



UNIVERSITY OF
ARKANSAS®

Student Affairs
University Recreation + Wellness

FACILITY OPERATIONS & RESERVATIONS HANDBOOK

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General Policies

Participation/Access

- a) All participants must show a university or UREC ID or utilize the app to access UREC facilities. These security measures are designed to protect our facility from vandalism and to ensure all users have proper authorization.
 - i. To use the barcode feature in the UREC App to access UREC facilities:
 - Download the app “URECArkansas” in the app store. Once open, click on the Member ID barcode icon on the home page and enter your UARK username and password. This will link the barcode to your member profile.
 - If you do not have a UARK username and password, you can set up a profile with UREC staff at the front office (HPER 229) or email urec@uark.edu before you can use the barcode feature in the app for entry into the building.
 - It is prohibited to take a screenshot of the barcode. Access to UREC facilities may be denied if this occurs.
 - ii. If a participant does not have their UARK or UREC ID and is not able to access the barcode feature in the UREC app, 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 be accepted.
 - This policy is applicable in all UREC facilities (HPER Building, UREC Fitness Center, UREC Sports Complex, & UREC Tennis Center).
- b) For membership and guest pass policies, refer to Membership & Guest Policies section.
- c) Non-members that attend events as spectators may only access areas reserved for the event. Proper membership rules apply for access to other areas of the facility. Spectators need to be always in the appropriate designated areas.
- d) All UREC facilities must be vacated by the scheduled closing time.

Conduct

- a) Policies, rules, and procedures are posted in the UREC facility spaces. It is the responsibility of the participant to familiarize themselves with the policies, rules, and procedures for each space.
- b) Alcoholic beverages, illegal drugs, steroids, tobacco products, and firearms are strictly prohibited, except for concealed handguns carried by enhanced license holders at the UREC FC, though possession remains prohibited at the HPER Building, UREC Sports Complex, and UREC Tennis Center.
- c) Participants should respect the rights of other individuals while present in the facility. Any participant who engage in any disorderly conduct, including verbal or physical abuse of any employee or other participant, is subject to immediate removal and potential loss of facility privileges.
- d) 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 + Wellness (UREC) policies.
- e) All students using the facilities or participating in UREC programs are expected to abide by the University’s [Code of Student Life](#).

Safety & Protection of Minors

- a) All minors under the age of 18 must be supervised by a parent, legal guardian, or approved adult always, unless the minor is an enrolled University of Arkansas student.
- b) UREC is strongly committed to maintaining a safe and secure environment for all its participants 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, certain UREC employee groups are required to have criminal background checks, given copies of the university policy on protection of minors, and required to complete an online training program.

Personal Belongings, Lost/Found, & Theft

- a) Personal Belongings
 - i. UREC strongly encourages all participants and guests not to bring valuables into the facility to prevent loss or theft.
 - ii. UREC assumes no responsibility for lost or stolen items.
 - iii. Refer to Locker Rooms section for policies concerning locker room etiquette and storage of personal belongings.
 - iv. Personal belongings may also be stored in free to use lockers located at the HPER Building and UREC Fitness Center.
- b) Lost & Found
 - i. HPER Building
 - Lost & found recreational items (t-shirts, shoes, sports equipment, etc.) are kept in the Service Center (HPER 205) for at least a period of 10 business days.
 - Valuables such as rings, wallets, ID's, and electronics are kept in the UREC Main Office [HPER 229] and locked away in a safe.
 - ii. UREC Fitness Center in the Arkansas Union
 - All lost & found items turned in at the UREC Fitness Center in the Arkansas Union will be reported and turned into the Information Desk in the Arkansas Union, next to Club Red.
 - iii. UREC Sports Complex & UREC Tennis Center
 - All valuable lost & found items turned into the UREC Sports Complex or UREC Tennis Center will be taken to the HPER Building at the closure of each space. Non-valuable will remain at the UREC Sports Complex & UREC Tennis Center for one week before being relocated to the HPER Building.
- c) Theft
 - i. If a theft is reported, it will be submitted through an Incident Report completed with the participant and UREC. The participant can call UAPD to complete a report and investigate the incident.

Attire:

- a) Shirts must be always worn while in UREC facilities. Exceptions are made while participants are in the UREC Pool (where proper swimming attire is required), the UREC Sports Complex, & the UREC Tennis Center.
- b) Appropriate footwear is always required in each activity area.

Parking & Entry

- a) Parking permits on campus are divided into different zones; including Student, Faculty/Staff, Reserved and App Paid Parking. All zones require a valid parking permit or app payment corresponding to its zone.
- b) Parking near the HPER Building is available for free on weekends, unless there is a special event taking place (i.e., athletic event).
- c) ADA parking is available in lots & garages near the HPER Building, UREC Fitness Center, UREC Sports Complex, and UREC Tennis 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 concerning parking during campus events, please view the [Fayetteville Policies and Procedures 320.1](#).
- g) UREC is not responsible for any parking citations.
- h) Parking is prohibited at meters that are inoperable. University Recreation + Wellness is not responsible for app malfunctions. Please contact 479-575-PARK to report on an issue.

