



Ashburn Village Sports Pavilion

Member Manual



Ashburn Village Sports Pavilion
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Welcome to the Ashburn Village Sports Pavilion!

We are pleased to welcome you to the hallmark of the Ashburn Village community, the Ashburn Village Sports Pavilion (AVSP). As a property owner, you are automatically entitled to apply for AVSP membership as one of the benefits covered through your homeowner's association dues. Other Village residents are given the opportunity of membership, and additional membership fees may be applicable depending upon the nature of your residency within our community. For all residents, AVSP provides the opportunity to conveniently achieve a healthy lifestyle filled with fun, recreation, and fitness.

We look forward to introducing you and your family to the wide variety of programs, special events, and quality leisure experiences that define the exceptional lifestyle enjoyed by our members. Our enthusiastic and well-trained staff takes great pride in providing exceptional service in an atmosphere that is always warm, welcoming and friendly. The ultimate goal of our staff is to help you enjoy the wonderful amenities and recreational opportunities available at the Pavilion and within the community.

This manual has been designed to provide all of the information that you need to begin utilizing the many facilities and programs available as a member of our community. The usage guidelines provided in this packet have been thoughtfully established to help us to maintain the proper utilization of all areas, while providing members with a safe and enjoyable experience.

As a reminder, AVSP's website, www.ashburnsportspavilion.org, has a wealth of information. Here you'll find alerts regarding inclement weather adjustments to facility hours and programs, announcements about new programs, schedules, and much, much more. You can even find a copy of this document online. Also, please sign up for our email blast service. You can either self enroll on our website, or you can complete a form and we'll sign you up. This is another way to be the first to know what's happening.

Our 32,000 square foot facility provides members with the following amenities:

- Fitness Center
- Group Exercise Studio
- 6-Lane, 25 Meter Indoor and Outdoor Pools
- 6 Tennis Courts (4 Indoor Courts, October-April)
- 2 Racquetball Courts
- Squash Court
- Multipurpose Gymnasium (Basketball, Soccer, Volleyball, Badminton)
- Marina with Pedal Boats & Kayaks
- KidZone (Nursery)
- Locker Rooms with Day Lockers
- Men's and Women's Saunas & Steam Rooms

We are delighted that you have decided to become a part of the AVSP family, and we look forward to seeing you at our next program or special event.

Sincerely yours,
AVSP Staff

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1 INTRODUCTION

1.1 Purpose

The purpose of this manual is to provide all the information needed to begin enjoying the many amenities, programs and activities available. Each guideline has been thoughtfully established with the goal of providing a safe and enjoyable environment for all members.

Please take the time to review this manual in its entirety, and let us know if you have any additional questions, concerns, or suggestions. We value your feedback and look forward to hearing from you.

1.2 Mission Statement

- To create a positive, healthy environment that inspires mind, body and spirit in a safe and well maintained facility
- To ensure member satisfaction via strong customer service and innovative programming through supportive and knowledgeable staff.

2 GENERAL INFORMATION

2.1 Hours of Operation

Pavilion & Tennis Courts

Mon-Fri 5:00am-10:00pm

Sat & Sun 7:00am-8:00pm*

Indoor Pool

Mon-Fri 5:00am-9:30pm

Sat & Sun 7:00am-7:30pm*

Outdoor Pool (*Open Memorial Day Weekend - Labor Day Weekend*)

Mon-Fri 11:00am-8:30pm (*Memorial Day through End of School Year 4:30-8:30pm*)

Sat & Sun 11:00am-7:30pm*

Marina (*Open Memorial Day Weekend - Labor Day Weekend*)

Mon-Fri 11am-7pm (*Memorial Day through End of School Year 4:30-7pm*)

Sat & Sun 11am-7pm*

Kidzone

Monday, Wednesday, Friday 9am – 9pm

Tuesday, Thursday 8:30am – 9pm

Saturday 9am – 1pm

Sunday CLOSED

*Unless otherwise noted, holidays run on weekend hours.

2.2 Facility Closings

The following is a schedule of AVSP Facility Closings. Holiday closings and reduced hours are approved by the Board of Directors and are subject to change with appropriate notice.

New Year's Day	CLOSED
Easter Sunday	CLOSED
VillageFest Saturday	CLOSED
Thanksgiving Day	CLOSED
Christmas Day	CLOSED

There may be times through the year when certain areas of the facility will be shut down for improvements, cleaning, and preventative maintenance. Your understanding and patience is appreciated as efforts are made to improve and maintain the cleanliness,

safety, and aesthetics of the facility. Whenever possible, maintenance days will be planned in advance and members will be notified.

Annual Maintenance Period

In an effort to achieve the highest standards of facility cleanliness and safety, AVSP has an annual "Maintenance Period" which takes place for an approved period of time once per year.

2.3 Inclement Weather

As a facility, AVSP *does not* follow public school closings/delays. However, if there is inclement weather:

- Information can be obtained on the AVSP website and/or by signing-up for e-mail notification blasts under "Inclement Weather."
- If you do not receive an e-mail notification and there is no alert posted on the AVSP website, then the AVSP will operate as usual.

Every attempt will be made to have the entire facility available, even if individual programs are cancelled. What remains open will depend on staff availability and weather conditions. Program notifications will be made as follows:

- Programs beginning before 8am → Notification made the previous evening (whenever possible) or the same morning of the class.
- Programs beginning after 8am → Notification made by 7:30am.
- Programs beginning after 1pm → Notification made by 12pm.
- Programs beginning after 6pm → Notification made by 12pm

Tennis Bubble Policy

This policy provides direction for actions in inclement weather to reduce the risk of human injury and to best preserve the Tennis Bubble.

- When severe weather is expected, AVSP will monitor National Weather Service (NWS) warnings for Loudoun County through Weather.com during the hours the Pavilion is open.
- When a high wind warning or a storm (weather warnings) is posted to Weather.com, AVSP will send a blast email or telephone message to all tennis players with scheduled Bubble times alerting them to the weather warning and reminding them that conditions may require the Bubble to be closed without any additional prior notice
- So long as the weather warning is in effect, AVSP will inspect the exterior and interior of the Tennis Bubble at least once an hour or more frequently based on the severity of the weather. Any apparent compromise of the exterior or extreme movement of the interior will be grounds for the inspector to close the Bubble and evacuate the players. Extreme movement is defined as the perimeter lamps coming in contact with the bubble fabric in a given 3 minute observation interval.

2.4 Parking & Entrance

General Parking

Parking for AVSP is located in the lot immediately adjacent to the building on its south side. Parking in this lot is for daily usage by members and guests during their visit. Overnight parking is not permitted, and cars may be towed if left overnight or for an extended period of time. Certain special events, such as VillageFest, take over the parking lot and alternative parking must be used. Every effort is made to inform members of when the parking lot will be closed and the location of alternative parking.

Handicapped Parking

Handicapped parking is located along the sidewalk immediately adjacent to the south side of the building (the north side of the parking lot). Handicapped parking is designated with the appropriate signage. Illegally parking in a handicapped space, or in the space reserved for the Community Policing Officer, is subject to fines and towing.

