

**Lakehead Athletics  
Facility & Membership  
Policies Handbook**

Lakehead



## **Welcome to the Thunderwolf Family!**

Thank you for joining the Thunderwolves team as a student, member, community group or user of the facility. In order to maintain everyone's safety and a positive health & wellness environment, we would appreciate that all patrons demonstrate respect for others by adhering to all policies and caring for the property.

Members and guests should familiarize themselves with the facility rules and regulations posted at each individual facility including the Main Gym, Hangar and Pool. Our staff will be happy to assist patrons if help is needed.

All participants are expected to recognize and accept the inherent risks of their activities; all users should consult a physician prior to participation. If you have special health considerations, allergies or serious health conditions, please inform the Athletics staff. Lakehead University does not accept responsibility for injuries sustained by persons participating in recreational activities. All patrons are required to sign a liability waiver prior to using the facilities.

## **Code of Conduct**

Lakehead Athletics is committed to providing an enjoyable physical activity experience for all students, members and patrons.

This Code of Conduct applies to all patrons entering any Lakehead Athletics Facilities, including the Wolves Den, CJ Sanders Fieldhouse, and Hangar. All patrons are expected to be aware of, and comply with, the Code of Conduct and its related policies.

### **It is expected that all patrons:**

- Adhere to the standard described in this Code of Conduct & related Policies;
- Treat everyone with respect and dignity, regardless of their race, ethnicity, religion, gender, sexual orientation, age, or physical and mental ability
- Engage in appropriate and professional conduct in the facility. The following behaviours included, but not limited to, will not be tolerated:
  - Insulting or making negative comments that can affect other members and Lakehead athletics staff
  - Ignoring facility rules and regulations
  - Demonstrating disrespect for others and/or their personal belongings
  - Conduct that is unsportsmanlike
  - Obtaining entrance without valid identification or under false identification
  - Inappropriate language

**Any individual in violation of this code, and or facility policies, will be subject to disciplinary actions. Lakehead Athletics reserves the right to suspend, or cancel services without a refund.**

## Facility Policies

Facility & Membership policies are subject to permanent or temporary change due to unpredictable circumstances. In this case, new policies will be communicated via email and at the front desk to all facility members and users.

### 1. General Facility Policies

#### 1.1 Facility Access

- All individuals accessing Lakehead Athletic Facilities are required to check in at the front desk prior to access. An active membership or purchase of a day pass is required to gain access.

#### 1.2 Minors

- An adult must accompany patrons under the age of 16 at all times while in the facility.

#### 1.3 Attire

- Appropriate athletic attire is required.
- Shirts and indoor athletic footwear is to be worn at all times while using the facility.
- Closed toe shoes are required while using workout/recreational facilities
- All patrons are encouraged to be scent aware while using our facilities.

#### 1.4 Equipment Usage/Rental

- Weight room users are to return all weights/equipment to their designated location after use
- Patrons are expected to return all equipment after use, and equipment is not to be removed and used in other areas of the facility.
- Equipment is to be cleaned after every use using the designated cleaning supplies in fitness areas
- Equipment for use in the gymnasium is to be rented out at the front desk and returned when finished. Patrons are responsible for the safekeeping of equipment during its rental.

#### 1.5 Hangar Field & Basketball Court Usage

- Indoor, non scuff shoes are to be worn at all times while using the court
  - \*Individuals in violation of this will be asked to leave
- General use of the court and field are restricted to open times as per facility schedules on the Thunderwolves website. They will not always be available during all facility hours.
- Profanity, spitting & roughhousing will not be tolerated, and will result in access suspension from the facility.

#### 1.6 Changeroom & Shower Access

- Changerooms, all containing bathrooms and showers, are available for use in the CJ Sanders Fieldhouse.
  - The men's and women's changerrooms in the northwest corner of the facility
  - The family/gender-neutral changerrooms available at the entrance to the pool (they are available at all times, even if the pool is not open)

### **1.7 Day Use Lockers**

- Limited Day Use lockers are available in each locker room, free of charge
  - Belongings must be removed after use
  - Lakehead Athletics staff will cut locks on day use lockers and contents removed at the end of each night.

### **1.8 Sauna Use**

- Saunas are available for use in the men's and women's changerooms
- Users must abide by all posted signage in the Sauna

### **1.9 Towel Rental**

- Single day towel rental is available at the front desk
- Towels must be returned to our drop bin at the front desk

### **1.10 Smoke Free Environment**

- Our facilities are a smoke/vape free environment, doing so within the premise and outside of designated smoking areas is prohibited

### **1.11 Personal Training Protocol**

- Personal training is prohibited, unless authorized by the Facility Manager

### **1.12 Emergencies & Evacuation Procedures:**

- In the event of a fire alarm, power failure, or any emergency the Lakehead Athletics staff will direct patrons to a safe area. For your safety, and the safety of others, please follow all instructions given by the staff.