Food/Drink

General Policies

- a) Spitting is not permitted in the facility.
- b) Glass containers are prohibited in all activity areas.
- c) Beverages must be in closed containers.
- d) Alcoholic beverages, illegal drugs, steroids, and tobacco products are not permitted.

Concession & Vending Guidelines

- a) The following concession and vending guidelines must be adhered to for all special events held in the HPER Building, UREC Sports Complex, and UREC Tennis Center: please review the Food/Drink guidelines under [General Policies](#).
- b) All vendors must complete a vending agreement prior to the event date.
- c) All vendors must remit ten percent of gross sales, less local and state taxes, to University Recreation + Wellness after the event. A summary sheet of earnings received must accompany the check (including items sold, sales price, amount sold, and total sales).
- d) UREC facilities do not have a specific area which is solely dedicated as a concession or vending stand; or that can meet the applicable health standards for vending food or drinks.
- e) Vendors are responsible for following all state health regulations and standards.
- f) 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](#))

Informal Recreation Program

Program Description

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

Services

- a) Informal recreation includes, but is not limited to basketball, badminton, futsal, volleyball, racquetball, rock climbing, running, swimming, table tennis, wallyball, functional training spaces, and weightlifting, during normal operating hours.
- b) UREC memberships, guest passes, locker rentals, towel service, and fitness equipment are available to all qualified students, faculty, staff, and community members.
- c) Equipment is provided by UREC to its participants for several activities: ranging from badminton/racquetball racquets, basketballs, goggles, futsal balls, table tennis balls/paddles and volleyballs. Participants can rent equipment at the Service Center with a valid ID, which is located on the second floor of the HPER building. Lost or damaged equipment charges may apply.

Hours of Operation

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

Prohibited Areas

- a) The following spaces must be reserved to have access to the area. Informal recreation is NOT available in these areas:
 - i. HPER Building:
 - All classrooms (HPER 103, 311, 315, 316, 318, 319, & 320)
 - UREC Conference Room (HPER 228)
 - ii. UREC Fitness Center (Arkansas Union)
 - UREC Fitness Center Multi-Purpose Studio

UREC Facility Rentals

Use of University Facilities & Outdoor Space

- a) Use of University Facilities (refer to [Board Policy 705.1](#) for the full detailed policy)
- b) Use of University Facilities & Outdoor Space (refer to [Fayetteville Policies and Procedures 708.0](#))
- c) UREC operates on a priority use scheduling system -- allocating space to academic classes, University Recreation + Wellness programming, and the UA Women's Swim/Dive team.
- d) Space may be reserved by other UA affiliated organizations and external groups -- based on availability, size, and functionality.

Use of UREC Facilities and the Priority Scheduling System

- a) The priority use of the HPER Building shall be to support the mission of UREC.
- b) The HPER Building is scheduled and administered according to a priority use system. This system was approved in May of 1983, and revised in February of 1989 by the HPER Advisory Board, the Dean of the College of Education, and Central Administration.
- c) 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.

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

Special Considerations:

- In the following spaces, UREC has priority use from 6:00 a.m. – 8:30 a.m. & from 4:30 p.m. – 12:00 a.m. Monday – Friday, and on Saturdays and Sundays:
 - Racquetball Courts, Gyms 1 - 4, and Track
 - One or two gyms may be scheduled for HHPR classes during these times
- UREC Pool Priority Scheduling
 - University of Arkansas Swimming & Diving Program:
 - Monday through Friday: 5:00 a.m. to 8:00 a.m.
 - Monday through Friday: 2:00 p.m. to 5:00 p.m.
 - Saturday: 7:00 a.m. to 9:00 a.m.
 - UREC:
 - Monday through Friday: 11:00 a.m. to 2:00 p.m.
 - Monday through Friday: 5:00 p.m. to 8:00p.m.
 - Saturday: 11:00 a.m. – 5:00 p.m.
 - Sunday: 2:00 p.m. – 5:00 p.m.

NOTE: Notwithstanding the priorities stated above, the UREC Pool will be made available for UA swim meets -- provided that the meets are on the yearly schedule submitted by the Head Swim and Dive Coach and approved by UREC Staff.

UREC Sports Complex & UREC Tennis Center

First Priority-	University Recreation + Wellness
Second Priority-	HHPR scheduled classes/events
Third Priority-	Other University Functions
Fourth Priority-	Non-university Functions

Facility Reservation Requests

Forms & Processing

- a) Requests are processed in the order in which they are received.
- b) Two weeks is the recommended 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.
- c) A \$25.00 administrative fee may be added to the final invoice for all request changes (times, locations, equipment, supervision, etc.) made with less than 48 business hours advanced notice from the date/time of the event.
- d) The online HPER Building Facility Reservation Form is available at [this link](#).
- e) Once a request has been submitted, an e-mail confirmation will be sent within 48 hours if the request has been approved.
- f) Requests that are submitted Friday - Sunday, will be contacted by the next business day.
- g) If additional information is needed or requested, a UREC staff will follow up.