Bicycles, Mopeds, Skateboards, and Other Transportation Devices

These transportation devices cannot be brought into the Pavilion nor parked outside the main entrance. Bicycles racks are located adjacent to the parking lot near the outdoor pool fence (northwest corner of the parking lot).

Main Entrance

The circle servicing the front entrance is designated as a fire safety zone, and tickets are issued for cars standing or parked in this area. Unattended cars left in the fire zone put the building and its occupants at risk if there were to be an emergency requiring emergency vehicle access. ***Please do not stand or park in this area!*** There are three 15-minute parking spots located next to the handicapped spots in the parking lot. These spots are designated for pick-up and drop-offs.

Handicapped Entrance

The double doors on the lower level leading to the parking lot are for emergency exit only and for handicapped entrance only. Exiting via these doors results in the security alarm sounding. A door bell is provided outside these doors to alert the Front Desk of someone needing to enter the building due to a medical disability or handicap. Members and guests entering AVSP through this doorway must still check-in at the Front Desk.

2.5 AVSP Staff & Contact Information

The Pavilion is staffed during all operating hours and a Manager-on-Duty is always available to assist members with questions or concerns. All AVSP staff are employees of WTS International. WTS staff receives support services from AVCA's staff, especially for those areas related to the maintenance and repair of the building and its systems.

Name	AVSP Title	Phone	E-mail
Marco Chavez	General Manager	Ext. 102	mchavez@ashburnvillage.org
Karen Parks	Operations Manager	Ext. 103	kparks@ashburnvillage.org
Diane Sohn	Marketing & Program Manager	Ext. 104	dsohn@ashburnvillage.org
Kory Hendricks	Office Manager	Ext. 105	khendricks@ashburnvillage.org
Jennifer Douglas	Racquet Sports Director	Ext. 111	jdouglas@ashburnvillage.org
Cam Miller	Activities Director	Ext. 112	cmiller@ashburnvillage.org
Tracy Faber	Fitness Director	Ext. 114	tfaber@ashburnvillage.org
	Aquatics Director	Ext. 116	

2.6 Facility Access & Eligibility for Use

All Ashburn Village residents are entitled to membership and certain privileges at no charge. Residents are defined as property owners and dependents, members of households living in our community, and designated tenants.

AVCA reserves the right to suspend a member's use of the amenities for failure to follow the policies and procedures, posted rules and regulations, directives of staff on duty, and for a resident's/tenant's failure to pay any amounts owed to the Association.

AVSP offers a limited number of Outside Memberships that can be purchased by non-residents. The AVCA Board of Directors establishes the membership cap for this category of membership. Once the cap is reached, a lottery system is utilized as membership spots become available. The fees from Outside Memberships assist in offsetting the cost of operating the Pavilion for residents.

Access to the facility and certain programs are provided at no additional cost to members. Fee-based programs are always clearly indicated on any promotional materials, and they have specific timeframes for enrollment and minimum enrollment criteria. Examples of fee-based programs and services are listed below. Examples of fee-based services and programs:

- Private/Group Instruction, such as Personal Training, and Tennis/Swim Lessons
- Specialty Exercise Classes, such as Belly Dancing and Boot Camp
- Community Events, such as VillageFest and Comedy Night
- Indoor Tennis Court Fees
- Racquetball Leagues
- After School Activities Program (ASAP)
- KidZone (Nursery)
- Guest Usage Fees

2.7 Assumption of Risk Disclaimer

Members and guests using the facilities do so at their own risk. Because participation in exercise and recreational programs can be hazardous and injurious, members, guests and paid users agree to hold harmless AVCA and its contractors for any injuries suffered while using the facilities of AVSP or AVCA. Neither shall AVCA or its contractors be held responsible or liable to members, guests, or paid users for articles damaged, lost, or stolen in or about any of the recreational facilities, or for damages to any property including but not limited to automobiles and the contents thereof.

Members are strongly encouraged to make use of the locker rooms for storing their coats and workout bags. Locks should always be placed on lockers to minimize loss. Valuables should be left out of site within your vehicle or at home. Be sure to secure your automobile when using the parking lot.

2.8 Policy Enforcement

Members are responsible for their actions and those of their guests. The AVCA Board of Directors reserves to itself and those contractors hired to operate AVSP the right to suspend a member from the use of AVSP for the failure to comply with any of the rules and regulations included in this document and/or posted in the facility, or for any behavior deemed inappropriate which could (1) interfere with the use of the facility by others, (2) create a hazardous situation, (3) result in injury to oneself or others, and (4) physically, structurally, or cosmetically damage the facility. Suspensions shall apply not only to AVSP, but also to the use of the recreation center outdoor pools. AVCA will review all suspensions for merit, duration, or for follow up discussion with the AVCA Board of Directors. Damages resulting by the actions of members or their guests will be assessed to the Primary Member of the membership.

2.9 Towel Service & Locks

Hand towels are available at the Front Desk. There are a limited number of locks that can be exchanged for your membership card for daily use in the locker rooms.

2.10 Lost & Found

Lost and Found containers are located in the cubby area of the Fitness Center and in the pool hallway.

2.11 Fitness Orientations

All new members are entitled to one free Fitness Orientation with one of our certified Personal Trainers. Orientations can be set up at the Front Desk.

2.12 Special Needs Assistance

AVSP welcomes all members to register, participate and enjoy the services and programs offered regardless of age, gender, race, color, religion, marital status, sexual orientation national origin or disability or other characteristics protected by law. AVSP will make every attempt to modify and/or adapt services and programs to effectively meet the needs of all participants.

2.13 Comments & Suggestions

Our staff is always striving to improve service to the community. Member suggestions and ideas are essential to our continued success. Members can voice their concerns and suggestions by speaking to our staff or filling out a Comment Card located at the front desk. Feedback can also be provided online on our website.

AVSP will issue a yearly Satisfaction Survey via email. Members will be alerted to survey availability and are encouraged to provide feedback.

2.14 Marketing and Promotions

Information about all AVSP Programs is available at the front desk. Informational flyers and registration forms are available or can be printed on demand. Information can also be found on our slideshow displayed above the check-in area, on our website (www.ashburnsportspavilion.org) or via email. Members can sign up to receive informational email blasts at registration or through the AVSP website.

2.15 Ashburn Village Recreation Centers

All Ashburn Village homeowners receive access to the other three community pools located at the three satellite Recreation Centers. Access to these pools during the summer requires a valid AVSP membership card. Also, AVSP uses the recreation centers for special programs which require meeting room space. Programs which have been offered at these Centers include CPR and First Aid classes, health/wellness seminars, dance classes, and Comedy Night.

A brief description of the recreational offerings for each center is given below. For more details on these centers and how they can be used by Village residents, go to the AVCA website: www.ashburnvillage.org.

