters must renew or empty locker contents by the expiration date.
  - i. Contents not emptied by the expiration date will be bagged and stored for a period of 10 business days.
  - ii. A \$10.00 storage fee is required to reclaim personal items.
  - iii. After 10 business days, the items will be disposed of following current University of Arkansas procedures for discarded goods.
- g) Personal locks may NOT be used on UREC Lockers.
- h) Items stored using personal locks, items that are left in unlocked lockers, items left overnight in day lockers, or items left unattended in UREC facilities will be bagged and stored for up to a period of 10 business days. A \$10.00 storage retrieval fee is required to reclaim personal items.
  - i. This includes, but is not limited to, the following locations:
    - Locker rooms
    - Unlocked lockers
    - Lockers with personal locks
    - Gyms
    - Fitness Centers
  - ii. UREC staff will conduct checks around the facility to help ensure safety and security of the building, to protect individuals' belongings, and to deter theft.
  - iii. Each item found will be collected, bagged, tagged, documented and stored in the outdoor storage in the unattended items bin.
- i) Children, four (4) years of age and older may not enter the locker room of the opposite sex.
- j) UREC employees cannot accompany children into the locker rooms to assist with the changing of clothes, restroom breaks, etc.
- k) Parents must make the appropriate accommodations with their eligible family members or family acquaintances to assist the younger children.

#### 4.7. Saunas

- a) Minors under the age of 16 are not permitted in the saunas.
- b) It is recommended to limit your time in the sauna to no more than 15 minutes. Cooling time should equal time spent in the sauna. If you feel weak or faint, leave the sauna immediately.
- c) The temperature is set between 170 – 180 degrees Fahrenheit.
- d) Footwear is not allowed on the sauna benches. Any footwear worn in the sauna must remain on the floor. This includes, but is not limited to, tennis shoes, sandals, flip flops, crocs, and water shoes.
- e) Please sit on towels.
- f) No reading materials are allowed.
- g) Food is not allowed in the sauna. Beverages must be in a closed container.
- h) Due to privacy issues, cell phone use is NOT permitted in the saunas.
- i) Both saunas close 30 minutes prior to the building closure every night.



#### **4.8. Climbing Wall**

- a) The climbing wall may be used only when UREC climbing wall staff is present.
- b) Climbing wall participants must successfully complete an orientation or skills check and sign a waiver of release each year before utilizing the climbing wall.
- c) The UREC staff reserves the right to ask participants to leave the facility at any time for unsafe or inappropriate behavior.
- d) Participants are required to properly use the ropes, carabineers and belay devices provided by University Recreation.
- e) Participants must use proper safety equipment when utilizing the climbing wall: Harnesses, shoes, and helmets are available for use at the wall. The UREC climbing wall staff must approve participants' personal harnesses, shoes or helmets.
- f) For bouldering, a spotter is required at all times. When bouldering, the participant's hands cannot exceed the black line.
- g) Climbers must provide a belayer. Back up belayers are required until further authorization by the UREC climbing wall staff.
- h) Climber and belayer harnesses must be double-backed at the waist and leg loop buckles.
- i) A belay device must be attached to the belayer's harness by a locking carabineer (participants may not use their own belay devices).
- j) Participants must check the climber's knot, harness and belay system prior to each climb.
- k) Proper climbing and belaying commands must be used at all times.
- l) Sandals, boots, bare feet or socks are not permitted.
- m) For safety reasons, the wearing of jewelry is discouraged and hair should be pulled back.
- n) Loose chalk is not permitted on the wall; participants must have chalk balls in a chalk bag.
- o) Instruction is to be given by the UREC climbing wall staff only. Instruction is for indoor climbing use only and should not be substituted for outdoor climbing.

#### **4.9. Bouldering Wall**

- a) The bouldering wall can only be utilized during operational hours and while staff is present.
- b) Participants must sign a waiver and be at least 16 years of age.
- c) Participants must sign-in at the registration desk before using the wall and present proper identification.
- d) The UREC staff reserves the right to ask participants to leave the facility at any time for unsafe or inappropriate behavior.
- e) Participants are strongly encouraged to utilize a spotter.
- f) Hands and feet are not allowed on any part of the ceiling, display areas or outdoor equipment.
- g) Intentional jumping off the wall is not allowed.
- h) Loose chalk is not permitted; if chalk is to be used it must be liquid chalk.
- i) Shirt and shoes are required; sandals or boots are not allowed.