UREC Sports Complex Requests

- a) Reservation requests for the UREC Sports Complex should be completed on the reservation form found [here](#). For more information visit the [UREC Sports Complex web page](#).

UREC Tennis Center Requests

- a) Reservation requests for the UREC Tennis Center should be completed on the reservation form found [here](#). For more information visit the [UREC Tennis Center web page](#).

Organizer Presence Required

The event organizer must always remain on-site with a copy of the reservation confirmation email, as failure to present it to UAPD upon request may result in the immediate termination of the event.

Fundraisers

- a) Notification of an [RSO fundraising](#) event must be submitted and approved by the Office of Student Involvement and Leadership at least two weeks prior to the event date.
- b) A copy of the approved form must be submitted to UREC via fax (479-575-7008) or e-mail urec@uark.edu.
- c) The reservation request will not be approved until a copy of this form has been received.
- d) Fundraisers do not receive special or discounted rates. Standard facility, supervision and equipment rates apply.

Online Facility Calendar

- a) Once confirmed, an approved request will be visible on the [online facility calendar](#).
- b) 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.
- c) UREC follows the academic semester calendar, so requests cannot be confirmed before an academic semester has been set.

Reservation Rates- HPER Building

- a) ***The [list of facility rates](#) can be found online or in the list below.
- b) All rates are per hour and not pro-rated.
- c) All rates are per room/court/gym/etc.
- d) For certain reservations, rates for supervision, equipment, staffing, clean up, and chemicals may apply. These rates are in addition to room rental rates.

Facility	University Organizations/ Affiliates	Non-University Organizations
Classrooms	\$5.00	\$30.00
Studios	\$30.00	\$60.00
Fitness Center	\$50.00	\$100.00
Gymnasiums	\$35.00	\$70.00
Natatorium	\$40.00	\$80.00
Racquetball Courts	\$10.00	\$30.00
Table Tennis	\$10.00	\$30.00
Track	\$10.00	\$30.00
UREC Conference Room	\$10.00	\$30.00
Wallyball Courts	\$15.00	\$30.00

***Room rates are compensated free of charge for Student Affairs groups



Classroom Example



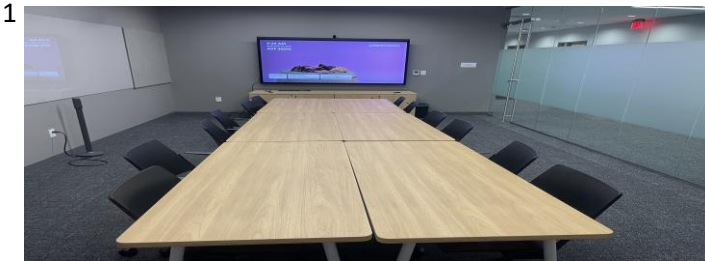
Track



Gymnasium Example



Natatorium



UREC Conference Room



Studio

Reservation Rates- UREC Sports Complex

- a) Rates for supervision, equipment & cleaning fees will apply; and are in addition to rental rates.
b) Additional fees may apply for the rental.

Item Description	University Organization/Affiliate	Non-University Organization
Cancellation/Change Fee	\$50.00/\$25.00	\$50.00/\$25.00
Club Sport Field	\$80.00	\$225.00
Field Lighting (per hour/per field)	\$50.00	\$50.00
Field Marking (per field)	\$125.00	\$125.00
Field Sport Set Up Fee (per field)	\$20.00	\$20.00
Intramural Field (per field)	\$30.00	\$75.00
Patio	\$10.00	\$15.00
Restroom/Grounds Cleaning Fee	\$50.00	\$50.00
Rugby Sport Set Up Fee	\$100.00	\$100.00
Sand Volleyball Courts (per court)	\$10.00	\$20.00
Sports Complex Personnel (per hour)	\$12.00-\$15.00	\$12.00-\$15.00

Equipment Item	Daily Rate
Cones (set of 6)	\$2.00/each
Football	\$5.00/ball
Frisbee	\$2.00/each
Kickball	\$5.00/ball
Sand Volleyball	\$5.00/ball
Scoreboard	\$25.00/each
Soccer Ball	\$5.00/ball
Softball	\$2.00/ball

Charges are based on use per item/per day, regardless if the event's duration is less than a day.

***Rates are compensated free of charge for Student Affairs groups

Reservation Rates – UREC Tennis Center

Organization Type	Price
University Organization	\$10.00
Non-University Organization	\$20.00

- All rates are per hour and not pro-rated. Minimum one hour.
- All rates are for each individual tennis court.
- All summer camps are billed at the non-university rates listed above.
- Payment methods include check, major credit card, or university account number. No cash payments.
- Additional fees will apply for clean up, equipment rental, lighting, & University Recreation + Wellness supervision.
- Equipment charges are based on use per item/per day, regardless if the event's duration is less than a day.

