



## Discipline Policies and Procedures for Members and Guests

The Board of Directors has delegated authority to the Pool Management and Staff for the enforcement of our rules and regulations. The Club Manager, the manager on duty, is the authority on matters of discipline at the front desk, the pool, and the entire property. His or her instructions must be followed, or disciplinary action in the form of suspension of swimming privileges will result.

All Staff including Lifeguards are instructed to report all serious infractions or refusal to follow instructions to the Club Manager. Members are to be responsible for any and all of their Guest's behavior. All complaints of members and guests are to be directed to the Club Manager and not to the lifeguards.

The Club Manager may discipline without regard to the three-offense policy (below) particularly in matters of safety, disregarding authority, disturbing other members, and illegal actions such as vandalism, theft, and underage drinking.

- 1. Inappropriate Daily Behavior:** *The following are examples but not limited to*
  - a. Creating distractions, in particular, any distractions to or around the lifeguards
  - b. Running on the deck.
  - c. "Overzealous" and unwanted splashing of others.
  - d. Using swim noodles to hit others or pool property, including the water.
  - e. Excessive yelling and screaming.
  - f. Failing to follow the instructions of lifeguards and pool staff
  - g. Failing to follow pool rules relating to safety and enjoyment of pool members and guests.
- 2. Unacceptable Behavior:** *The following are examples but not limited to*
  - a. Roughhousing or any conduct that poses a safety risk to others - i.e., dunking a swimmer, jumping on other swimmers.
  - b. Using profanity.
  - c. Arguing with a guard, or refusing to comply with a lifeguard's requests.
  - d. Defacing or damaging pool property or the property of others. Parent or Guardian shall be fiscally responsible.
- 3. Consequences for These Behaviors:** *at the discretion of the lifeguards and pool staff*
  - a. **First offense (after a few whistles)**– warning from guard.
  - b. **Second offense** – write-up from guard and documented communication with a parent from management
  - c. **Third offense** – removal from the pool for a period of time or for the rest day, write up from guard, and documented communication with the parent from management
  - d. **Beyond the third offense** – club management has the right to put limitations on a member's membership. Examples of revoked membership privileges include but not limited to: teenagers' access to pool without

parent, guest privileges for a period of time up to the end of the season,  
member privileges revoked for a period of time up to two weeks.

**4. Appeal Process**

- a. A member can appeal management decisions to the Board of Directors, who will review documentation and make a ruling that is final.

**Note: The board and only the board may take action to permanently revoke a membership. All decisions of the Board of Directors are final.**