### **1.13 Lost and Found**

- Please contact Front Desk regarding lost or missing items
- Lost items will be kept for 30 days; items that remain unclaimed will be donated to charity
- Lakehead Athletics is not responsible for lost or stolen items.

### **1.14 Facility Hours & Closures**

#### *Facility Hours*

- The facility will close promptly at the advertised time each day. All areas of the facility will be cleared 15 minutes prior to the close time to allow for members to gather their items and exit the facility by closing time.
- Regular facility hours can be found on our website at: [www.thunderwolves.ca/facilities/hours](http://www.thunderwolves.ca/facilities/hours)
- Please note that facility hours may be altered on occasion due to special events. This will be relayed to all members via email communication and website/social media updates

#### *Facility Closures*

- During University observed holidays and breaks, facilities may be closed or operate with limited hours. In addition, required maintenance may cause closure.
- For the most up-to-date cancellations and/or closures, be sure to visit [www.thunderwolves.ca/facilities/hours](http://www.thunderwolves.ca/facilities/hours) and follow our social media accounts for updates.

## **2. Pool Policies**

### **Pool Access**

- A membership or day pass is required to access the pool
- All pool users must sign in at the front desk prior to accessing the pool

- Lane swim is only available for certain hours of the day, according to the schedule that can be found at: [www.thunderwolves.ca/facilities/hours](http://www.thunderwolves.ca/facilities/hours)
- Pool users must follow the instructions and guidance from lifeguard staff at all times, and are expected to conduct themselves in a safe manner when on the pool deck.

### ***Rules & Regulations***

- All bathers shall take a cleansing shower before entering the pool.
- No person infected with a communicable disease or having open sores shall enter the pool.
- No person shall pollute the pool by spitting or spouting of water and blowing the nose in the pool or on the deck.
- No person shall engage in boisterous play in or about the swimming pool.
- No running on the pool deck.
- No person under influence of drugs or alcohol shall enter the pool.
- Proper swimming attire must be worn.
- No food or beverages allowed on the pool deck at any time.
- All gum is to be placed in the waste baskets.
- Non swimmers must remain in the shallow end and must be accompanied by an adult in the water.
- Water wings and lifejackets are allowed in the shallow end only. Swimmer must be accompanied by an adult in the water at all times.
- No diving in the shallow end.
- No one is allowed to walk on or swim under the bulkhead.
- No street shoes on deck.
- Lane markers indicate area for swimming lengths only. Please do not hang on the lane markers.
- One long whistle blast means please clear the pool immediately.
- One warning by a guard for an infraction will be given. A second warning could lead to dismissal from the pool.

### ***Admissions Standards for Children***

- Children under the age of 10 years who are non swimmers must be accompanied by a guardian that is responsible for their direct supervision.
- Children under the age of 10 years that can demonstrate comfort in the water and can pass a facility swim test may be admitted to the pool unaccompanied. The child should be able to swim one length of the pool with relative ease.
- The ratio of non swimmers to parents of guardians is four (4) bathers to one (1) parent or guardian in the water. Lifejackets must be worn by all non swimmers.
- A swim test is required before children can swim in deep end.
- Groups using the pool must have supervisors on the deck at all times.

**Please be advised that any patron in violation of the aforementioned policies will be asked to leave the facility and not to return until management deems appropriate.**

**All questions and/or concerns are to be directed to Manager of Operations & Client Services.**

## Memberships

### 3. Membership Offerings

#### 3.1 Membership Description

Lakehead Athletics Memberships grant members access to our brand new Wolves Den, the CJ Sanders Fieldhouse, and the Hangar. Within these facilities you can find multi-court gymnasiums, weight and cardio spaces, an aerobic studio, a 200-m indoor track, a pro-grade artificial turf field, as well as an olympic length pool. Memberships also allow for you to purchase a locker rental, parking, and towel service, which is not available for day pass users.

#### 3.2 Membership Types

- Our memberships can be purchased in 4, 8, or 12 month increments.
- If you are looking to purchase a family membership, you can build your own family package! Family memberships start with a base single membership, and then you can add on your partner or children to the membership at a discounted rate.
  - Please note that partner and children membership cannot be sold separately and necessary identification is required as listed below

#### 3.3 Membership Classifications and ID Requirements

##### *Lakehead University Students*

- All Lakehead full-time and part time students who have paid the Athletics Ancillary fee are automatically considered as members
- A current Lakehead Student ID card is required for check in
- Students who have not paid the ancillary fee are eligible for student pricing as long as they are an actively enrolled student at Lakehead.

##### *Lakehead Faculty/Staff*

- All Lakehead full-time and part-time faculty & staff
- Visiting professors/researchers (not Academic Scholars) are eligible for Faculty/Staff pricing
- Proof of employment is required, such as Lakehead Issued ID card or pay stub are required, and will be verified with Human Resources

##### *Other Students (High School or Other Post-Secondary)*

- High School Students, or Students attending another post-secondary institution, are eligible for Other Student membership
- A school issued ID card, or verification letter, are required at the time of membership sale.