***Rates are compensated free of charge for Student Affairs groups

Amenities & Facility Details

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

Prohibited Areas & Restrictions

- a) The East & West Fitness spaces are not usually available for reservations.
- b) Due to the high usage in these areas, reservations in the gymnasiums are preferred to events with 20 or more estimated participants. Requests from individual participants 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.
- c) Reservations on the track are restricted to rain-out locations for outdoor events, such as walk-a-thons.
- d) The track may not be reserved for individuals and/or running groups.

Tabling

- a) Hallways and foyers are available for tabling to university-affiliated events and/or programs benefiting the overall mission of University Recreation.
- b) Email urec@uark.edu to request tabling at UREC facilities.
- c) All tabling requests must be approved prior to the event by UREC staff.

Miscellaneous Fees

- a) A \$250.00 chemical fee will be added for specialized uses in the UREC Pool; such as large swim meets or other activities which demand 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 Staffing/Supervision section)

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 3M removable strips or painters' tape for securing decorations.
- e) Directional and/or promotional signage is not permitted without prior approval from UREC staff.
- 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 facilities.
- i) Open flame candles are not allowed.

Staffing/Supervision

- a) Events requiring significant set-up and tear-down, as well as those with multiple spaces, will require the presence of a Facility Supervisor or Student Manager. Staff may be assigned under UREC's discretion based off event details.
- b) All UREC Pool events require supervision. Lifeguarding fees are \$17.00/hour/lifeguard.
- c) Specialty staffing (i.e., supervisors, lifeguards, officials, and fitness instructors) must be arranged at least one week prior to the event.
 - i. Supervision fees range from \$16.00 - \$20.00/hour/employee depending on what level of supervision is required, and the time the facilities are reserved.

University of Arkansas Police Department

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

Special Birthday Party Packages

Pool Rental

- a) All birthday parties are responsible for the staffing fee, in addition to the hourly rental fee.

- b) All parties under 50 people require two lifeguards on duty; with one additional lifeguard added per 25 additional guests over 50.
- c) Legal parents and guardians must read and sign a waiver prior to the birthday party.
- d) 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. (Form can be obtained from UREC Coordinator of Facilities & Risk Management).
- e) Rates
 - i. Student rate is \$20.00/hr. plus staffing fees
 - ii. University affiliate rate is \$30.00/hr. plus staffing fees
 - iii. Non-affiliate rate is \$80.00/hr. plus staffing fees (must provide proof of liability insurance)
- f) Staffing Fees
 - i. Lifeguarding fees are \$17.00/hour/lifeguard
- g) Equipment included in UREC Pool birthday party rental packages:
 - i. the set-up & tear down of two tables (as a food station)
 - ii. the set-up & tear down of water volleyball
 - iii. the set-up & tear down of inner tubes in the shallow section
 - iv. Other equipment requested for the party will be added to the final invoice

Climbing Wall Rental

- a) A minimum of two hours is required to rent the climbing wall.
- b) The wall cannot be rented for a birthday party during normal climbing wall hours of operation.
- c) Rentals are based on availability of staff and space.
- d) It is recommended to request space at least two weeks prior to the event.
- e) Basic rental fees include two climbing wall staff, climbing equipment, all necessary instruction, and use of climbing wall for two hours.
- f) The basic rental fee does not include the reservation of HPER Gym 1 (222), just the climbing wall area. To reserve HPER Gym 1 (HPER 222), please see facility rental rates.
- g) Tables and chairs are available at an additional cost.
- h) Participants must be at least 5 years of age and safely fit in a harness.
- i) Legal parents and guardians must read and sign a waiver prior to the birthday party.
- j) It is the responsibility of the birthday party host to collect and bring waivers to the birthday party.
- k) Rental rates are based on 8-15 climbers.
- l) Please contact UREC staff 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.
- m) Non-affiliated groups must provide proof of liability insurance.

Climbing Wall Rental Fees

Student Climbing Wall Rental	Per hour w/ 10 or less – 2-hour minimum	\$50.00
Student Climbing Wall Rental	Per hour w/ more than 10 – 2-hour minimum	\$75.00
Non-Student UREC Member Climbing Wall Rental	Per hour w/ 10 or less – 2-hour minimum	\$75.00
Non-Student UREC Member Climbing Wall Rental	Per hour w/ more than 10 – 2-hour minimum	\$100.00
Non-UREC Member Climbing Wall Rental	Per hour w/ 10 or less – 2-hour minimum	\$125.00
Non-UREC Member Climbing Wall Rental	Per hour w/ more than 10 – 2-hour minimum	\$150.00

Equipment Rental and Special Event Set-Up/Tear Down

- a) If you would like to reserve any equipment for your event, please include that information in the reservation request.
- b) All equipment requests must be received at least 48 business hours prior to the event for UREC staff to confirm that the equipment is available for use and apply it to the final invoice.
- c) Any set-up and/or tear down of UREC equipment will be completed by UREC staff and included in the reservation's totals. If you have specific set up instructions for your event, please include them with your reservation request.
- d) Any recreational equipment reserved will be available for pick up at the Service Center (HPER 205) on the 2nd 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 replacement cost will be charged to the group for equipment that is lost or damaged.
- h) Equipment storage fees will apply to groups wanting to store equipment overnight.

