



# Member Handbook

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Hobbs, New Mexico 88240

[www.COREhobbs.com](http://www.COREhobbs.com)

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# City of Hobbs

## Center of Recreational Excellence (C.O.R.E.)

### Member Handbook

#### I. WELCOME

In order to make the time you spend here more enjoyable and rewarding, we invite you to become acquainted with our staff, programs and services. This handbook will provide you with general information regarding your membership, our facility and CORE policies. Information about our programming can also be found on our website: [www.COREhobbs.com](http://www.COREhobbs.com). We take pride in the friendliness of our staff and their willingness to assist our members. Your thoughts, comments and questions are always welcome.

#### A. MISSION STATEMENT

A state of the art facility that enhances the quality of life, provides economic development and improves the health of area residents. An intergenerational place for our residents and guests in our community which offers indoor, year-round opportunities for social interaction, learning, fun and fitness for all ages and abilities. A place where families can enjoy multiple activities in one location.

#### B. OUR PARTNERS

The CORE is not only a facility that will be admired, enjoyed and marveled at by residents and visitors for years to come, but the unique public/private partnership that is responsible for the concept, design, and construction of the CORE is just as important and will be the model for other such partnerships across the country.

Over a decade ago, leaders of Hobbs and Lea County set out to collectively determine the best ways to improve the "Quality of Life" for those living in Lea County and those visiting, be it for leisure or work.

The Lea County Quality of Life Committee was established that was made up of leaders from throughout Lea County and from this Committee the six Partners for the CORE project emerged:



## II. GENERAL INFORMATION

### A. HOURS OF OPERATION

<b><u>Facility Hours:</u></b>	Monday thru Friday	5:00 am - 9:00 pm
	Saturday	6:00 am - 9:00 pm
	Sunday	12:00 pm - 6:00 pm

The CORE will close all aquatic areas 30 minutes prior to facility closure. Patrons in all other areas will be cleared and out of the building at closing time. Announcements will be made to remind guests of closing times.

<b><u>COREkids:</u></b>	Monday thru Saturday	8:00 am - 1:00 pm and 3:00 pm – 8:00 pm
	Sunday	CLOSED

#### **Holiday Hours:**

New Year's Day:	9:00 am - 5:00 pm
Easter Sunday	CLOSED
Independence Day:	5:00 am - 2:00 pm
Day before Thanksgiving:	5:00 am - 2:00 pm
Thanksgiving Day:	CLOSED
Christmas Eve:	5:00 am - 2:00 pm
Christmas Day:	CLOSED
New Year's Eve:	5:00 am - 2:00 pm

#### **All hours are subject to change**

#### **CLOSURES:**

The CORE reserves the right to close any or all of the facility for special programs, events or inclement weather. Advance notice will be given when possible. Please check with the Welcome Desk or website for schedule changes.

**Maintenance Closures:** The facility will be closed for needed maintenance and repairs, or a portion of the facility will be closed from time to time, as needed for the comfort and safety for all.

**Private Rentals:** We will not schedule more than one full facility private rental event per month, with the prior approval of the CORE Director.

**Programming:** Schedules shall be published detailing drop-in use and scheduled classes and programs. Facility use will be available beyond normal hours for special programs and rentals. The hours or facilities of the CORE may be cancelled or closed in the event of emergency or special conditions.

**Aquatics Areas:** During thunderstorms, the Yellow Tube slide in Splash will be closed.

### B. CONTACT INFORMATION

Any of the following Staff may be contacted through the main CORE phone number 575-393-2673

<b><u>Facility Director:</u></b>	Lyndsey Henderson – <a href="mailto:Lhenderson@hobbsnm.org">Lhenderson@hobbsnm.org</a>
<b><u>Office Specialist:</u></b>	Saundra Cook – <a href="mailto:Scook@hobbsnm.org">Scook@hobbsnm.org</a>
<b><u>Aquatics Coordinator:</u></b>	Shay Plexico – <a href="mailto:Splexico@hobbsnm.org">Splexico@hobbsnm.org</a>
<b><u>Guest Services Coordinators:</u></b>	Elena Dominguez - <a href="mailto:Edominguez@hobbsnm.org">Edominguez@hobbsnm.org</a> Madeline Carson – <a href="mailto:Mcarson@hobbsnm.org">Mcarson@hobbsnm.org</a> Jarred De La Cruz – <a href="mailto:Jdelacruz@hobbsnm.org">Jdelacruz@hobbsnm.org</a>
<b><u>Health and Wellbeing Coordinator:</u></b>	Barry Muniz - <a href="mailto:bfmuniz@hobbsnm.org">bfmuniz@hobbsnm.org</a>
<b><u>Maintenance Supervisor:</u></b>	Matt Enriquez – <a href="mailto:Menriquez@hobbsnm.org">Menriquez@hobbsnm.org</a>
<b><u>Marketing Coordinator:</u></b>	VACANT
<b><u>Sports Coordinator:</u></b>	Paula Drake – <a href="mailto:Pdrake@hobbsnm.org">Pdrake@hobbsnm.org</a>

## **C. DEFINITIONS & CLASSIFICATIONS**

**Residents** are defined as those persons that can provide proof of residency within Lea County. Acceptable proof of residency includes a NM Driver's License or State ID, utility bill, or current lease agreement.