Lakes Recreation Center

The Lakes Recreation Center, located at 44078 Cheltenham Circle, is the largest recreation center in the Village. This center has the following recreational offerings:

- Outdoor Pool
- Outdoor Tennis Courts
- Outdoor Multipurpose/Basketball Court

Mills Recreation Center

The Mills Recreation Center is located at 43895 Grottoes Drive and is the second largest recreation center. This center has the following recreational offerings:

- Outdoor Pool
- Outdoor Tennis Courts
- Soccer Field

Woods Recreation Center

The Woods Recreation Center, located at 44020 Louisa Drive, is the smallest and coziest recreation center in the Village. This center has the following recreational offerings:

- Outdoor Pool
- Outdoor Tennis Courts
- Outdoor Basketball Court

2.16 Directions to the AVCA Office & Recreation Centers

The following directions are all based as starting from AVSP:

AVCA Office: Make a left onto Ashburn Village Boulevard. Drive approximately 1 mile and turn left onto Courtland Drive. The AVCA Office is located on the right at 44025 Courtland Drive.

Lakes Rec. Ctr.: Make a right onto Ashburn Village Blvd. Go through the light and cross the bridge (which goes over the WO&D Bike Trail). Pass Dominion Trail Elementary School on the right. Pass a big lake on the right with an island in the middle. Take the first right turn after the lake onto Cheltenham Circle. Take the first right turn to enter the parking lot of the Lakes Recreation Center.

Mills Rec. Ctr.: Make a right onto Ashburn Village Blvd. At the light, make a right turn onto Gloucester Parkway. The Mills pool is on the left with a big sign in front saying Mills Recreational Center.

Woods Rec. Ctr.: Make a left onto Ashburn Village Blvd. Make the third left onto Louisa Drive. The Woods Recreation Center is on the right.

3 MEMBERSHIPS & GUEST PRIVILEGES

3.1 Membership Policy

This policy establishes the various classes of membership for the Ashburn Village Sports Pavilion as established by the Board of Directors of the Association. Changes to these classes require formal approval by the Board. The fees referred to in this policy are contained in a fee structure which also must be approved by the Board normally as a separate action.

Owner Memberships:

All individuals listed on the deed for an Ashburn Village property are entitled to membership. For properties listing one (1) individual on the deed, the property is entitled to an additional member over the age of eighteen (18) with written owner request and proof of residency.

Conveyance memberships:

Owners listed on the deed for an Ashburn Village property, can convey each of their individual privileges as members (up to 4 conveyances per property) to any adult residing at that property. Conveyance memberships must have a completed membership conveyance form signed by the owner in addition to a signed lease. This membership will expire at the end of the lease. If the lease is termed month to month the owner of the property must submit in writing a conveyance request yearly.

Additional Adult memberships:

Each deeded owner still residing in the Ashburn Village property or a conveyance member can purchase up to two (2) additional adult memberships for that property at a discounted rate for any residing individual over eighteen (18) years of age. These memberships require a letter from the owner or conveyed member along with proof of residency. The Additional Adult memberships must be renewed every two (2) years.

All children under the age of eighteen (18) years of age residing in the household are considered members under their parents or legal guardian's accounts.

Individuals 18-23 years of age who are full-time students, dependent children of an owner or conveyed member, and who maintain a permanent residence with the owner or conveyed member will be considered members. These memberships must be renewed each year.

The Ashburn Village Community Association reserves the right to require proof of relationship, proof of enrollment in school, or residency at its sole discretion.

Multi-Family memberships:

All multi-family memberships can be purchased by renters at Ashburn Meadows, and Saddle Ridge communities. These memberships require a copy of the current signed lease or addendum to the original lease and will expire at the end of that lease. . If the lease is termed month to month proof of residency will be required on an annual basis.

- Individual memberships: One (1) single “primary” individual over the age of eighteen (18).
- Couples membership: Two (2) persons with one person designated as the “primary” member. An adult and dependent child is eligible for this type of membership.
- Family membership: Up to two (2) adults and all children under the age of eighteen (18) residing at the same property.

Wingler House memberships:

Seniors (ages 55 and older) can purchase an exclusive membership at a discounted rate without paying an initiation fee or may purchase a multi-family membership. These memberships are intended to be used primarily between 9AM and # PM Monday through Friday.

- Individual memberships: One (1) single “primary” individual over the age of eighteen (18).
- Couples membership: Two (2) persons with one person designated as the “primary” member. An adult and dependent child is eligible for this type of membership.

Outside memberships:

All outside memberships can be purchased and must have a “primary individual” over the age of eighteen (18), that is solely responsible for any and all actions as well as financial obligations for all members attached to that primary account. The Board of Directors of AVCA will establish the number of allowed outside memberships periodically at its sole discretion. A one-time initiation fee will be charged in accordance with the current fee schedule.

- Individual memberships: One (1) single “primary” individual over the age of eighteen (18).
- Couples membership: Two (2) persons with one person designated as the “primary” member. An adult and dependent child is eligible for this type of membership.
- Family membership: Up to two (2) adults and all children under the age of eighteen (18) residing at the same property. The Ashburn Village Community Association reserves the right to require proof of relationship or residency at its sole discretion

Non Resident Tennis Memberships:

Outside memberships for the use of tennis facilities at the Sports Pavilion only. Members pay an additional premium for tennis court fees and instructional programs. All memberships run from September 1st through August 31st.

- Individual memberships: One (1) single “primary” individual over the age of eighteen (18).
- Pee wee memberships: One (1) single individual between the ages of 4 and 6 years old attached to a “primary” individual account holder.

- Junior memberships: One (1) single individual between the ages of 6 and 17 years old attached to a “primary” individual account holder.
- Family membership: Up to two (2) adults and all children under the age of eighteen (18) residing at the same property. The Ashburn Village Community Association reserves the right to require proof of relationship or residency at its sole discretion

Guest Policy:

All members are able to purchase a guest pass, good for either one day or one week, to be paid prior to use of the facility for any non member. No member under the age of eighteen (18) years of age may purchase a guest pass.

Initiation Fee:

A onetime initiation fee is required for all Multi-Family units and outside memberships.

Cancellation Fees:

All termination requested must be presented in writing and no refunds will be issued. Members will be accountable for all charges on their account until such written notice is received by the Ashburn Village Homeowners Association office.

3.2 Membership Cards

Use of AVSP and the Recreation Centers is restricted to members and their guests. To gain access, members are requested to have their membership card with them. Upon arrival at the facility, the staff will scan the membership card. Membership cards protect members and the facility from non-member entry and greatly speed check in. Membership cards are non-transferable and, therefore, are only to be used by the person named on the card. Under no circumstance should a member provide their membership card to a non-member to allow them to utilize the amenities. While AVSP has all member names and photos on file, we request that membership cards are always on hand to ensure 100% identity verification.

Each member will be issued one membership card at the time of membership sign-up. Replacement cards can be purchased at the AVCA office for a fee of \$3.00. Lost or stolen cards must be reported to the Pavilion as soon as possible.

3.3 Guest Policies

- 1) Registered members are able to bring guests with them to the facility. All members 6 to 12 years of age must present a membership card and must be accompanied by a member or guest with a guest card 16 years or older. Members ages 12 and over may enter alone and have guests (with guest cards) 12 and older. Members are ultimately responsible for their guests’ actions while using the facility.