#### **4.10. Natatorium**

- a) Individuals may not enter the natatorium unless a lifeguard, instructor, and/ or coach is present and/or on duty.
- b) Showers are required before entering the pool.
- c) For health and hygiene reasons, only swimsuits are allowed in the pool. Note: Swimmers may only wear articles of clothing constructed of swimsuit material for religious reasons (self-consciousness is not a reason to ignore this rule).
- d) Food and chewing gum are not allowed in the natatorium (unless prior approval has been given from UREC Personnel- i.e. birthday parties, special events, etc.). Beverages must be in a closed container.
- e) Shoes are prohibited on pool deck.

- f) Personal possessions are not allowed. Personal possessions may be kept in drawers located along the benches in the Natatorium or in lockers in the locker rooms.
- g) Due to privacy concerns, cell phone use is NOT permitted in the locker rooms or bathrooms. Any misuse of cell phones in any other areas of the facility (specifically camera phones) will result in removal from the facility and possible loss of privileges.
- h) Spectators must remain in bleacher area at all times.
- i) Individuals, other than lifeguards, are not allowed on bulkheads at any time.
- j) Scuba diving is not permitted unless part of an academic class or a University Recreation activity.
- k) All toys (ball, etc.) must be kept in the shallow section of the pool.
- l) Use of starting blocks is prohibited, except during official swim meets and/or University Swim Team practices.
- m) Dependents under the age of 16 who CANNOT swim must be accompanied by an adult IN THE WATER at all times.
- n) Dependents under the age of 16 who can swim must be accompanied by an adult who is to remain in the Natatorium area at all times.
- o) Running, dunking, splashing and/or horseplay are strictly prohibited.
- p) Lap swimmers must use the designated lap swim area. When lanes are full, users should expect to share lane space.
- q) Circle swim procedures will be implemented at the discretion of the head lifeguard and/or lifeguard on duty. Such procedures are as follows: Swim in a counterclockwise direction, staying on the right side of the lane at all times. Faster swimmers have the right of way. Pass on the left and only when the passing lane (middle of lane) is clear. Try to swim with others of your own pace. Avoid congregating at the end of the lane. Please move to the extreme right corner of the lane if stopping to rest. Always enter feet first and wait until all swimmers have made the turn and pushed off. Be considerate of others and their individual workouts.
- r) Persons with open sores or contagious infections, such as poison ivy, athlete's foot, impetigo and ringworm, are not permitted in the natatorium. (Please see the lifeguard if you have questions)
- s) Band-Aids are not allowed in the pool. If the wound is open enough to require a Band-Aid, the injured person is not allowed to swim.
- t) No diving from pool deck.
- u) No running on pool deck.
- v) Tobacco products, drug use, alcoholic beverages, and dangerous weapons are strictly prohibited.
- w) Baby strollers, open umbrellas, and folding chairs are strictly prohibited, especially during competitive swim meets where crowding is likely and room, limited.
- x) Lifeguards have the authority to eject or suspend anyone from natatorium use and/or program privileges for those that fail to abide by these policies and regulations.

#### **4.11. Natatorium Balcony**

- a) Access is limited to UREC and U of A swimming/diving personnel for swim meets and/or other designated UREC events.
- b) General public access is not allowed during the week.
- c) No unauthorized photography allowed at any time, with any device.

#### **4.12. Diving Well Policies**

- a) Diving is permitted only from the one (1) and three (3) meter boards.
- b) Jumping (feet first) is permitted from the five (5) meter platform.
- c) Use of the ten (10) meter platform is strictly prohibited during informal recreation.
- d) Only one bounce allowed on diving boards. Stunt diving is not allowed.
- e) Dive straight off the end of the board, not to the side.

- f) Only one person may jump at a time from the five (5) meter platform. Running jumps from the platform are prohibited.
- g) Swimming under or hanging from diving boards is strictly prohibited.
- h) Please allow divers to clear diving well before diving.
- i) No more than five (5) people on the five-meter platform at a time.
- j) Flips are not allowed during open recreational swim time.