##### *Lakehead University Student Family*

- Partners and/or children of a full-time Lakehead University student who have paid the Athletics Ancillary Fee
- Lakehead University Student must be present at the time of sale

##### *Seniors*

- Anyone 60+ is eligible to purchase a seniors membership

- Government issued ID indicating age must be presented at the time of membership sale

#### *Lakehead Alumni*

- Graduates of Lakehead University are eligible for this membership
- A Photo of Lakehead degree, or transcript is required

#### *TBRHSC Staff*

- Full Time staff members at TBRHSC are eligible to TBRHSC staff memberships
- Must present a staff ID or verification letter from TBRHSC at the time of membership sale

#### *Family Membership Add-On's (Partners & Children)*

- Family members must share a common address be related by blood, marriage, common-law or legal guardianship to be eligible.
- Children must be 18 & under to be added on to a family membership

#### *General Public*

- Any individual 19 years or older in the community with no verified affiliation with Lakehead University or the above discount categories are eligible for our general public prices.
- Government issued ID (such as a driver license) is required at the time of membership sale to verify age and identity prior to sale

## **4. Membership Specific Policies**

### **4.1 Facility Access**

- All members must present appropriate identification when accessing the facility, which includes either a Lakehead University Issued ID, or a Lakehead Athletics Issued Keytag

### **4.2 Forgotten ID Card**

- Members may be denied access for continually not having membership cards present.

### **4.3 Lost/replacement card**

- A lost or stolen membership tag, may be replaced at the front desk with a \$10 administration fee. The first replacement will be free of charge

### **4.4 Membership Freezes**

- A membership may be put on hold once per membership agreement for medical reasons granted a doctor's note is provided to Manager, Operations and Services
- 1 year memberships can be put on hold once per year for a maximum of 2 months outside of medical reasons. This request must be submitted in writing to the Manager, Operation and Services
- Membership holds will not be processed retroactively

### **4.5 Membership Cancellations & Refunds**

- Membership refund requests are to be made within the first 7 days following purchase of the membership. All refunds if granted, will be pro-rated based on use, and an admin fee of \$25 will be applied.

- Refunds outside of the 7 day period will not be granted; however, a membership can be transferred to an individual within the same demographic of the membership sold.
- Retrospective refunds will not be granted

#### **4.6 Membership Extensions**

- Occasionally, certain facilities may not be available due to maintenance, special events, or other unforeseen circumstances. Lakehead Athletics will provide advanced notice whenever possible, and membership fees are adjusted accordingly to reflect closures, therefore extensions and refunds will not be granted due to this reason.

### **5. Short-Term Facility Access Information**

#### **5.1 Day Passes**

- An individual who does not possess a Fieldhouse membership may purchase a drop in pass at the front desk for access to the facility and or the pool.
- A discount is available for seniors & students of any institution provided a valid student card is presented to staff

#### **5.2 Punch Passes**

- 7 day punch cards are available
  - Not required to use punches for 7 consecutive days
  - Punches will expire after **1 year** from date of purchase
- A discount is available for seniors & students of any institution provided a valid student card is presented to staff

### **6. Facility Services**

#### **6.1 Locker Rentals**

- Day use lockers are available. Details can be found in [section 1.7](#)
- Long term locker rentals are available to members only.
- Locker Rentals begin the date of purchase. A lock is required to secure your locker at the time of sale, that is combination based.
  - Your combination must be provided to the facility staff at the time of purchase.
  - No key locks are permitted.
- Members will receive email notice of expiring lockers, and are expected to clean their locker out by the end of their locker agreement.
  - Failure to renew locker, or clear out locker, will result in the lock being cut and contents being removed
  - Contents will be kept in labeled bags in bins in the laundry room for 30 days
  - If contents of lockers are not claimed in the 30 days, they will be donated

#### **6.2 Towels**

- Towel service is available for members not wishing to bring their own towel for an additional fee
- Single towel rental and towel memberships are both available.



- Single towel rentals are charged by the towel, and are available to both day pass users and members
- Towel memberships are charged by the month, and are available only to members
  - 1 towel can be checked out per member, per visit.
- Towels are to be returned to designated bins following use to be cleaned by Lakehead Athletics Facility staff.

### **6.3 Parking**

- Lakehead University Security governs all parking at the CJ Sanders Fieldhouse.
- **A valid Fieldhouse gym membership is required in order to purchase a parking permit**
  - **With the exception of a single 1 month parking permit is available for those who do not have a Fieldhouse membership**
- Hourly/ Daily parking permits may be purchased at pay station located in the parking lot
- Fieldhouse members may purchase a permit on a monthly or yearly basis at the reception desk located inside the Fieldhouse.
- A single permit is valid for up to 2 vehicles, and is valid for 1 parking space. Please note parking is on a first come first serving basis, therefore, spots are not guaranteed to permit holders.
- Any violation tickets must be disputed or paid at Lakehead Security online, or located on the university Campus.
- Lakehead Athletics is not responsible for any lost or stolen items from vehicles.
- Lost permits will result in a \$25 replacement fee