Guest Fees:

\$5 per guest under 12

\$10 per guest 12 and over

\$20 for a three-day pass (must be used consecutively)

\$40 for a one-week pass (must be used consecutively)

Free Guest Days

Members may bring guests into the facility at no charge on the 20th of every month. The date is subject to change due to holidays or other special events.



PROGRAMS, ACTIVITIES, & SERVICES

3.4 Program Descriptions

We are pleased to offer our members a wide variety of programs and activities designed to meet the needs of community members of all ages, interests and skill levels.

Each year, AVSP staff evaluates and improves upon existing programs, as well as continually adding new activities in each category. The format of each program or activity will be structured to most effectively provide participants with a positive recreational experience of the highest caliber.

AVSP provides members with a diverse selection of programs, activities and events every month. Below is a sample of the types of programs that are offered to our members.

CATEGORY	PROGRAMS
 fitness	<ul style="list-style-type: none">• Personal Training• Group Exercise• Fitness Assessments• Fitness Orientations• Cycling• Yoga• Pilates• Boot Camp
 aquatics	<ul style="list-style-type: none">• Water Exercise• Swim Lessons• Deep Water Training• Lifeguarding Classes• Blue Wave Swim Team• Aqua Jets Swim Team• Aqua Aerobics• Adult Swim Lessons

 <p>sports</p>	<ul style="list-style-type: none"> • Basketball • Volleyball • 5K/10K Races • Sports Camps • Clinics • Tennis
 <p>racquetsports</p>	<ul style="list-style-type: none"> • Private Tennis Lessons • Group Tennis Lessons • Clinics • Squash • Adult Leagues • Jr. Leagues • Camps • Tournaments • Racquetball
 <p>lifeenrichment</p>	<ul style="list-style-type: none"> • Specialty Workshops • Blood Drives • Dance • CPR/First Aid
 <p>communityevents</p>	<ul style="list-style-type: none"> • Holiday Celebrations • Special Events • Members Socials • Movie Nights • Family Programs • Holiday Light Contest
 <p>youthprograms</p>	<ul style="list-style-type: none"> • Special Events • KidZone (nursery) • Tennis • Basketball • Teen Weight Certification • After School Program • Kindergarten Program • Kinderdance • Swim Teams • KidFit
 <p>camp</p>	<ul style="list-style-type: none"> • RISE Summer Camp • Jr. Tennis Camp • Break and Holiday Camps

3.5 Program Calendars & Brochures

Members can easily find information on new programs and events by picking up the monthly program calendars, brochures, and program guides located on the slat board by the Front Desk. Information on programs is also posted on the website and on community bulletin boards. Information can be received via email by signing up for email blasts on the website.

3.6 Schedules

AVSP produces schedules to assist members. The *Group Exercise Schedule and Specialty Class Schedule* provide a listing of the days and times of classes along with class descriptions. Area schedules – the *Gym Schedule* and *Indoor and Outdoor Pool Schedule* – show the various programs and activities offered in the multi-purpose gymnasium and indoor pool. These schedules are updated monthly or quarterly and can be found at the Front Desk or on the website.

3.7 Program Registrations

Programs are open to members only, unless otherwise specified. Most programs require advanced registration to allow the staff to plan effectively. To avoid the unnecessary cancellation of program, please register by the posted deadline.

Registration dates and deadlines will be advertised each month. Registration will typically end two days prior to the start of the class unless otherwise noted. Late registrations may be accepted on a case-by-case basis. Due to the nature of some programs and the availability of space, late registration may not always be feasible. Registration is available at the Front Desk.

3.8 Waiting Lists

Some programs have maximum registration limitations. In the event a program is full, a waiting list is created. If there are cancellations in the program, the people on the waiting list are contacted. Waiting list information is also used to determine if additional offerings should be considered.

3.9 Program Fees & Payment Types

A variety of complimentary and fee-based programs will be offered to members. Fees for programs are occasionally required to offset the cost of instruction, supplies, equipment, and administrative expenses. AVSP makes every effort to provide members with the best value on all programs and events. All program fees are reviewed and approved by the AVCA Board of Directors. Full payment must be made at the time of registration.

Members may pay for programs utilizing any of the following payment methods:

- Credit Card (Visa, MasterCard, Discover and AMEX)
- Checks made payable to **Ashburn Village Sports Pavilion**
- On Account: AVSP offers members the opportunity to establish an account that can be utilized to process payments for programs and other related expenses. To initiate or modify participation, a *Direct Debit & On Account Authorization Form*, available at the Front Desk, must be completed. On the 1st of each month, the account balance is charged to the credit card or bank account on file. Receipts are

provided for each transaction to authorize expenses, and member statements can be printed upon request.

3.10 Program Changes & Cancellations

AVSP makes every effort to avoid the cancellation or change of programs. However, if this does occur, members will be notified, with as much advanced notice as possible, via the website (AVSP Alerts), email, and/or phone. If a program is cancelled, members will be offered the opportunity to take a make-up class (if possible), transfer to another class/program, or receive a refund.

3.11 Program Refunds & Credits

To be considered for a refund, a *Refund Request Form* must be completed and submitted. Forms are available at the Front Desk. The completion of this form does not guarantee a refund. Refund requests are handled on a case-by-case basis. All *Refund Request Forms* must be submitted within a week of the last class date for which the refund is being requested. All in-full refund requests must be made within one week of the first day of class. Members will be notified of the status of their refund request within 5 business days. All refunds will be by check and will take approximately 2-3 weeks to be processed.

AVSP Refund Policy

- AVSP will consider refunds to those unable to complete or begin a program, class, event, or activity due to:
 - Medical Reason (requires physician's note),
 - Relocation, or
 - Special Circumstance (case-by-case basis).
- Registration/Enrollment fees are non-refundable.
- All refunds, including full refunds, will incur a 25% processing fee.
- Any customer who receives a refund must pay normal fees if he/she wishes to rejoin.
- Refunds are issued on a prorated basis and paid only for the remainder of the term of the program, class, event, or activity.
- No refunds will be given for those individuals who are dismissed for misconduct.
- No refunds or deductions will be made for late arrivals or early departures.
- No prorating of refunds is done for a single-day program, class, event, or activity.

3.12 Program Suggestions

The staff is constantly striving to improve programs and services offered to the community. Members are encouraged to submit ideas and suggestions for upcoming programs by completing a comment card located at the Front Desk. Members can also submit ideas and suggestions on the website.