#### **4.13. Facility Information and Regulations for Non-University Swim Meets**

- a) Personal and Team Belongings
  - i. Children that are participating in the swim meet are allowed to bring in appropriate swim gear (swim bag, towel, bathing suit, goggles, and dry clothing); and all items should remain in their bag unless being used.
  - ii. Lunch/snacks are welcome if a parent would like to provide one. However, no coolers are allowed for swimmers.
  - iii. Coaches will be able to have one table for each team; two tables may be given based on team size but may not be given next to each other.
  - iv. Team tables will be assigned for the duration of the meet, and teams will be able to leave appropriate swim items here (swim gear, paper work, stop watches, etc.).
  - v. Coaches will not be able to bring in personal chairs to sit at the table. Three chairs will be provided for each table.
  - vi. Parents and other spectators will not be allowed to bring any of the following prohibited items into the building: coolers, large bags, extra blankets, towels, chairs, bleacher chairs, or strollers.
    - If an exception is needed, please contact the facility liaison.
    - Enforcement will be present at facility entrances.
- b) Pool Deck Seating
  - i. The first set of bleachers located on the far left side of the pool will be designated for spectators only.
  - ii. No item will be able to be used to save seats or left overnight to reserve seats.
  - iii. The rest of the bleachers will be used for swimmers and parents with younger swimmers (under nine years of age).
  - iv. The rest of the seating on the pool deck will be open for the public.
- c) Balcony Seating
  - i. Balcony seating will be used for parents, guardians, grandparents or parents with small children only, all swimmers nine years of age and older should be with their team on the bleachers.
- d) Other Spaces in the HPER Building
  - i. The student lounge will not be available for use during the swim meet.
  - ii. Hallways should be clear for pedestrian access; loitering is not allowed in hallways, including lounging on benches and in front of doorways.
  - iii. Individuals lounging in hallways will be asked to move back to the pool area.
  - iv. Individuals failing to comply or exhibiting disruptive behavior are subject to removal from the facility.

#### **4.14. University Recreation Sports Complex**

##### a) Equipment

- i. Intramural Sports provides some equipment for team sports. Individual participants are responsible, however, for supplying some necessary equipment for individual/dual sports.
- ii. Individual participants are responsible for use of the proper footwear/ equipment for all intramural events.
- iii. Tennis shoes are required on the University tennis courts and racquetball courts.
- iv. Regulation tennis shoes or basketball non-marking shoes are required to be worn in the gymnasiums.
- v. Rubber cleated shoes may be worn on the intramural fields during outdoor activities. No screw-in cleat, metal cleats, spikes, or bare feet allowed.
- vi. Personal athletic equipment may be used provided the equipment meets the approval of the officials or supervisor on duty. The judgment of the Intramural Sports Staff regarding equipment will be final.
- vii. No hats (except for during softball), bandanas, or anything with a knot will be allowed to be worn on the head during competition.
- viii. Players may wear a one-piece elastic headband made of a soft, pliable material (i.e. sleeve, sweatband).
- ix. Knit stocking caps will be allowed in cold weather. Rubber or cloth bands may be used to control hair. No other headwear will be allowed.
- x. Jewelry or hard hair control devices are not allowed. This includes, but is not limited to necklaces, earrings, newly pierced earrings, facial piercing, rings, bracelets, and watches. Individuals will not be allowed to tape over any jewelry items. If you cannot remove it you cannot play.

##### b) Inclement Weather

- i. In the event of inclement weather, intramural events may be postponed or cancelled.
- ii. Information concerning the postponement or cancellation of intramural events is available at the UREC Main Office, HPER 225.
- iii. On the day of inclement weather, information about cancellations will be made available after 3:00 P.M.
- iv. On rare occasions, decisions will be made during the intramural event.
- v. In the event of cancellation of intramural events, please stay off the intramural fields. Failure to comply with this request may result in suspension from Intramural Sports.

##### c) Individuals caught jumping the fence will be suspended indefinitely.

## 5. Overview of Risk Management Practices

### 5.1. Lightning

- a) All thunderstorms produce lightning with the potential for injury and death.
- b) The HPER Natatorium is grounded and will only close during severe weather at the discretion of UREC personnel. In most instances, the pool will remain open during lightning and/or thunderstorms.

### 5.2. Tornadoes

- a) The University of Arkansas has a campus-wide alert system that sends e-mails, phone calls, and text messages when a tornado warning is in effect.
- b) When prompted, everyone must seek shelter immediately in the safe areas of the 2nd floor of the HPER (Men's Locker Room, Women's Faculty Locker Room, UREC Main Offices, Donna Axum Fitness Center, and north hallway).
- c) UREC staff will provide direction to the appropriate areas.