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 UREC.
- d) Please include on the certificate that University of Arkansas shall be named the certificate holder as additional insured:

Board of Trustees, acting for and on behalf of:
University of Arkansas
Office of Business Affairs, ADMN 321
Fayetteville, AR 72701

Cancellations/ No Show Policies

- a) A \$25.00 cancellation fee will be charged for cancellations made within 14 days of a scheduled event.
- b) Cancellations made with less than 7 business days' notice will result in 50% of the invoice being owed, plus the cancellation fee.
- c) Cancellations made with less than one business days' notice will be invoiced the full amount owed, plus the cancellation fee.
- d) Cancellations and/or changes to an event must be submitted in writing by e-mailing urec@uark.edu or the Assistant Director, Member Services & Events.
- e) Groups that fail to show up for a scheduled event will be invoiced the full amount owed plus a \$25.00 change (no show) fee and reservation privileges may be revoked.
- f) 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.
- g) Groups that fail to pay or have a returned check will be prohibited from using any UREC facility until payment is received in full.

Rain Checks/ Inclement Weather Threats

- a) In the event of inclement weather, rainchecks 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) Accommodation 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.

Rain Location Policy

Hold Fee:

- a) Any event requesting an indoor “rain location” site to hold a date/time/location as a backup for an outdoor event must pay a \$50.00 hold fee in advance, to hold the space.

No Show Policy:

- a) The No Show Policy applies to any group that does not show up for their scheduled event. The \$50.00 hold fee will not be refunded in the event of a no show.

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 cleaning fee for any special cleaning or maintenance incurred upon UREC.
- d) Any facility and/or equipment damage incurred during an event because of improper behavior or misuse will be charged to the rental party, at the equivalent retail price for replacement and/or labor charges.

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 work tag number), 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 205), located on second level of the HPER Building, on or before the event date.
 - iii. Payment must be made in person by means of check or a major credit card. Cash payment is not accepted.
 - iv. Payment over the phone will be accepted only in special circumstances approved by UREC staff.
 - v. If payment is not made in advance, access to the facility will not be granted.
- b) Internal Service Delivery
 - i. University departments must provide a work tag number prior to confirming the event.
 - ii. The final invoice will be billed after the last event date to the work tag provided.
 - [Registered Student Organizations \(RSO\) billing to a work tag:](#)
 - A confirmation e-mail with the total amount to be billed will be sent to the requestor, officers, advisors, and the appropriate accounting staff. 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 Student Activities ASG office manager. If charges exceed the approved amount, the requestor is responsible for the balance of the payment. (See Time of Service Billing for instructions)

Rules/ Regulations for Auxiliary Areas

Track

- a) Be cautious to oncoming foot 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 outside lane and joggers to the inside lanes. Passing should take place on the inside lane. Joggers have the right-of-way.
- h) Jump roping and/or lunges are permitted only in the stretching areas.
- i) Racing/sprinting is not permitted.
- j) Proper attire should be worn while working out on the track.
- 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.

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 in the studios. Beverages must be in a closed container.
- c) Do not touch the mirrors.

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 participants 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.

East Fitness, West Fitness, First Floor Fitness Spaces & UREC Fitness Center

- a) Children ages 12-17 must be always accompanied by an adult. Children under 12 are not allowed in the fitness center.
- b) No food is allowed in the fitness center. Water must be in closed containers. Gum is prohibited.
- c) Tops, bottoms, and shoes are required
- d) Shoes must encompass the foot, including a closed toe and covered heel.
- e) Shoes can only be removed if:
 - Actively stretching on a mat in a functional training area
 - Actively lifting in a squat rack
 - Actively working out in the turf spaces in East or West Fitness
- f) Tops must cover the chest
- g) Leave equipment clean and organized, and refrain from banging and dropping weights.
- h) Lock collars must be always used. Plates must be replaced after use.
- i) No personal belongings are allowed and should be stored in a locker prior to entering fitness spaces.
- j) UREC is not responsible for lost or stolen items.
- k) Allow others to work in between sets on weight machines.
- l) Chalk is not allowed in fitness spaces.
- m) Do not use foul language.
- n) UREC staff have the authority to enforce all rules; violators will be asked to abide by the rules or leave the facility.