4 FACILITY FEATURES & USAGE RULES

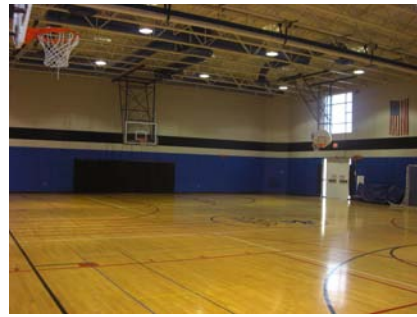
4.1 Club Amenities Overview

Our facility offers members a wide variety of amenities and services including:

- Indoor & Outdoor Tennis
- Indoor & Outdoor Swimming
- Multipurpose Gymnasium (Basketball, Soccer, Volleyball)
- State-of-the-Art Strength Equipment
- Cardio Equipment
- Group Exercise Studio
- Racquetball Courts
- Squash Court
- Table Tennis
- KidZone (Nursery)
- Locker Rooms with Day Lockers
- Saunas
- Steam Rooms
- Towel Service
- Gourmet Coffees & Teas
- Sitting Area with HDTV



GYMNASIUM



GYMNASIUM



INDOOR POOL



INDOOR POOL



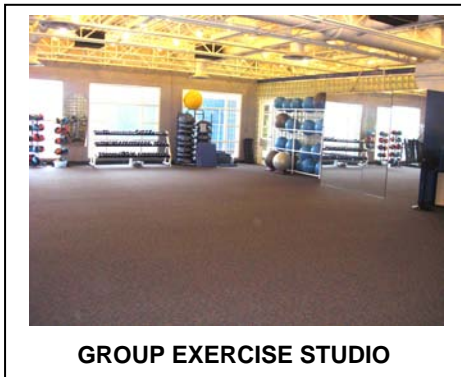
FITNESS CENTER



FITNESS CENTER



STRENGTH EQUIPMENT



GROUP EXERCISE STUDIO



RACQUETBALL COURT



INDOOR TENNIS COURT

4.2 Facility Usage Rules

The following sections describe the different usage areas of the Pavilion and the rules associated with their proper use. As stated in Section 2.10, violation of any of the rules listed earlier in this document and in the sections below can result in suspension of privileges. It is incumbent upon each member to be aware of these rules and follow them. Some of these rules are posted in the building, but failure to post these rules does not negate their importance or the right of management to suspend a member for abuse of these rules. Rules are subject to change as deemed necessary by the AVCA Board of Directors.

4.3 General Facility Rules

The following usage rules have been established to maintain the facility and ensure the safety and enjoyment of all members. Specific rules for each area are posted and outlined under their own section in this Welcome Packet. Members are encouraged to assist the staff in the enforcement of these usage rules and should immediately notify staff of any violations.

General Facility Rules

1. Members and guests are entitled to utilize an area or program if they meet all eligibility requirements.
2. All Guests must be accompanied by a card holding member and must present a guest pass.
3. Children under the age of 6 years old do not need membership cards unless they are accompanying a guest 16 years or older presenting a guest pass.
4. All members 6 to 12 years of age must present a membership card and must be accompanied by a member or guest with a guest card 16 years or older.
5. Members ages 12 and over may enter alone and have guests (with guest cards) 12 and older.
6. Assumption of risk and liability forms must be signed and on file before utilizing the facility or participating in a program.
7. Members are encouraged to have their membership card in their possession at all times for identification to enter and utilize the facility.
8. With the exception of the pool and wet areas where bathing suits are permitted, members must be properly attired with shirts and shoes.
9. Bathing suits and wet feet are not allowed indoors with the exception of the locker room areas.
10. Food and drink will be limited to designated areas only.
11. Consumption of alcohol is prohibited unless it is during an authorized event. Members under 21 years of age may not consume alcohol on property at any time.
12. Excessive noise that will disturb other members and guests is not permitted.
13. Smoking in the facility or on the grounds (including parking lot and outside of facility) is not permitted under any circumstance.
14. Use of profane or inappropriate language is not permitted.

15. Anyone that appears to be under the influence of drugs or alcohol will be asked to leave the facility.
16. Members are responsible for cleaning up after themselves and helping to keep the facility attractive at all times.
17. Members are encouraged to let the staff know if an area of the facility or a piece of equipment is in need of cleaning or maintenance.
18. All equipment and supplies provided for use must remain within the facility and returned in good condition to its original location.
19. With the exception of service animals, pets are not permitted indoors unless it is an authorized event.
20. Bicycles, skateboards, rollerblades and other vehicular use are limited to designated outdoor areas only. A designated parking space (bike rack) for these vehicles is located adjacent to the parking lot.
21. All programs and services including personal training, group exercise, tennis lessons, and instructional programs must be conducted by an approved and certified employee of AVSP.
22. To prevent disturbance to others, use of cellular telephones is prohibited.
23. The facility and staff are not responsible for lost or stolen items. Members are encouraged to store and lock all personal belongings in lockers. Staff are not permitted to hold valuables or bags for members or guests.
24. All found items should be given to staff for storage in the lost and found. Items will be stored in the lost and found for up to one month.

4.4 Locker Rooms

Locker room facilities are available for all members and guests.

Features and Benefits

- Showers with Soap, Shampoo & Conditioner
- Hair Dryers
- Sauna
- Steam Room
- Diaper Changing Stations
- Courtesy Wet Bags

Usage Rules

- Lockers are for daily use only, and all items must be removed from the lockers and borrowed locks returned to Front Desk at the end of the day.
- Children five (5) years of age and older are required to use the locker room/restroom of their gender.

4.5 Saunas & Steam Rooms

Saunas and steam rooms are provided in each locker room for member enjoyment and relaxation.

Usage Rules

- Participants must be 18 years of age or older to use the sauna and steam rooms.
- A towel, bathing suit or gym shorts must be worn.
- Women who are pregnant, people with high or low blood pressure, heart disease or diabetes should not utilize the sauna and steam rooms without first consulting a physician.
- Limit the usage time in the sauna to 10 minutes. Long exposure may result in nausea, dizziness or fainting.
- Do not wear jewelry or contact lenses.
- No paper materials (newspaper, magazines, etc.) are permitted.
- Do not put water on the sauna rocks.
- Hanging clothes or towels over the sauna rocks is prohibited.
- Tampering with any of the control systems or sensors is strictly prohibited due to the likelihood of damage to the systems and heat injury to participants.

4.6 Fitness Center & Weight Room

All members are encouraged to consult their physician before beginning an exercise program. AVSP fitness staff may offer members basic guidance on the proper and safe utilization of the equipment. Group fitness orientations are also available as part of the scheduled program calendar. All concerns, equipment malfunctions, and maintenance needs should be reported immediately to staff.

Features and Benefits

- Top-of-the-line Strength Equipment
- Dumbbells
- Weight Benches
- Medicine Balls
- BOSU Balls
- Balance Balls
- Treadmills
- Elliptical Trainers
- Upright Bikes
- Recumbent Bikes
- Rowing Machines
- Stairclimbers
- Stretching Area
- AMT
- Personal Viewing Televisions
- Disinfecting Wipes

Usage Rules

- Members between the ages of 12 – 15 must participate in a teen weight training program and be accompanied by a parent/guardian at all times to utilize the Fitness

Center. Members under 12 may not use the Fitness Center unless they are registered in an AVSP program.