**Non-Residents** are defined as those persons not living in Lea County, or unable to show proof of residency.

**Groups** are defined as 25 or more people as part of a school, church, or other non-profit with prior arrangements with the CORE for their visit. Convention/Conference attendees are also included.

- 1) **Adult (18-61)** - Any person between the ages of 18 and 61.
- 2) **Adult Couple** - Two persons between the ages of 18 and 61 residing at the same address.
- 3) **Youth (1-12)** - Any person between the ages of 1 and 12. (FREE Admission to COREkids with membership.)
- 4) **Youth (under 1)** - Any person under the age of 1. (FREE Admission to COREkids starting at 6 months with membership)
  - a) Children 12 and under must be accompanied by a parent or guardian in the facility. **DROPPING OFF CHILDREN IS STRICTLY PROHIBITED.**
- 5) **Teen (13-17)** - Any person between the ages of 13 and 17.
- 6) **Student (18+)** - Any person attending college over the age of 18.
- 7) **Public Safety (18+)** - Any Law Enforcement, Fire, EMT, Border Patrol & Military personnel (active & veteran).
- 8) **Matinee** - Adults and Seniors will have access to the facility during the limited days/times.
- 9) **Senior (62+)** - Any person 62 years of age and older.
- 10) **Senior Couple** - Two persons 62 years of age and older residing at the same address.
- 11) **Adaptive** – An individual who is permanently disabled and provides documentation from a physician, federal or state agency, or other agency determining the individual to be eligible.

### **FAMILY OPTIONS**

All youth who have a membership or who are listed as family members under a family membership will receive FREE admission to COREkids, up to 2 hours per day.

- 12) **Single Family** - One adult and up to 5 dependents under 18 years of age all residing at the same address. Limit 6 members.
- 13) **Family** - Two adults and up to 4 dependents under 18 years of age all residing at the same address. Limit 6 members.
- 14) **Family Plus** - Single Family or Family membership as defined above with each additional family member at \$10 each. 6+ members (i.e. third adult or seventh person).

### **CORPORATE RATES**

Corporate membership rates are discounted based on the category in which a company enrolls in. Enrollment fees range from \$100-\$1000 with discounts towards memberships ranging from 10%-30%. Employees may select any category of membership. Please see Welcome Desk for more information.

## **D. FACILITY FEATURES & ACCESSIBILITY**

Specific rules are posted in designated areas and also provided in this handbook. Verbal instruction issued by all staff must be strictly followed.

### **FEATURES**

- 1) **Swim** - Competitive pool with 10 lanes, 25 meters by 25 yards; Two 1-meter diving boards and two 3-meter diving boards
  - a) **Spectator Seating** - Seating for 280 people situated above the competitive pool.
- 2) **Splash** - Two 40 ft. tall water slides, one body slide and one tube slide. 40 ft. wide area of "zero depth", beach access pool, 150 ft. lazy river and spa.
  - a) **Cabanas** – Three cabana areas with table and chairs.

