

**Wisconsin Rapids Aquatics Center**  
**Weather Condition Closure, Low Attendance Closure, and Discipline Policy**

The City expects the Aquatics Center to be a safe, fun, family atmosphere. Maintaining full staffing levels when there is not public demand for use of the Aquatics Center during inclement weather is not cost effective. Closing the pool due to low use and changing weather can be frustrating if someone travels to the pool or just arrived and paid a fee. The goal of this policy is to set expectations relating to these situations.

**Weather Conditions**

As a weather-dependent operation, the City reserves the right to close for the day, close early, or delay opening due to poor weather conditions. As a general guideline, when the temperature is below 70° F or if it is raining, the facility will not open or opening may be delayed.

If the Aquatics Center is required to delay opening due to inclement weather, a responsible person will review the weather and attempt to open with a two hour delay. If the weather does not allow the Aquatics Center to open within four hours of the normal closing time, the facility will be closed for the remainder of that day. Refunds will not be issued as a result of unscheduled facility closures due to weather.

When storm conditions develop, if guards see lightning or hear thunder, the pools shall be cleared. Guests may move under the deck shelters, into the bathhouse, or choose to leave the premise. Patrons shall not be allowed to return to the water until 30 minutes after the last observed lightning and/or thunder.

**Low Attendance**

During periods of low attendance, various attractions and/or pools within the Aquatics Center may close. This policy, as well as staff reductions, is administered at the discretion of the head guard or supervisor.

**Public Notice**

The City will, to the best of its ability, maintain an aquatics information page with operational status, patron loading, and temperature in real time. This web page is: [wirapids.org/wrrc](http://wirapids.org/wrrc)

**Behavior/Discipline:**

Patrons under the age of 14 must be accompanied by a responsible person age 14 and older. Anyone unsupervised under the age of 14 will be asked to leave as a Level 2 Offense (listed below).

Behavior Description	Resulting Consequence(s)
<b>Level 1 Offenses</b> Disobeying pool safety rules Ignoring instructions or warnings by pool staff	Staff will issue violating patron(s) a stern warning to refrain from behavior.
<b>Level 2 Offenses</b> Refusing to cooperate with pool staff Being intentionally disrespectful to others Profanity Repeated Level 1 offenses	Patron asked to leave the facility for the day.
<b>Level 3 Offenses</b> Stealing Violence Fighting Harassment/Bullying Vandalism Weapons Possession of drugs alcohol, tobacco products Threatening behavior Disturbing the peace Repeated refusal to follow staff instructions/repeated Level 2 offenses Other behavior deemed unacceptable by the staff or management	Many of these circumstances dictate the revocation of privileges of attending the facility for the remainder of the day or the entire season, regardless of possession of a season pass. Wisconsin Rapids Parks & Recreation Department reserve the right to confiscate season passes. The police will be summoned as necessary and such actions may be subject to criminal charges.

**\*No refunds will be issued for disciplinary actions taken or revocation of passes.**