- Members ages 16 and older may utilize the Fitness Center independently, but they must have an access card and a signed *Health Form* on file.
- Appropriate attire including shorts, shirts, and closed-toed athletic footwear must be worn at all times in the Fitness Center.
- All equipment must be wiped down after use with the wipes provided.
- If a member/guest is waiting, cardiovascular equipment utilization is limited to 30 minutes. Sign-up sheets are posted on the walls to reserve your time. The specific process for proper sign-up is posted along with the sign-up sheets.
- If a member/guest is waiting for the weight equipment, individuals should allow others to “work in” between sets.
- No power or Olympic lifting (without clearance from the Fitness Director).
- Collars must be used at all times in the weight room.
- Spotters should be used whenever possible.
- Food is not permitted in the Fitness Center.
- Water or other clear sport drinks must be contained in non-breakable spill-proof containers.
- Personal music devices are permitted if used with headphones and played at a volume that does not disturb others.
- Free weights must be restacked in the appropriate location after each use.
- Stacked weight equipment should not be slammed while lifting.
- All instructors must be approved, certified and employed by AVSP.

4.7 Group Exercise Studio

Classes are scheduled each month based on the interests of the members and the availability of qualified instructors. Information on class times, dates, fees, and instructors is available in the newsletter, posted on the facility’s slat boards and on the web. New classes are generally posted at the beginning of each month. All members are encouraged to consult their physician before beginning an exercise program.

The goal of the group exercise program is to provide a variety of classes that meet the needs of our members. We consistently measure our success based on the level of participation in order to ensure that the highest quality classes are offered. Because of this, we have implemented a “green light, yellow light, red light” program which allows us to engage our members in the development of the group exercise schedule. If a class is not meeting the anticipated participation goals, it will be given a yellow light. The yellow light will serve as an alert to the instructor and participants and give them the opportunity to increase participation before a class is given a red light and taken off of the schedule. The group exercise board will be adjusted the first week of every month. A list of classes with a yellow light and red light will be posted on the group exercise bulletin board. Classes that have a yellow light for two months in a row will receive a red light and be taken off the schedule the third month. If there are any questions on this program, please contact the Fitness Director.

Features and Benefits

- Cycling bicycles (*class/instructional use only*)
- Pilates reformers (*class/instructional use only*)
- Dumbbells
- Medicine Balls
- BOSU Balls
- Balance Balls
- Versa Bars
- Aerobic Steps
- Padded Flooring
- Sound system (*class/instructional use only*)

Usage Rules

- All instructors must be approved, certified and employed by AVSP.
- Please do not enter the studio until the preceding class is finished.
- Members may use the studio and the equipment when classes are not in session and the room is unlocked; however, all equipment must remain in the studio and be returned to its proper location.
- **Cycling bikes and Pilates Reformers located in the group exercise studio are for class and instructional use only.**
- All equipment must be wiped down after use with the wipes and/or spray provided.
- The sound system may only be utilized as part of a structured and supervised program.
- Please keep conversations limited and in a low voice to avoid distracting those around you.
- For safety, you are strongly encouraged to stay for the entire class, ensuring a proper warm up and cool down phase.
- Please bring all concerns directly to the attention of the instructor or Fitness Director

Group Exercise/Aqua Aerobics Class Policy

- To participate in any group exercise class or aqua aerobics class, members must be 16 years of age or above. Members between the ages of 12 and 15 must be accompanied by their parent or legal guardian.
- Please follow all safety instructions provided by the instructor, including technique regarding the use of steps, slides, weights, and any other resistance equipment.
- If you choose not to follow the routine of the instructor, please move to the back of the studio so as not to distract the rest of the class.
- Please be considerate of your use of space in crowded classes so we may accommodate as many members as possible in class.
- Unless otherwise noted, all classes are 55 minutes in length to allow time to return all equipment to its properly designated place and for the next class to start on time.

Yoga/Pilates Class Policy

- Yoga class will accommodate a maximum of 25 participants. Pilates will accommodate 15 participants.
- Numbered passes will be distributed at the Front Desk, at check-in, no earlier than one hour before class starts. Participants without a pass will not be permitted to take the class.
- Members participating in the prior class who wish to take Yoga or Pilates class must have a pass and should proceed as above.
- Participants may call to reserve spot no more than 24 hours in advance.
- There is a "5 minute rule" in effect. Members must be checked-in 5 minutes before class starts. Spots will be available to stand-by members if there are any "no-show" members. Consequently, "no show" members may be charged a fee of \$3.00 to their AVSP account if they do not call to cancel their reservation at least 2 hours before the class begins. NO ADMITTANCE to class will be allowed once class has started.
- Members may get on stand-by status by signing in on the Pilates stand-by sheet.

Cycling Class Policy

- The cycling classes will accommodate a maximum of 15 participants.
- Numbered passes will be distributed at the Front Desk at check-in no earlier than one hour before class starts. Participants must have a numbered pass to be admitted to the class.
- Participants may call to reserve one bike no more than 24 hours in advance. Members may bring one non-member guest and reserve a bike for that member at the cost of a \$10.00 guest fee.
- There is a "5 minute rule" in effect. Members with reserved bikes must be checked-in and at their bike 5 minutes before class starts. Bikes will be opened up to stand-by members if there are any "no-show" members. "No show" members may be charged a fee of \$3.00 directly to their AVSP account if they do not call to cancel their cycle reservation at least 2 hours before the cycle class begins. NO ADMITTANCE to the studio will be allowed once class has started.
- Members may sign up for one class on Saturday. Once the sign ups and wait list from the 8:00 a.m. class have been accommodated, members who took the 8:00 a.m. class may take the 10:05 a.m. class if there is room. 8:00 a.m. class members must obtain another cycle pass at the Front Desk before being admitted to the 10:05 a.m. class.
- Members may get on stand-by status by signing in on the Cycling/BOSU stand-by sheet. Bikes/BOSUs will be given out based on order of sign in.
- Participants must be 16 years of age or older.

4.8 Indoor & Outdoor Pool Rules

The Lifeguards and Manager-on-Duty (MOD) have the authority to enforce more stringent rules than those listed here to ensure the health, safety, and comfort of all participants.

Participants not abiding by the pool rules may be asked to leave the pool area and the Pavilion, and may also be subject to suspension or termination of Pavilion privileges.

Pool Closings

In addition to Loudoun County and State of Virginia Health Code Standards, the pool will be closed for the following reasons:

- Operational and mechanical difficulties affecting pool water quality
- During severe weather conditions (heavy rain, lightning, and thunder) and alerts, especially when visibility to the pool bottom is compromised (deck also closed)
- For 30 minutes following the last occurrence of thunder or lightning (deck also closed)
- For a period of time following any mishap that results in feces or vomit in the pool water

Appropriate Behavior

- All swimmers **MUST** shower before entering the pool.
- Approved swim wear does **NOT** include jeans, cutoffs, or thongs.
- **NO PETS** are allowed in the pool or on the pool deck.
- **NO GLASS, ALCOHOL, or TOBACCO** is permitted anywhere in the pool area.
- Food and drink is **NOT** allowed in the pool area except in designated eating areas.
- Only audio equipment with personal headphones is allowed in the pool area.
- Swimmers **MUST** stay off lap lanes, ropes, safety lines and lifeguard stands.
- Please refrain from distracting lifeguards-on-duty, they are here for your safety.
- Inappropriate behavior such as running, pushing, wrestling, excessive splashing, standing or sitting on shoulders, or spitting of water is **NOT** allowed and may result in expulsion from the pool area.
- Children, ages five and older, **MUST** use their gender appropriate changing room.