- 3) **Therapy** - 27 person maximum occupancy in the pool. Equipped with a fully ADA accessible lift. 3'6" shallow end with 5' deep end.
- 4) **Fit** - A large selection of cardio and strength pieces available for use, and fitness staff available to assist with the equipment.
- 5) **Racquetball** - Two full size racquetball courts equipped for Wally ball.
- 6) **Gym** - Two full size basketball courts, four smaller junior courts, twelve basketball goals, four volleyball courts, six pickle ball courts, resilient athletic flooring and divider curtains to separate courts.
- 7) **Turf** - Dasher board system, divider curtain, two sets of team locker rooms and spectator seating.
- 8) **Play** - 38 ft. custom play structure. Two stainless steel slides. Three enclosed and connected climbing towers. Smaller, separate play features at the base for toddlers. Ages 4 and below may use small play feature while 5 and above can use entire play structure. Use requires parent supervision.
- 9) **COREkids**
  - a) **kidWATCH** - A closely regulated, single entry space for children ages 6 months - 6 years old to play.
  - b) **kidFIT** - Controlled programming every hour on the hour for children ages 6 - 12 years old.
- 10) **Studios**
  - a) **Studio 1** - 47-person maximum occupancy, wood floor, ballet bar and built-in sound system.
  - b) **Studio 2** - 38-person maximum occupancy, resilient athletic flooring, spin bikes and other fitness equipment and built-in sound system.
- 11) **Track** - The track is in a figure eight that wraps around the entire facility with athletic resilient flooring. Each lap is 1/5th of a mile.
- 12) **Observation Deck** - Full length view overlooking Splash and Swim, laptop bar with power outlets, combination of lounge furniture, tables and chairs. 149-person maximum occupancy.
- 13) **Banquet Rooms** - 2,934 sq. ft. of banquet room space as one combined room. Round table banquet style seating for 160 people. Classroom style seating for 180 people. Projection screens on either end/both rooms, built-in sound system and podium and stage available for rent.
  - a) **Room 1** - 121-person maximum occupancy.
  - b) **Room 2** - 75-person maximum occupancy.
- 14) **Party Rooms** - 58-person maximum occupancy as one room. Built-in cabinets, sink, ice machine and storage in each room.
  - a) **Room 1** - 33-person maximum occupancy. Direct access to Splash and sound proof partition.
  - b) **Room 2** - 25-person maximum occupancy. Direct access to Rotunda and sound proof partition.
- 15) **Game Zone** - Lounge area with air hockey, ping pong and foosball.
- 16) **Changing Rooms, Men's and Women's Locker Rooms**
  - a) **Changing Rooms** - 13 available private changing rooms. Each equipped with a shower, toilet and sink.
  - b) **Locker Rooms** - Men's and Women's locker rooms equipped with showers and bathrooms.
- 17) **Administration Suite** - CORE staff offices.
  - a) **Executive Conference Room** - Rentable area ideal for meetings. Equipped with a sink, mini fridge and ice maker.

## ACCESSIBILITY

The Center of Recreational Excellence (CORE) is designed to accommodate patrons of varying abilities. CORE staff is available to provide assistance to members with disabilities. Members are encouraged to provide as much advance notice as possible to the facility prior to a visit to help ensure that their request for assistance can be met.

## E. EXERCISE PRECAUTIONS

Because exercise may place a stress on the body, certain precautions should be considered.

- 1) Participants are encouraged to consult a physician prior to engaging in exercise. Individuals should safely limit their activities, taking into account their physical condition, limitations, and skill levels.
- 2) Use all fitness equipment according to the instruction placards. Observe all rules.
- 3) Request assistance if there are any questions or problems with equipment.
- 4) The CORE is not responsible for any injuries or damages, which may occur on or about the premises.
- 5) It is highly recommended that all users of the fitness areas go through an orientation with an instructor.

## **F. FIRE/OTHER EMERGENCIES**

### **MEDICAL**

In the event of a medical emergency inside the facility, please notify CORE staff immediately.

### **FIRE**

In case of fire, sound alarm, use the nearest available exit and DO NOT use the elevator. For other emergency evacuations, use available exits - follow staff instructions. Signs for emergency evacuation are posted.

### **MISSING CHILD**

- 1) In the event that a child is missing, immediately alert employees with a description and what the child is wearing. Available employees will watch exits and search the surrounding area.
- 2) If the child is not found within ten (10) minutes, law enforcement will be called.
- 3) If the child is found accompanied by someone other than a parent or legal guardian, reasonable efforts to delay their departure will be used without putting the child, staff, or visitors at risk. Law enforcement will be notified and given details about the person accompanying the child.
- 4) Children who cannot find their guardian will be supervised at the welcome desk and an announcement will be reported over the intercom until the guardian is located.

## **G. SUGGESTIONS**

The CORE is always looking for ways to improve. Comments and suggestions from members are encouraged and appreciated.

## **III. FACILITY ADMITTANCE**

### **A. GENERAL INFORMATION**

The general public will be admitted to the facility upon satisfying one of the following:

- 1) Purchase or present a valid membership card.
- 2) Purchase or present a day, week or month pass.
- 3) Check-in as a registered Program Participant.
- 4) Check-in as part of a group rental.
- 5) Check-in as a spectator and remain in the designated spectator areas.
- 6) Present a special promotional guest pass or other document authorizing admittance.

### **B. AGE POLICY**

Age verification is required for all individuals under the age of 18 years. Examples include a birth certificate, state issued photo ID, etc.

### **FACILITY**

Children 12 and under must be accompanied and supervised by a parent or guardian while in the facility at all times.

### **RESTROOMS**

Parents/Guardians with young children are encouraged to use the Changing Rooms.

### **FITNESS**

Children 8 and under are not permitted in fitness areas and on equipment. Youth 9-12 years old may go through the Youth Fitness Certification program with parental consent which gives them access to specific equipment. Youth must have a parent or guardian supervising when using specific equipment in the facility at all times. Teens 13-15 years old may go through the Teen Fitness Certification with parental consent, which gives them access to specific equipment. Must be 16 years of age for full access to fitness areas and equipment.