Gymnasiums

- a) Only athletic footwear is allowed on gym floors. No street shoes.
- b) Informal recreation equipment checkout is available at the Service Center (HPER 205).
- c) Participants are responsible for the equipment being checked out.
- d) Any equipment that is lost or damaged is the responsibility of the participant that checked the item out. A replacement fee will be issued for items damaged or lost.
- e) Beverages must be in a closed container.
- f) Food is not permitted in the gymnasiums.
- g) Profanity and vulgar language are strictly prohibited.
- h) Lockers are available throughout the building. Personal belongings should be secured in a locker.
- i) Hanging on the rims, nets or backboard structures is strictly prohibited.
- j) Dunking on basketball goals is strictly prohibited.
- k) People who damage rims will be financially responsible for damages and will be asked to leave the building.
- l) UREC staff reserve the right to remove anyone from the building for inappropriate conduct.
- m) Football, baseball, softball, frisbee, lacrosse, or other similar activities are not permitted in the facility.
- n) Baton can be reserved upon request.
- o) Regular activities in the gymnasiums during informal recreation consist of basketball, volleyball, badminton, and futsal. Other activities are subject to approval by UREC staff.
- p) 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 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 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 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 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 HPER Service Center, and the minimum number of players must be present. The Student Manager or Facility Supervisor on duty will 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. – 11:00 p.m.
- Saturdays, 9:00 a.m. – 11:00 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.*

Locker Rooms

- a) Running is not permitted in the locker rooms. Floors are 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 (229) or Service Center (205).
- 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 may be 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, 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 may be 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 spaces
 - 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.

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.
- 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, carabiners 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 always required. When bouldering, the participant's hands cannot exceed the first clip.
- 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 always used.
- l) Sandals, boots, bare feet, or socks are not permitted on the climbing wall.
- 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) Instructions are 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.
- p) Participants ages 5-17 may climb but must always be accompanied by an adult.
- q) All minors must have a parent or legal guardian sign the climbing wall waiver.
- r) Climbers must be at least 17 years of age to belay.

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 12 years of age.
- c) Participants must sign in at the registration desk before using the wall and present proper identification.
- d) 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) Shirt and shoes are required; sandals or boots are not allowed.

UREC Pool

- a) Individuals may not enter the UREC Pool unless a lifeguard, instructor, and/ or coach is present and/or on duty.
- b) Showers are recommended 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 non-swimsuit material for religious or cultural reasons.
- d) Food items in the UREC Pool must be approved by UREC staff.
- e) Beverages must be in a closed container.
- f) Personal possessions should be kept off the deck and stored in a rental locker or free-to-use locker.
- g) Due to privacy concerns, cell phone use is NOT permitted in locker rooms or bathrooms. Any misuse of cell phones in any other areas of the facility will result in removal from the facility and possible loss of privileges.
- h) Spectators must always remain in designated areas.
- 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 + Wellness activity.
- k) All toys (balls, dive rings, 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 of Arkansas Swim and Dive practices.
- m) Dependents under the age of 18 who CANNOT swim must be always accompanied by an adult in the water.
- n) Dependents under the age of 18 who can swim must be accompanied by an adult who is to always remain in the UREC Pool area.
- 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 are implemented when there are more than two participants in a lane. Such procedures are as follows: Swim in a counterclockwise direction, always staying on the right side of the lane. 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) Participants with open sores or contagious infections, such as poison ivy, athlete's foot, impetigo, and ringworm, are not permitted in the UREC Pool.
 - 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.
- s) No diving from pool deck.
- t) No running on pool deck.
- u) Tobacco products, drug use, alcoholic beverages, and dangerous weapons are strictly prohibited.
- v) Baby strollers, open umbrellas, and folding chairs are strictly prohibited, especially during competitive swim meets where crowding is likely, and room limited unless otherwise approved by UREC staff.
- w) No breath holding activities or games are allowed.
- x) Lifeguards have the authority to eject or suspend anyone from UREC Pool use and/or program privileges for those that fail to abide by these policies and regulations.

UREC Pool Balcony

- a) Access is limited to UREC and University of Arkansas Swim and Dive personnel for swim meets and/or other designated UREC events.
- b) General public access is not allowed.
- c) No unauthorized photography is allowed at any time, with any device.

Diving Well Policies

- a) Diving is permitted only from 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 open recreation.
- d) Only one bounce is 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 two (2) people on the five-meter platform at a time.
- j) Flips are not allowed during open recreation swim time.

Facility Information and Regulations for Non-University Swim Meets

- i. Hallways should be clear for pedestrian access; loitering is not allowed in hallways, including lounging on benches and in front of doorways.
- ii. Individuals lounging in hallways will be asked to move back to the pool area or to other reserved areas.
- iii. Individuals failing to comply or exhibiting disruptive behavior are subject to removal from the facility.

UREC Sports Complex

The [UREC Sports Complex](#) is located at 1486 Mitchell Street in Fayetteville, AR. The 9-acre UREC Sports Complex features 4 multi-purpose artificially surfaced playing fields and a large artificially surfaced competition playing field which can be converted into football, soccer, ultimate frisbee, or softball fields. There are also two sand volleyball pits and an outdoor basketball goal within the complex.

To maintain the integrity of the facility and the safety of others, UREC asks that users do not bring the following into the facility:

- Food
- Sunflower Seeds
- Gum
- Pets
- Alcoholic beverages
- Vehicles
- Glass containers
- Bicycles
- Tobacco products
- Unauthorized narcotics
- Skateboards
- Metal cleats
- Scooters
- Drones
- Hover boards

Approved use of food must be kept on the patio or under the pavilion.

Participants engaging in recreational activity on the sports fields must wear athletic footwear.