### 5.3. Emergency Evacuations/Fire Alarms

- a) The appropriate staff member will order the evacuation of the affected area(s) and call 911.
- b) UREC staff will provide direction to the appropriate evacuation exits of the HPER Building and will check all areas of the building to make sure it is clear.
- c) DO NOT USE THE ELEVATOR.
- d) Do not re-enter the building until you receive an all-clear announcement.
- e) An emergency evacuation can pertain to chemical leaks/spills, hazardous material spills, bomb threats, firearm threats, or other disruptive behavior.

### 5.4. Life Threatening Situations

- a) When accidents or injuries occur, UREC staff will respond immediately.
- b) If EMS (911) is needed, staff will radio or send someone to the Service Center or UREC Main Office with specific information (what happened, victim's age, sex, condition, and assistance administered).
- c) The service center attendant will call EMS (911), notify the building supervisor, and call UAPD (5-2222).
- d) All UREC staff are CPR/1st aid certified and will administer aid until a responder with a higher level of training arrives on scene.
- e) All lifeguards are trained appropriately to remove victims from the water with spinal & non-spinal injuries.
- f) Our building also has four AED's (1st floor, Service Center, Donna Axum Fitness Center, and 3rd floor) and UREC staff certified in operating an AED will take over when necessary.

### 5.5. Non-life Threatening Situations

- a) UREC staff will give necessary first aid; notify the Building Supervisor, and call EMS if needed.
- b) An Accident/ Injury Report will be completed in all situations that involve our staff providing care.
- c) Ice, ice bags, first aid kits, and towels are located in the Service Center.

**5.6. Infection/Blood Borne Pathogens**

- a) UREC staff will always wear disposable gloves to prevent contact with a patient's blood, infection, etc.
- b) Pocket masks will be worn when performing ventilator resuscitation.
- c) Goggles will be worn when necessary.
- d) UREC staff will respond to large spills and cleanup throughout the HPER Building.
- e) UREC staff are required to wash their hands after using the restrooms.
- f) Also, hand sanitizers are located throughout the building to reduce the spread of infection.

## 6. Inclement Weather Policies

The [UREC inclement weather policy](#) is designed to accommodate on-campus residents that desire to stay active during campus closures. We discourage anyone from driving in severe weather to campus in order to utilize UREC facilities or activities.

In inclement weather, UREC will follow the schedule listed below:

### 6.1. University Closes Early

- a) The HPER Building and the University Recreation Fitness Center (located on the 2<sup>nd</sup> floor of the Union) will close two hours after the University.
- b) All UREC scheduled programs and activities will be cancelled or postponed (Intramural Sports, Group Exercise, Instructional Programs, Club Sports, Outdoor Connection Center, etc.)

### 6.2. University Opens Late

- a) All UREC facilities (HPER Building and University Recreation Fitness Center) will open and be operational at least 2 hours before the University opens.
- b) All UREC programs and activities will follow their regular schedule once the building is open.

### 6.3. University Closed for the Day

- a) The HPER Building will open from 9:00 a.m. until 7:00 p.m.
- b) The University Recreation Fitness Center will open from 9:00 a.m. until 4:00 p.m.
- c) The Donna Axum Fitness Center (located on the 2<sup>nd</sup> floor of the HPER Building) will be open from 9:00 a.m. until 6:45 p.m.
- d) The pool (located on the 2<sup>nd</sup> floor of the HPER Building) will be open from 11:00 a.m. until 2:00 p.m.
- e) The Outdoor Connection Center (located on the 1<sup>st</sup> floor of the HPER Building) will be open from 12:00 p.m. until 6:00 p.m.
- f) All UREC programs and activities scheduled for the day will be cancelled or postponed.

\*\*Information related to closures and delayed openings can be found on the UREC website (<http://urec.uark.edu>). UREC will make operational decisions on Sundays.

\*\*\*In cases of extremely severe weather, UREC reserves the right to determine whether or not UREC facilities will be open or closed to protect the safety of its participants and staff. All or portions of facilities may be forced to close in the event that they are directly impacted by the weather.

## 7. Membership & Guest Policies

### 7.1. [Membership Office Services](#)

- a) The services offered are new memberships, membership renewals, UREC membership ID cards, locker and towel service sales, registration for programs, information on Club Sports, Intramural Sports, Special Events, building hours, and general UREC facility and program information.
- b) UREC also has a lost and found for small items and ID cards.