### **AQUATICS**

### SWIM

Children 7 and under must have parent in the pool with them.  
Children 8-12 years must have parent in pool area.

### SPLASH

Children 7 and under must have parent in the pool with them.  
Children 8-12 years must have parent in pool area.  
Must be at least 13 years old to use spa.

### THERAPY

Must be at least 18 years old to use Therapy Pool.

### PLAY

People 5 and over may use the CORE Play structure.  
It is recommended that children under 5 years stay on the ground level and use the smaller CORE Play structures and associated play elements.

### COREkids

Children 6 months to 12 years may use COREkids.  
Children 6 months to 6 years have access to the kidWATCH area.  
Children 6 years - 12 years have access to the kidFIT program.

## **C. LIABILITY WAIVER**

All CORE members, class participants, and guests must read and sign a Liability Waiver Form prior to using the facility. This form will be given at the time of membership registration, upon checking in at the Welcome Desk, or is accessible during online registration. Agreement to additional disclaimers may be required upon registration.

## **D. SPECTATOR VIEWING**

The CORE is designed for spectator events.

- 1) Spectators may be admitted to supervise, chaperone, or assist a person in a scheduled activity/program.
- 2) Spectators must check-in as such and remain in the proper spectator area.
- 3) There will be no use of activity areas or equipment for spectators.
- 4) Spectators must abide by and will be subject to all Facility Rules, policies, and procedures.

## **E. DAY/WEEK/MONTH PASS**

Day/Week/Month Passes are available for:

- 1) A Daily/Weekly/Monthly pass allows unlimited use of the facilities during open use times.
- 2) Day Pass is valid during hours of operation for one day.
- 3) Week Pass is valid during hours of operation for 7 consecutive days, beginning the date of purchase unless otherwise noted.
- 4) Month Pass is valid for 30 consecutive days during hours of operation beginning the date of purchase unless otherwise noted. Example: Month Pass purchased on 10/01/2022 would expire on 10/30/2022.
- 5) These passes are non-transferable and non-refundable. Guests should check availability of activity areas before purchasing a pass.
- 6) Profiles will be created and photos will be taken of all Day/Week/Month Pass individuals. A photo ID or parental verification is also required.
- 7) Photo validation will take place each subsequent visit.
- 8) Party guests and school groups are exempt.
- 9) Passes do not include other member benefits.

## **F. MEMBERSHIPS**



- 1) Personal identification - Member pictures will be processed at time of enrollment and attached to the electronic membership record; the picture will serve as identification upon entry into the facility.
- 2) Monthly membership fees will be automatically drafted as an ACH payment from a checking or savings account at the expiration of the 30-day membership. Bank account information including the bank name and routing number is required and needs to be kept on file and up to date.
- 3) If you wish to cancel your monthly membership, you must fill out a Membership Cancellation Form. Cancellations require a 15 day notice.
- 4) If you wish to make any changes to your membership plan, please fill out a Membership Change Form at the Welcome Desk.
- 5) Members receive 5% off facility rentals.
- 6) Members receive 12 guest passes to use per year.
- 7) Members will be issued a membership card, which will be required for admittance. Membership cards are the property of the CORE and may be revoked for just cause. Membership cards and memberships are not transferable.
- 8) Replacement membership cards are available for \$5.

## **G. COREkids**

Children 6 months to 12 years of age are permitted in COREkids with a valid membership. This may be through their own Youth Membership or as part of a Family Membership. Those without valid memberships may pay the drop-in fee. This area is highly monitored for safety and requires the same person who enters them into the service to remove them from the service. **At least one parent or guardian must be present at the CORE to use this service during the entire time that a child is in COREkids. DROPPING CHILDREN OFF AT THE CORE UNSUPERVISED IS STRICTLY PROHIBITED.**

**Hours of Operation: Please see posted hours of operation as they may vary depending on time of year.**

### **kidWATCH**

- 1) Provided up to two (2) hour maximum per day.
- 2) Children 6 months to 6 years old are eligible to be in the kidWATCH area.
- 3) This is a closely regulated, single entry space that will be for babies, toddlers and young children to play, participate in activities, and be social with others.

### **kidFIT**

- 1) Children ages 6 to 12 years old can participate in controlled programming, designed to be similar to a physical education class, which will last for one (1) hour.
- 2) kidFIT will begin every hour, on the hour, and children can take the class up to two (2) times per day, for a maximum of two (2) hours of utilization per day.
- 3) The programming will vary from day to day, and the kids will be taken to select sections of the building, depending on the activity for that day, and will remain there until they are delivered back to COREkids for adult pickup.
- 4) Children participating in kidFIT need to wear athletic shoes.