Equipment may not be moved without permission of UREC staff (i.e., soccer goals, benches, etc.).

UREC staff exercise the right to remove any participant from the facility due to behavior that violates the conduct explicitly stated in the rules.

An active UREC membership or guest pass is required for entry.

Equipment

- a) UREC provides equipment for some team sports. Individual participants are responsible, however, for supplying some necessary equipment for individual/dual sports.
- b) Individual participants are responsible for use of the proper footwear/equipment for all intramural events.
- c) Rubber-cleated shoes may be worn on the turf fields during outdoor activities. No screw-in cleat, metal cleats, or spikes allowed.
- d) Personal athletic equipment may be used provided the equipment meets the approval of UREC staff.

UREC Tennis Center

The [UREC Tennis Center](#) is located at 1357 W. Indian Trail, behind the Chick-Fil-A off of Martin Luther King Blvd in Fayetteville, AR. The UREC Tennis Center features 12 tennis courts (four courts with backboards to allow for individual play) and a service facility that includes an equipment checkout center and restrooms. Equipment such as tennis racquets, tennis balls, and pickleball balls/paddles are available to checkout.

An active UREC membership or guest pass is required for entry.

Overview of Risk Management Practices

Lightning

- a) All thunderstorms produce lightning with the potential for injury and death.
- b) The UREC Pool is grounded and will only close during severe weather at the discretion of UREC staff.
- c) UREC staff will closely monitor lightning strikes in the area during severe weather.
- d) If lightning is detected within 8 miles of outdoor facilities, play will be suspended for a minimum of 30 minutes following the last lightning strike. Play can resume after the 30 minutes has expired. All participants must evacuate the fields while play is suspended. An immediate safe location for participants to go to is a vehicle with all windows rolled up and all doors shut.

Tornados

- 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 HPER.
 - i. UREC staff will provide directions to the appropriate safe areas.

Emergency Evacuations/Fire Alarms

- 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 for Washington County.
- b) When prompted, everyone must seek shelter at the lowest, centrally located point of the facility, ideally the HPER (racquetball courts area) 1st floor.
- c) University Recreation + Wellness staff will provide direction to the appropriate areas.

Life Threatening Situations

- a) When accidents or injuries occur, UREC staff will respond immediately.
- b) If EMS (911)/UAPD (575-2222) is needed, UREC staff will call with specific information (what happened, victim's age, sex, condition, and assistance administered).
- c) All UREC staff are CPR/AED and First Aid certified and will administer aid until a responder with a higher level of training arrives on scene.
- d) All lifeguards are trained appropriately to remove drowning, unconscious, and injured participants from the water with spinal & non-spinal injuries.
- e) UREC has AEDs in all facilities. UREC staff certified in operating an AED will take over when necessary.

Non-life-Threatening Situations

- a) UREC staff will give necessary first aid; notify the Facility Supervisor or Student Manager, and call EMS if needed.
- b) An Illness/Injury Report will be completed in all situations that involve our staff providing care.
- c) Ice, ice bags, first aid kits, and towels are available in all UREC facilities.

Infection/Bloodborne Pathogens

- a) UREC staff will always wear disposable gloves to prevent contact with a participant's blood, infection, etc.
- b) Pocket masks or face shields 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 UREC facilities.
- e) UREC staff are required to wash their hands after using the restrooms.
- f) Hand sanitizer bottles are located throughout the building to reduce the spread of infection.

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 or traveling in severe weather to campus to utilize UREC facilities or activities. In inclement weather, UREC will follow the schedule listed below:

University Early Close or Late Open

- a) The HPER Building and the UREC Fitness Center (located on the 2nd floor of the Arkansas Union), UREC Sports Complex, and the UREC Tennis Center will adjust hours according to University closure or delayed opening times.
- b) All UREC scheduled programs and activities will be cancelled or postponed (Intramural Sports, Group Fitness, Sport Clubs, Sports Injury Clinic, Wellness, UREC Outdoors, etc.)

University Closed for the Day

- a) The HPER Building will open from 9:00 a.m. until 5:00 p.m.
- b) The UREC Fitness Center in the Arkansas Union will open from 9:00 a.m. until 5:00 p.m.
- c) The UREC Pool (located on the 2nd floor of the HPER Building) will be open from 11:00 a.m. until 2:00 p.m.
- d) UREC Outdoors (located on the 1st floor of the HPER Building) will be open from 11:00 a.m. until 2:00 p.m.
- e) 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 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 if they are directly impacted by the weather.*

Inclement Weather

- In the event of inclement weather, recreation may be postponed or cancelled.
 - Information concerning the postponement or cancellation of UREC programs is available at the UREC Main Office (HPER 229), urec.uark.edu, or the UREC Instagram account.
- Heat
- If Wet-Bulb Globe Thermometer [measuring current heat and humidity levels] is reading 90 degrees or greater, play and activities may be delayed or cancelled.
- Cold
- If the outside temperature or wind chill is 32 degrees or colder, play and activities may be cancelled.