Health and Safety

- **DIVING IS NOT PERMITTED.**
- All children using inflatable armbands (i.e., water wings) or any approved Coast Guard flotation device **MUST** be supervised one-on-one by an adult who is in the water and within arm's length of the child.
- Children under age 12 **MUST** be directly supervised by a responsible individual age 16 or older.
- Swim aides, floatable objects, and pool toys will be allowed at the Lifeguard or MOD's discretion.
- All children who are not toilet trained **MUST** wear approved swimmers' diapers while in the pool.
- A 10-minute Safety Break for Adult Swim will be held at 50 minutes after the hour, every hour. Only adults (16 years or older) and infants accompanied by adults are permitted in the pool during the Safety Break.
- Admission will be refused to any person having a skin disease, inflamed eyes, nasal or ear discharge, or any communicable disease.

Lap Lane Usage

A "lap lane" is a marked lane in which swimmers swim full lengths of the pool as part of an aerobic workout.

Lap lanes should not be occupied by anyone other than lap swimmers, unless the pool is empty. Lap swimming is the primary use of these lanes, and all **non-lap** swimmers **MUST** give the right of way to those wishing to swim laps. Anyone wishing to swim laps when the area is utilized by non-lap swimmers may contact the Lifeguard or MOD to request assistance in clearing the lanes. A current Pool Schedule reflecting lap lane availability is available on the slat board located next to the Front Desk and on the website.

Sharing Lap Lanes

- For two swimmers, swimmers can opt to do a "split lane", where each swimmer uses half of the swim lane.
- For more than two swimmers, the "circle method" should be used, where each swimmer stays to the right of the lane.
- Before entering a lap lane, check with swimmers in the lane for permission and determine the method of sharing, either "split" or "circle".
- When first entering the lane, give current swimmers the initial right-of-way.
- Faster swimmers should pass slower swimmers by gently touching the feet of the slower swimmer to indicate his/her desire to pass.
- Passing should be done at a wall whenever possible. A slower swimmer should not stop in the middle of the lane.
- During peak hours, please be considerate of others and limit your workout.

Open Lane Usage

An "open lane" is a marked lane in which swimmers may do any activity that does not involve full lengths of the pool (i.e., free play, water jogging, etc.).

Open lanes should not be occupied by lap swimmers, unless the pool is empty. Lap swimmers in an open lane must relinquish the lane to non-lap swimmers. A current Pool Schedule reflecting open lane availability is available on the slat board located next to the Front Desk and on the website.

4.9 Marina

One of the unique community amenities defining the lifestyle enjoyed by members is our marina. The marina is open for use starting Memorial Day weekend and closes for the season at the end of the Labor Day weekend.

Only those persons who have signed the appropriate release on their *Membership Pass Application Form* will be permitted to use the pedal boats. Parents must sign the release on behalf of their children under 18 years old.

A lifeguard is on duty during all times that the marina is open. A marina pass must be obtained at the Front Desk. The marina pass must then be brought to the marina lifeguard in exchange for life jackets. The lifeguard will provide basic boat usage guidelines.

Features and Benefits

- Pedal Boats
- Kayaks
- Canoes

Usage Rules

- Use of the marina, boats, and other equipment is at your own risk.
- Swimming is prohibited in all lakes.
- No one under the age of 12 is allowed in the area alone unless accompanied by an adult (16 years and older). Members are not permitted to “drop off” their children/grandchildren without specific supervision from an adult.
- Loud noise/music, reckless behavior, profanity, horseplay, and intentionally causing boats to collide or capsize are prohibited.
- Use of alcoholic beverages or other illegal substances is not permitted.
- Conduct that may endanger the welfare of any person or the environment is prohibited.
- Boats must load or unload passengers in designated areas.
- Boats may not approach within fifteen (15) feet of the drain system and water fountains.
- All boats must have at least 1 Coast Guard approved Type III or better Personal Floatation Device (PFD) for each occupant of the boat.
- All occupants of rental canoes and pedal boats must wear a Coast Guard approved Class I, II, or III PFD.
- All children less than 50 pounds in weight must wear a PFD at all times when in a rental boat.
- Minimum age for boat rental is 12 years. Each boat must have at least one occupant 12 years or older.
- The maximum number of people allowed in canoes, rowboats and paddleboats is posted at each site; exceeding the maximum is prohibited.
- Pets are not allowed on the marina pier.
- Fishing is not permitted from a boat or the marina pier.
- All state boating and fishing laws apply.

4.10 KidZone (Nursery)

AVSP offers supervised care for children (ages 2 months – 11 years) of members and non-resident tennis members during the time they are utilizing AVSP facilities. Fees are based on the length of time the child is left in the KidZone. Maximum time limits are strictly enforced, and reservations are required. Drop-ins will be accepted only if there is sufficient staff available. For the current fee schedule, please check at the Front Desk.

KidZone Rules

- Before using the KidZone, parents must fill out a *Registration and Emergency Contact Form*, which will be kept on file.
- Parents (or Legal Guardians) who are actively participating in an organized, Pavilion-conducted fitness/health/recreation program located off the Pavilion grounds may leave their child in the KidZone under the following conditions:
 - Pavilion management has approved the program for KidZone use based on the ability to reliably contact the parent and have him/her return to the KidZone within 15 minutes from the program's location.
 - Both the participating parent and staff person (or Pavilion-designated alternative contact person) **MUST** leave their mobile phone numbers with the KidZone (staff may use the Pavilion's mobile radios).
 - The program must be conducted in such a manner that the parent can return within 15 minutes to the KidZone if contacted by KidZone staff or AVSP management.
- Parents will be contacted if their child is crying continuously for 15 minutes. **The failure of a parent to return within 15 minutes after contact or delivery of a voicemail message will result in a one month suspension of KidZone privileges and a \$50 late fee.**
- Parents may make reservations for up to a **maximum of 2 hours and 45 minutes per day**. **Parents who leave their child in the KidZone for more than three hours, after the second occurrence, will lose KidZone privileges for two months.** Privileges will only be returned if all late fees and KidZone charges are paid in full.
- Parents who are more than 5 minutes late to pick up their child will be assessed a \$5 late fee for every 5 minutes, or portion thereof, after the scheduled pick up time until the child is removed from the KidZone. If more than 30 minutes late, the fee will increase to \$50 and KidZone privileges will be suspended for one month.
- If more than one suspension occurs in a calendar year, parents will lose KidZone privileges for one calendar year beginning on the date of the second occurrence. Privileges will only be returned if all late fees and KidZone charges are paid in full.
- Parents must register child with KidZone attendant each time they use the KidZone. Parents will get an invoice when they pick up their child, which they present to the front desk for payment (payment may be made in cash or charged to account).
- The child must be dropped off and picked up by the same adult, unless prior arrangements are made.
- Children will not be admitted to the KidZone if showing symptoms of illness, such as fever, nausea, diarrhea, vomiting, etc., or having a communicable disease. KidZone personnel do not give medicine to children. If a child stays home from school for illness, they are not permitted in KidZone.
- Please alert KidZone personnel if the child has any allergies or disabilities.
- Parents should provide diapers when needed. If the Pavilion needs to provide diapers, a \$.50 charge is assessed per diaper. Parents should take their preschool children to the restroom and make sure infants and toddlers are clean and dry before leaving them in the KidZone.