### **COREkids POLICIES**

- 1) Children must be signed in and out by the same person, unless they have a notarized document authorizing another person to pick up.
- 2) Parent/guardian will be contacted immediately if the child is continuously crying for more than 15 minutes, or requires more attention than we can provide without endangering the health, safety or well-being of the other children in our care.
- 3) While signed into kidWATCH, children must remain in kidWATCH areas at all times.
- 4) Parents must bring their infants and toddlers with full tummies, fresh diapers, clean and dry clothes, and clean hands and faces. COREkids staff members are not permitted to feed, administer medication, change diapers or assist children in the bathroom. Parents will be notified if any of these become necessary.
- 5) Strollers are not permitted in kidWATCH.
- 6) Toys from home are not permitted. COREkids has plenty of toys and activities for the children.
- 7) Electronic devices are not recommended. They are not permitted as part of the kidFIT program.
- 8) Food is not permitted in kidWATCH.

- 9) Children are required to wear clothing and shoes (crawlers may wear socks). Bathing suits and diapers must be covered.
- 10) All movies and shows are rated PG or lower and books are appropriate for the child's age group.

## **CONDUCT**

### **Children:**

- 1) Children must conduct themselves in an appropriate manner as CORE Facility Rules apply for kidWATCH and kidFIT.
- 2) Any misconduct will be documented with a Misbehavior Report. Excessive misconduct may be subject to suspension of COREkids privileges.

### **Parents/Guardians:**

- 1) Parents/Guardians must let COREkids staff know where they will be in the facility while their child is in kidWATCH or kidFIT.
- 2) Parents/Guardians **MUST** remain on the premises at all times and be able to be reached. COREkids is not drop-off child care. If parent/guardian fails to come to COREkids within 5 minutes of being notified by staff, a Late Pick-up Notice will be issued. Continued occurrences may be subject to suspension of COREkids privileges.
- 3) Children may participate in COREkids for a maximum of 2 hours per day.
- 4) Parents/Guardians are expected to pick up their child on time.

## **SICK CHILD**

Under no circumstances may a parent or guardian bring a sick child to COREkids if the child shows any signs of illness (see symptoms below), or is unable to participate in their normal routine and regular program. Sick children may expose all children and staff members who they come in contact with. This is disruptive to other children and their families so your cooperation on this issue is extremely important.

### **Symptoms that would deny entry to COREkids:**

- 1) Fever AND sore throat, rash, vomiting, diarrhea, earache, irritability and/or confusion.
  - a) Diarrhea: Runny, watery, bloody stools, or two of more loose stools within the last 4 hours.
  - b) Vomiting: Two or more times in a 24 hour period. Note: Please do not bring your child if they have vomited in the night.
- 2) Breathing trouble, sore throat, swollen glands, loss of voice, hacking or continuous coughing.
- 3) Runny nose (other than clear), draining eyes or ears.
- 4) Frequent scratching of body or scalp, lice, rash, or any other symptoms that resemble childhood diseases, including ringworm and Hand Foot and Mouth.

## **IV. FEES & CHARGES**

### **A. REFUND POLICY**

- 1) Day/Week/Month Passes are non-refundable.
- 2) COREstore items are non-returnable and non-refundable.
- 3) Monthly memberships require a 5-day written notice for cancellation. No refunds given.
- 4) Prepaid annual memberships can be refunded with the authorization of the CORE Facility Director for the following reasons:
  - a) Severe medical conditions with doctor documentation. Prorated from the date the request was made or in less severe conditions the Facility Director can make adjustments to the expiration date.
  - b) Other special circumstances to be discussed with Facility Director.
- 5) Refunds will be issued for all classes and programs based on the following.
  - a) Cancelled by Department - Full Refund Amount
  - b) Customer Cancels:
    - i. By 5:00 pm one week prior to class start date – Full refund
    - ii. Prior to the second class - 50% of class fee
    - iii. After second class - No refund
    - iv. NO refunds on material fees
- 6) Refund Policy for Camps/Special Events/Clinics
  - a) Cancelled by Department - Full Refund
  - b) Amount Customer Cancels:

- i. By 5:00 pm one week prior to class start date – Full refund
- ii. Prior to the second class - 50% of class fee
- iii. After second class - No refund

Account credits may be given upon approval of the CORE Facility Director. All account credits must be utilized within 90 days of when the credit was given, after which the funds will automatically be refunded back to the customer in the form of a check from the City of Hobbs.

**B. INSUFFICIENT FUNDS**

In the event of an ACH payment declining due to insufficient funds or other means, the membership(s) associated with the charge will automatically expire. The patron must then re-enroll in their desired membership.

**C. PROMOTIONS AND INCENTIVES**

The CORE Facility Director with approval from the Recreation Director may set aside or discount fees to incentivize and promote participation in CORE programming and/or events.

**V. FACILITY RULES**

**A. CORE CONDUCT POLICY**

The purpose of the CORE Conduct Policy is to insure a safe, secure, and enjoyable environment for all users of the CORE.