### 7.2. **Membership Type Guidelines**

- a) University Recreation offers several types of memberships, dependent on the relationship with the university.
- b) To see a complete list of membership policies for each membership type, refer to the appropriate Membership Eligibility Guidelines listed below.
- c) Listed below are the types of memberships. Click on the membership type to learn more about eligibility and services that are associated with each one.
  - i. [Alumni](#)
  - ii. [Affiliate](#)
  - iii. [Emeritus/Retiree](#)
  - iv. [Faculty](#)
  - v. [Fitness for Fun](#)
  - vi. [Global Campus Student](#)
  - vii. [LifeStyles](#)
  - viii. [NWUAMS Faculty/Staff](#)
  - ix. [NWUAMS Student](#)
  - x. [OLLI](#)
  - xi. [Senior Citizen Student](#)
  - xii. [Spring International](#)
  - xiii. [Staff](#)
  - xiv. [Student](#)
  - xv. [Student Summer](#)
  - xvi. [Visiting Scholar](#)

### 7.3. **Membership and Locker Fees**

- a) A list of membership and locker fees can be found on the [UREC web page](#).
- b) A UREC membership provides full access to the HPER Building as well as the UREC Fitness Center, which is located on the 2<sup>nd</sup> floor of the Arkansas Union.

### 7.4. **Location**

- a) The UREC Main Office, room 225, is located in the HPER Building on the 2<sup>nd</sup> floor across from the Service Center.



## 7.5. Guest Passes

- a) Current UREC members are allowed to purchase guest passes for friends and/or family. All prices reflect per person rates.
  - i. Only three (3) guests are allowed per member per visit.
  - ii. Single-visit guest passes may be purchased at the UREC Service Center and UREC Fitness Center for \$5.00. Multiple-visit guest passes (10 guest passes) are available for \$40.00.
    - Guests must be accompanied by the sponsoring UREC member at all times. The member is responsible for their guest(s) conduct and actions at all times.
    - Guests are subject to suspension from UREC facilities for rule violations without refund of the guest pass.
    - A dependent under the age of 18 cannot sponsor a guest under the age of 16.
  - iii. A full list of [guest pass eligibility and prices](#) are available online.
  - iv. Members may purchase guest passes in advance.
- b) When purchasing a guest pass at the HPER Building, a UREC building supervisor will be radioed to greet the member and guest and direct them to the UREC Service Center to purchase the pass.
- c) Individual/Alumni Guest Passes
  - i. Single-visit guest passes may be purchased at the UREC Service Center and UREC Fitness Center for \$5.00. Multiple-visit guest passes (10 guest passes) are available for \$40.00.
    - Guests must be accompanied by the sponsoring UREC member at all times. The member is responsible for their guest(s) conduct and actions at all times.
    - Guests are subject to suspension from UREC facilities for rule violations without refund of the guest fee.
    - A dependent under the age of 18 cannot sponsor a guest under the age of 16.
  - ii. To complete the purchase of a guest pass and to gain access to UREC facilities, guests 16 and older must present a government issued picture identification (i.e.: Driver's License, Military ID, Passport, etc.)
    - The purchase of a guest pass is required for children ages 5-15; however, they do not need to show an ID.
    - The purchase of a guest pass is not required for children under five.
  - iii. Guest passes will be redeemed at the time of purchase and may not be used again once they are redeemed. Guest passes are non-transferable.
  - iv. Guests are allowed to participate in Group Fitness classes for an additional \$3.00 fee.
  - v. Guests are not permitted to check out equipment, make court reservations or participate in other organized UREC programs.
  - vi. Individuals seeking access to UREC facilities may not solicit members to sponsor them as a guest.
  - vii. UREC staff reserves the right to refuse access to any guest.
- d) Self-Sponsored Alumni Guest Passes
  - i. Single-visit self-sponsored alumni guest passes may be purchased at the UREC Service Center and UREC Fitness Center for \$8.00.
  - ii. Guests are subject to suspension from UREC facilities for rule violations without refund of the guest fee.
  - iii. Alumni Self-Sponsored guests must show a government issued ID (i.e.: Driver's License, Military ID, Passport, etc.) in addition to their Arkansas Alumni card.
  - iv. Guest passes will be redeemed at the time of purchase and may not be used again once they are redeemed. Guest passes are non-transferable.
  - v. Guests are allowed to participate in Group Fitness classes for an additional \$3.00 fee.

