**General Facility Policies & Procedures**

* The facility hours may be subject to change based on current events & programs. The Grounds reserves the right to schedule programs, events and tournaments at their discretion and in the best interests of the facility mission and goals and may not always be open for public use depending on event schedules. Please call our office 501-449-0900 or check the online calendar.
* Participants are responsible for reading, understanding and abiding by all rules and regulations of The Grounds. Failure to comply with staff instructions and improper facility use may result in loss of facility privileges.
* Each participant is responsible to determine whether he/she has the proper fitness level to participate in activity at The Grounds. Participants are strongly encouraged to consult with their health care provider(s) before starting any exercise program.
* The Grounds is a controlled-access facility and is intended for the use and enjoyment of all authorized users. Only authorized users are permitted into the facility. All customers must enter and exit through the front doors. All customers must check-in at the front counter for entry to The Grounds.
* Use of informal activity spaces when not scheduled/reserved, including priority scheduling, is first-come, first-served.
  + Exception: Meeting Rooms are not available for open use beyond approved reservations. No organized activities except those sponsored or approved by The Grounds staff are permitted. The Grounds may not be used for private or commercial purposes, unless such activity has been approved by The Grounds. Examples of prohibited activity include, but are not limited to: sales & solicitation.
* **Drop-In Customers:** All drop-in users must pay the drop-in fee or use visits on his or her The Grounds pass. Drop-in customers may exit the facility for a maximum of 30 minutes without being charged a re-entry fee. All drop-in customers that plan to re-enter must check out at the front desk before leaving and check back in upon re-entry.
* **Tournament Admissions:** All tournament admission prices will be set by the tournament director. Tournament directors will be responsible for collecting admissions.
* **Court/Turf Rental Check-in:** All court/turf rental participants must sign-in at the front counter
* **Equipment Check-Out:** The following equipment is available for check-out: basketballs, volleyballs, soccer balls, footballs, and pitching machine balls. Each customer is allowed to check out two pieces of equipment.  The customer must fill out the equipment check-out sheet.
* All playing surfaces must be utilized for their intended use only. Example: Taraflex courts are intended for basketball and volleyball play only.
* The Grounds customers shall respect the rights of others and display acceptable and appropriate behavior while participating in activities. The Grounds reserves the right to refuse access or remove any individual(s) whose behavior is inappropriate or in violation of the rules and regulations stated and inferred.
* Proper footwear is required at all times.
* No clothing with offensive or profane language, designs or pictures is permitted.
* No outside food is allowed.
* No pets allowed. Service animals specifically trained to aid a person with a disability are welcome.
* The Grounds is not responsible for lost, stolen, damaged or unattended personal belongings.
* In case of an emergency, announcements will be made over the PA system by The Grounds staff if possible. Once an emergency is communicated by The Grounds staff, participants must stop activity immediately within the The Grounds.