Any conduct, behavior, or activity that endangers the welfare, safety, and/or comfort of other patrons will not be tolerated. Examples of such actions include, but are not limited to:

- 1) Threatening or intimidating actions towards others.
- 2) Disrespectfulness, rudeness or “talking back” to other patrons and CORE staff members.
- 3) Disrupting or preventing the orderly conduct of any organized recreation program.
- 4) Use of racial or ethnic slurs.
- 5) Sexual harassment or inappropriate sexual behavior and actions.
- 6) Profane, vulgar, or abusive language.
- 7) Fighting, rough play, and/or physical contact with another patron or CORE staff member.
- 8) Theft of City-owned property and facility equipment or personal belongings of other patrons.
- 9) Possession, use, or being under the influence of drugs, alcoholic beverages and/or tobacco products.
- 10) Possession or use of a firearm, knife or other dangerous object.
- 11) Behavior or conduct which causes (or could cause) property, facility or equipment damage and/or injury to another patron or CORE staff member.
- 12) Deceptive acts to enter/access facility such as using an assumed name or assisting others in gaining entrance.
- 13) Failing to cooperate and respond honestly to inquiries or requests for assistance in identifying individuals who may be involved in incidents.
- 14) Failure to follow COREkids Policies after repeated attempts to correct.

Anyone who commits, incites, or aides others in committing any of the above-listed actions or behaviors or who show disregard for specific facility or park rules, regulations, and policies shall be subject to the following levels of disciplinary action:

- Level One: Guest will be asked to leave the facility. Suspension from the facility for a minimum of one week.
- Level Two: Guest will be asked to leave the facility. Suspension from the facility for a minimum of one month. Petition for reinstatement with the Facility Director will be required after the suspension has been completed.
- Level Three: Guest will be asked to leave the facility. Suspension from the facility for a minimum of one calendar year. Petition for reinstatement with the Facility Director will be required after the suspension has been completed.

The CORE will determine the level of disciplinary action necessary depending upon the specific circumstances and severity of each incident of misconduct. Notification of parents or guardians will be attempted if the offender is younger than 18 years old. Restitution may be required in incidents involving theft or damage of property, facilities or equipment. Any incident involving fighting will result in an automatic suspension of 1 year for all parties involved. The suspension would immediately terminate any membership and membership rights for the individual without refund. Any misconduct, actions, or situations that are not specifically covered by the above provisions will be dealt with by the Facility Director using the levels of disciplinary action previously stated. With approval from the Recreation Director, the CORE Facility Director has the authority to alter the length of any suspension based on the severity of the incident.

## **B. DRESS/HYGIENE**

Appropriate dress is required while using the facility.

- 1) Sandals, open-toe shoes, hard-soled shoes, boots, string tank tops, cut-off tank tops, mesh tank tops, jeans, street clothing and anything that compromises the safety and professionalism of the fitness areas are prohibited while working out or participating in other physical activities.
- 2) Gym clothing is required for all activity areas and programs other than the aquatic area. Jeans are not permitted for fitness, aquatics and sports participants.
- 3) Clothing with buckles or chains are not permitted.
- 4) Swim attire should not show over-exposure of skin. Thong bikinis are not permitted.
- 5) Street clothes are not permitted in aquatic areas with the exception of coaches, staff, and officials. Water shoes are permitted for designated aquatic programs.
- 6) All non-potty-trained children must wear swim diapers, rubber pants and a swimsuit.
- 7) Attire worn in other activity areas will not be allowed in the aquatic area.
- 8) No wet clothing permitted outside the aquatic area or locker rooms.
- 9) Shirts must be worn in all activity areas except the aquatic area.
- 10) Shorts should be basic athletic shorts without skin overexposure. Pants or shorts should not expose undergarments.
- 11) Black-soled shoes should be non-marking.
- 12) Shoes shall be clean of all dirt and grit before entering. Separate gym shoes are encouraged.
- 13) Members/Guests must exhibit good taste and have nothing offensive or obscene in view. Staff shall be the judge.
- 14) Personal hygiene shall not be offensive.
- 15) Shoes must be worn in all areas except pools and CORE Play area.
- 16) Socks must be worn in the CORE Play area. These may be available for purchase at Welcome Desk.