- vi. Guests are not permitted to check out equipment, make court reservations or participate in other organized UREC programs.
- vii. UREC staff reserves the right to refuse access to any guest.

e) Carnall Hall Guest Pass

- i. Single-visit guest passes are available at the UREC Service Center and UREC Fitness Center. Towel service and a day locker are included with admission to the building.
- ii. Carnall Hall guests must show their parking permit to gain access to UREC Facilities.
- iii. Charges will be billed to Carnall Hall Inn.
- iv. Carnall Hall guests must show a government issued ID (i.e.: Driver's License, Military ID, Passport, etc.) in addition to their Carnall Hall parking permit.
- v. Guest passes will be redeemed at the time of purchase and may not be used again once they are redeemed. Guest passes are non-transferable.
- vi. Guests are allowed to participate in Group Fitness classes for an additional fee \$3.00 fee.
- vii. Guests are not permitted to check out equipment, make court reservations, or participate in other organized UREC programs.
- viii. UREC staff reserves the right to refuse access to any guest.

## 7.6. Summer Group Access Policy

- a) Departmental groups are strongly encouraged to reserve facility space through our standard reservation procedures.
- b) Facility reservations must be submitted 48 business hours prior to the event date and time, and will be processed in the order that they are received.
- c) Equipment requests (basketballs, volleyballs, etc.) must be made at this time.
- d) Department supervisors/representatives must be on-site at all times during the reserved activity times to help enforce UREC policies.
- e) All participants under 16 will be limited to using only the gymnasiums and pool.
- f) Fitness Center use, equipment check-out and towel service must be arranged in advance.
- g) All UREC policies apply.
- h) Groups (30 participants or less)
  - i. Groups that have a limited number of participants (30 or less) have the option to purchase facility passes for each individual, which allows access to multiple areas of the facility without making a reservation.
  - ii. University departments will need to provide UREC with a list of participants at least one week in advance so that payment and facility access can be arranged.
  - iii. University departments will be billed through a cost center number after the event date.
  - iv. Pricing for the facility passes are:
    - One-time facility pass
      - \$5.00/individual
    - Multiple-visit facility pass (5 facility passes)
      - \$20.00/individual
    - Student Supervisor Memberships
      - \$30.00 (students not enrolled in summer courses)

## 7.7. Refund Policy

- a) General Terms and Conditions:
  - i. Refund requests may be made in the UREC Main Office, located in HPER 225, or UREC Front Desk, located in the UREC FC in the ARKU.
  - ii. All approved refunds require a \$25.00 administrative charge.
  - iii. Refunds may be requested for all or portions of the purchase.
  - iv. Full refunds requested by the 2nd business day following the transaction will be considered for the full amount minus the \$25 administrative fee.
  - v. Refunds requested after the second business day may be considered for a prorated amount depending on extenuating circumstances.
  - vi. The following are extenuating circumstances that may be considered for refunds after the 2nd business day.
    - Injury/Illness (documentation may be required)
    - Exit from the University
    - Activity area closure or resources unavailable
  
- b) Same Day Refunds
  - i. A refund can be issued immediately if the transaction was before the drawer was balanced and the current shift ended.
  - ii. A Refund Request Form must be completed (available in the UREC Main Office).
  - iii. Any credit card refund must be credited back to the same card originally charged.
  - iv. Cash transactions can be given back in cash.
  
- c) Next Day Refunds
  - i. A Refund Request Form must be completed (available in the UREC Main Office).
  - ii. Cash/Check/Payroll Deduction may take up to thirty (30) days to process through the University of Arkansas system. These refunds will come via regular mail in the form of a check.
  - iii. Any credit card refund must be credited back to same card originally charged. Credit card refunds are processed in-house will require the original card number given in person or via phone.
  - iv. Once the refund is approved, UREC personnel will contact the requestor by phone and/or email. Failure to respond within a one week period will result in a forfeit of the refund.
  - v. No payment information is stored in our files under any circumstances per University policy.
  - vi. Next day refunds are not permitted for guest passes, daily locker service or daily towel service.
  - vii. Next day refunds are not generally permitted for semester locker/towel services unless the request is due to a proven extenuating circumstance.