- No bottles or snacks are provided, but they are allowed if the child is old enough to feed self. All snacks must be eaten at a table or in a high chair. The Virginia Department of Social Services has issued a warning against feeding the following foods to children under the age of three years because of the frequency of choking: grapes or raisins, hard candy, hot dogs (cut in rounds or whole), seeds or nuts, popcorn, marshmallows. Please do not bring peanut butter to the KidZone due to the high ratio of peanut allergies.
- Please label articles brought into the KidZone, such as bottles, pacifiers, diaper bags and coats. The Sports Pavilion is not responsible for lost or damaged items.
- Any child who is repeatedly deemed uncontrollable by the KidZone staff will be taken to the parent and will not be allowed in the KidZone until parents meet with Pavilion management.
- **Any child under the age of 12 years found in the Pavilion who is not being actively supervised by an adult will be registered in the KidZone and will be charged accordingly.**

4.11 Gymnasium

Basketball, soccer (futsal), and volleyball are available for the enjoyment of all members and their guests. A schedule of gym activities and open play time is available at the Front Desk or on our website.

Usage Rules

- Courts are available to members on a first-come, first-serve basis and cannot be reserved unless it is for an approved Pavilion program or event. ***Teams are not permitted to practice at the facility.***
- No one under the age of 12 is allowed in the area alone unless accompanied by an adult (16 years and older). Members are not permitted to “drop off” their children/grandchildren without specific supervision from an adult.
- Only shoes that have non-scuffing soles are permitted on the basketball courts.
- Bikes, rollerblades, skateboards and equipment with wheels are not permitted.
- Hanging on the basketball hoops or volleyball nets, dunking, drawing on the courts, and any potentially destructive behavior is prohibited.
- Profanity, fighting or disruptive behavior will not be tolerated and is prohibited.
- Food and gum are not permitted on the courts. Drinks must be in a non-breakable spill-proof container.
- Members are responsible for bringing their own equipment. Some equipment may be available on a first-come, first-serve basis.
- All sports instructors and coaches must be approved, certified and employed by AVSP.

4.12 Tennis Courts

AVSP offers six outdoor tennis courts for informal use, lessons, and league play from May – September. From October – April, four courts are covered with an inflatable

bubble for indoor play during the winter season. Indoor courts must be reserved and paid for in order to use. Water and cups are provided at the courts.

General Racquet Sport Usage Rules

- All courts must be reserved through the Front Desk, either in person or by phone. Reservations may be made up to seven days in advance for regular play, and up to ten days in advance for league play.
- A court fee will be charged to the member if (1) the member cancels a reserved court less than two hours before the scheduled time, and it is not subsequently used by another member, or (2) if the member “no shows” or fails to check in at the Front Desk.
- All players must check in at the Front Desk prior to play.

Outdoor Tennis Court Usage Rules

- Tennis courts may be reserved for up to two hours per day.
- Outdoor courts are available for reserved use by members and their guests only on a first come first-serve basis.
- A schedule of activities will be posted in each area and updated by the staff.
- When other players are waiting, tennis court use should be limited to 1 hour.
- No one under the age of 16 is allowed in the area alone unless accompanied by an adult (16 years and older). Members are not permitted to “drop off” their children/grandchildren without specific supervision from an adult.
- Bikes, rollerblades, skateboards and equipment with wheels are not permitted.
- All players shall be dressed in appropriate attire, which includes: shirts, tennis shoes, shorts or warm-up suits. These items must be worn at all times. Hard- and black-soled shoes are expressly prohibited on the tennis courts.
- The rules established by the United States Tennis Association (USTA) will be strictly followed and adhered to by all players at all times.
- Smoking in the tennis court areas is not permitted.
- Food and gum are not permitted on the courts. Drinks must be in a non-breakable spill-proof container.
- Profanity, fighting or disruptive behavior will not be tolerated and is prohibited.
- No furniture, other than benches already provided, will be allowed on the playing surfaces.
- All tennis instructors must be approved, certified and employed by AVSP.

Indoor Tennis Court Rules

- Tennis courts may be reserved for up to two hours per day.
- Entry into the tennis bubble is only allowed via the revolving door; other doors are for emergency exit only.
- All players must check in at the Sports Pavilion’s Front Desk **prior** to play.
- All court, guest & program fees must be paid prior to play.
- There is a charge for Indoor Tennis play. Pricing is available at the Front Desk.
- Players are responsible for removing their personal belongings after play and leaving the court in proper playing condition (for example, trash deposited in receptacles and balls picked up).

- Members are fully responsible for their guests' behavior. Any violation of these rules by a guest player will be the sole responsibility of the sponsoring member, or, if the guest did not check in with the member, the collective responsibility of all players on the designated court.

4.13 Racquetball & Squash Courts

Our facility offers two racquetball courts and one squash court for informal use, lessons, and league play. These courts are also used for other programmed activity, including table tennis, wallyball, and as a meeting room for the After School Activities Program. Members should always check at the Front Desk for court availability and to make reservations.

Racquetball & Squash Court Rules

- Racquetball and squash players may reserve a court for one hour per day.
- All courts must be reserved through the Front Desk, either in person or by phone. Reservations may be made up to seven days in advance for regular play, and up to ten days in advance for league play.
- Non-scuffing athletic shoes and shirts are required at all times. Hard- and black-soled shoes are expressly prohibited on the courts.
- All court, guest & program fees must be paid prior to play.

5 EMERGENCY PROCEDURES AND EQUIPMENT

5.1 Emergency Procedures

In the event of an emergency, the facility is equipped with first aid kits and automated external defibrillator (AED). At all times while the facility is staffed, an individual with first aid, CPR and AED certifications will be on duty to respond to emergencies, accidents, and injuries. **For the safety of all, please respond quickly to the directions given by AVSP staff.** This is for your protection.

If an accident or injury occurs, AVSP staff should be notified immediately. As appropriate, they will summon and direct emergency responders to ensure speedy access to the incident.

6 FORMS AND WAIVERS

6.1 New Member Information Form & Waiver

A new member information form is kept on file for all members. This allows the staff to maintain current information on all members eligible to utilize the amenities. This form also contains the *Assumption or Risk and Waiver of Liability* that must be signed by each member of the household.

6.2 Program Registration Form

Program registration forms are utilized to register for certain activities and events. This form provides instructors and staff with all necessary information. Forms can be found at the Front Desk or online for the applicable programs.