## **C. FOOD/BEVERAGE**

- 1) No outside food or drink (other than drinks in sealed containers) is allowed.
- 2) Gum is not permitted in the facility.
- 3) Food (from vending machines) and drinks are permitted in designated areas only.
- 4) Water is allowed in activity areas only if it is in an enclosed, unbreakable container.
- 5) The vending area will have food and beverages available for purchase and must be kept to specific areas.
- 6) No food or open containers are allowed in the following areas: (Re-sealable drinks only)
  - a) Studios
  - b) Pools
  - c) Fitness areas
  - d) COREkids room
  - e) CORE Play
  - f) Gymnasium
  - g) Turf field
- 7) In the aquatic area, food and beverages must be confined to cabana, party room areas or courtyard. No food (except ice cream from the vending machine) is allowed on the pool deck or in the pools.
- 8) No ice chests/coolers are allowed in the facility.
- 9) No glass bottles/containers are permitted in the facility.
- 10) No alcoholic beverages are permitted in the facility.
- 11) Only drinks in "no-spill" containers will be allowed in the COREkids area.

## **D. RECORDING DEVICES/PHOTOGRAPHY**

No cameras, cell phones or any other recording devices capable of taking still and/or video pictures shall be allowed in any locker room, restroom, or changing room. Photography and/or videotaping of people, not part of your family or friends, is not permitted. Inappropriate use of cameras may result in corrective action up to and including permanent dismissal from the facility.

### **CELL PHONES**

The use of cell phones is closely monitored throughout the facility. Cell phones are permitted in the fitness/lounge areas in the capacity of listening to audio or using fitness related applications to enhance workout quality. The CORE is not responsible for lost or stolen property. Headphones are required when listening to music and/or conversing over the phone via basic calls or video calls. Volume of music/sound emanating from headphones or electronic devices should not disturb others. Music with profane lyrics is not permitted.

### **TABLETS**

Members are permitted to utilize electronic tablets in the fitness/lounge areas for personal viewing and/or audio use. The CORE is not responsible for lost or stolen property. Headphones are required when listening to music and/or conversing over the phone via basic calls or video calls.

## **E. MISCELLANEOUS**

- 1) **Commercial Activity- “For Profit Activities”**: No commercial or other private “for profit” activity may be conducted in or on the CORE premises without prior written approval from management. Examples of these activities include but are not limited to personal training (land or aquatic), physical therapy, massage therapy, team training or coaching, etc. The use of training equipment such as cones, ladders, or other equipment is prohibited unless authorized for use by the Facility Director. Activities that result in exclusive use of an area of the facility excluding use by the general public without prior approval is prohibited. Solicitation for future performance of these type of “for profit” activities on the premises without prior written approval of the Facility Director is also prohibited. If staff suspects that Personal Training is taking place, without the approval and arrangement of the CORE, all parties involved will be asked to leave.
- 2) Bicycles, roller skates, rollerblades, skateboards, and hoverboards are prohibited inside the facility at all times. Exceptions for sports such as inline hockey will be made in designated areas at designated times only.
- 3) Except for service animals, pets are prohibited in the facility. Service animals are allowed in aquatics areas such as restrooms, locker rooms, and pool deck but are prohibited in the water.
- 4) Only CORE staff may move equipment in the facility.
- 5) TV channels are predetermined. Only sporting event requests may be considered at the Welcome Desk or Fitness Desk.
- 6) The CORE music service is predetermined and obtained through a music-for-business streaming service provider. If at any time you feel an audio selection is inappropriate or offensive, please notify the Welcome Desk. We will work with our provider to remedy the situation.
- 7) Personal belongings must be secured. Unsecured belongings, if recovered, will be considered abandoned property and turned in to lost and found located at the Welcome Desk. The CORE is not responsible for lost, stolen or damaged property. It is ultimately the responsibility of individual guests to maintain and secure personal belongings while in the facility.

## **F. ACCIDENTS/INJURY**

- 1) Accidents and/or injuries should be reported to a CORE staff member immediately.
- 2) Accidents/injuries requiring assistance will require completion of a Patron Incident Form. These forms are required as part of facility admittance and use.
- 3) The CORE is not responsible for accidents/injuries, which are incidental to the activities and/or use of facility or equipment. PARTICIPATE AT YOUR OWN RISK.

## **VI. PROGRAMS, ACTIVITIES & RENTALS**

### **A. GENERAL INFORMATION**

- 1) Classes, programs and activities are not included with memberships unless otherwise noted.
- 2) Every effort will be made to develop and publish schedules quarterly, however, cancellations, rescheduling and other changes may be necessary.
- 3) All classes, programs, and activities are open to the public upon payment of any required registration fee. Access to register for these is granted with membership or annual program fee.
- 4) Non-Members registered for a class or program will be required to check-in as a registered class/program participant upon entering for that activity. A registration receipt may be required.
- 5) Non-Members registered for an activity will be admitted up to 15 minutes prior to the class or program. Participants are limited to the class or program only and not allowed to use other activity areas.
- 6) Spectators may be permitted to view a class or program, at the discretion of the instructor, and in designated areas only.
- 7) Minimum and maximum attendance limits shall be established, for all classes and programs.
- 8) Classes cancelled by the Facility/Instructor may be rescheduled.
- 9) There will be no make-ups for participants missing a scheduled class.