Membership & Guest Policies

Membership Office Services

- a) The UREC Main Office offers new memberships, membership renewals, 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.

Membership Type Guidelines

- a) University Recreation + Wellness offers several types of memberships, depending 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 [here](#) or read below to learn more about eligibility and services that are associated with each one.
 - i. [Affiliate](#)
 - ii. [Community](#)
 - iii. [Emeritus/Retiree](#)
 - iv. [Faculty](#)
 - v. [Fitness for Fun](#)
 - vi. [Lifestyles](#)
 - vii. [NWUAMS Faculty/Staff](#)
 - viii. [NWUAMS Student](#)
 - ix. [OLLI](#)
 - x. [Senior Citizen Student](#)
 - xi. [Spring International](#)
 - xii. [Staff](#)
 - xiii. [Student](#)
 - xiv. [Summer Student](#)
 - xv. [Visiting Scholar](#)

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 in the Arkansas Union, UREC Sports Complex, and UREC Tennis Center.

Location

- a) The UREC Main Office, HPER 229, is in the HPER Building on the 2nd floor near the Stadium Drive Entry.

Guest Passes

- a) Current UREC members and non-members are permitted to purchase guest passes for friends, family, or themselves. All prices reflect per person rates.
 - i. Only three (3) guests are allowed per sponsored member, per visit.
 - ii. Single-visit guest passes may be purchased at the Service Center, UREC Fitness Center, or online (only for current members).
- b) Sponsored Guest Passes
 - i. Single visit sponsored guest passes may be purchased at the HPER Service Center, UREC Fitness Center in the Arkansas Union, and online for \$10.00.

- Guests must always be accompanied by the sponsoring UREC member. 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.
 - ii. Tennis center guest passes must be purchased online through the UREC member portal
 - Tennis center guest passes may only be purchased while with a sponsored member.
 - iii. 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 two years of age and older; however, children under 16 do not need to show an ID.
 - The purchase of a guest pass is not required for children under two.
 - 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 not permitted to check out equipment 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.
- c) Self-Sponsored Guest Passes (Community, Faculty & Staff)
- i. Single visit Self-Sponsored guest passes may be purchased at the HPER Service Center and UREC Fitness Center in the Arkansas Union for \$15.00.
 - ii. Self-sponsors are ineligible to purchase tennis center guest passes.
 - iii. Guests are subject to suspension from UREC facilities for rule violations without refund of the guest fee.
 - iv. Community Self-Sponsored guests must show a government issued ID (i.e., Driver's License, Military ID, Passport, etc.).
 - v. Faculty & Staff Self-Sponsored guests must show their active UARK Faculty/Staff ID card. No other form of identification is allowed.
 - vi. 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.
 - vii. Guests are not permitted to check out equipment or participate in other organized UREC programs.
 - viii. UREC staff reserves the right to refuse access to any guest.
- d) Carnall Hall Guest Pass
- i. Single-visit guest passes are available at the Service Center and UREC Fitness Center in the Arkansas Union. Towel service and free use day locker is included with admission to the building.
 - ii. Carnall Hall guests must show their parking permit or room slip 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 room slip.
 - 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 not permitted to check out equipment or participate in other organized UREC programs.
 - vii. UREC staff reserves the right to refuse access to any guest.

Summer Group Access Policy

- a) Departmental groups are strongly encouraged to reserve facility space and equipment through our standard reservation procedures.
- b) Facility reservation requests 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) Department supervisors/representatives must be always on-site during the reserved activity times to help enforce UREC policies.
- d) Fitness space use, equipment check-out, and towel service must be arranged in advance.
- e) All UREC policies apply.
- f) 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 everyone, 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 work tag number after the event date.
- iv. Pricing for the facility passes is:
 - One-time facility passes
 - \$10.00/day/individual
 - Applicable for groups needing less than five access passes/person
 - Multiple-visit facility passes
 - \$40.00/week/person
 - Applicable for groups needing five or more access passes/person
 - Waiver of Liability
 - All participants must sign the Acknowledgement, Release and Waiver of Liability to participate in UREC programs and use of facilities.

Refund Policy

- i) General Terms and Conditions:
 - i. Refund requests may be made in the UREC Main Office, located in HPER 229.
 - ii. All approved refunds require a \$25 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 and 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
- j) 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.
- k) Next Day Refunds
 - i. A Refund Request Form must be completed (available in the UREC Main Office).
 - ii. Online/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 processed in-house will require the original card number given in person or via phone.
 - iv. Once the refund is approved, UREC staff 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 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.



@urecarkansas ([Instagram](#), [youtube](#))

University Recreation + Wellness

Division of Student Affairs

UREC Main Office- HPER 229 · University of Arkansas · Fayetteville, AR 72701

Phone: (479) 575-4646

E-mail: urec@uark.edu

NOTE: Participation in all activities within the UREC facility spaces, at the UREC Sports Complex, UREC Tennis Center, UREC Fitness Center in the Arkansas Union, or any program sponsored by the Division of Student Affairs, or University Recreation + Wellness, 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.