### **B. BUSINESS BOOTH**

Lea County-based businesses have the opportunity to participate in the business booth program. The booth is for informational purposes only. No selling can be done onsite. The booth consists of 1 table and 2 chairs in a designated space in the front lobby. Please see Welcome Desk for more information.

### **C. FACILITY RENTALS/CATERING**

All or specific areas will be available for rent, provided the activities are compatible with the facilities and hours of operation. Please see Welcome Desk for more information.

**COMMERCIAL ACTIVITY - "FOR PROFIT ACTIVITIES"**: No commercial or other private "for profit" activity may be conducted in or on the CORE premises without prior written approval from management. Examples of these activities include but are not limited to personal training (land or aquatic), physical therapy, massage therapy, team training or coaching, etc. The use of training equipment such as cones, ladders, or other equipment is prohibited unless authorized for use by the Facility Director. Activities that result in exclusive use of an area of the facility excluding use by the general public without prior approval is prohibited. Solicitation for future performance of these type of "for profit" activities on the premises without prior written approval of the Facility Director is also prohibited. If staff suspects that Personal Training is taking place, without the approval and arrangement of the CORE, all parties involved will be asked to leave.

### **D. LOCKERS**

A limited number of lockers are available for rent on a monthly basis. Please see Welcome Desk for more information.

#### **DAY LOCKERS**

Day lockers are available for temporary use (no overnight storage).

Locks must be removed 15 minutes prior to closing.

Personal locks left on day lockers will be cut and removed by CORE staff.

Personal items removed from day lockers are logged and kept for 7 days. Unclaimed items are discarded or donated.

## **VII. RULES FOR SPECIFIC AREAS**

### **A. AQUATICS**

#### **1. GENERAL**

- a) Aquatic staff have the authority to stop any behavior or actions that they find unsafe.
- b) All guests must shower before entering the pool.

- c) Extended "breath holding" is strictly prohibited.
- d) All guests must wear appropriate swimwear before entering the aquatic facilities.
- e) If a person does not have a swim suit on or is designated as a non-swimming spectator, they will receive a green wristband and will not be allowed to enter the water.
- f) Swim diapers, rubber pants and a swimsuit are required for any non-potty trained children.
- g) Children 7 years and under must have a parent in the pool with them, within arm's reach at all times. Parent and child will receive a pink wristband.
- h) Every child between the ages of 8-12 years old, who is identified as a non-swimmer, must be within an arm's reach of a parent/guardian at all times.
- i) Children 10 and under must do a swimming test prior to swimming in the SWIM pool or deep water.
- j) Children that are 7 and younger and want to use the diving board must complete a swim test and receive a second wristband prior to using the diving board.
- k) Non-swimmers are required to wear a lifejacket. No lifejackets or inflatables are allowed in the aquatic facilities unless they are United States Coast Guard approved or provided by the CORE.
- l) All equipment must be used in the manner for which it was designed.
- m) People with bandages, cuts, sores, open wounds or infectious diseases are not allowed in the pool.
- n) People under the influence of drugs or alcohol are not permitted.
- o) No running, pushing, dunking, throwing children, or rough-housing is allowed.
- p) Riding on shoulders is not permitted in the pool or on the pool deck.
- q) Loud, vulgar, or profane language will not be tolerated.
- r) No smoking or alcoholic beverages are permitted in the facility.
- s) Food and beverages are allowed in CORE-designated areas only. Beverages in the aquatic area must be re-sealable. No glass containers or gum allowed.
- t) Except for service animals, pets are prohibited in the facility. Service animals are allowed in aquatics areas such as restrooms, locker rooms, and pool deck but are prohibited in the water.

## **2. CORE SWIM**

### **a) LAP LANES**

- 1) Non-swimmers are not allowed in the competition pool except for special events or aquatic programming which the lifeguarding staff will be notified in advance.
- 2) Starting blocks are not to be utilized for guests outside of club, sport, or competition use.
- 3) Hanging on to lane lines is not allowed.
- 4) Swimmers should swim with others of similar ability. Circle swimming and lane splitting is required when the facility is busy.

### **b) DIVING**

- 1) Only one person on the diving board at a time.
- 2) Only one bounce allowed.
- 3) Dives must be made from a standing, facing forward, position only.
- 4) No diving in a backwards motion. No diving from the side of the pool.
- 5) Backflips and gainers are not permitted.
- 6) No lingering in the diving area after completing a dive.
- 7) Life jackets or any other personal flotation device are not permitted on the diving boards.
- 8) No goggles or face masks allowed when going off of the diving boards.
- 9) No swimming allowed in the diving area while diving boards are in use.

## **3. CORE SPLASH**

### **a) GENERAL**

- 1) No diving.
- 2) Kickboards, pull buoys, paddles, snorkels, mermaid tails, and swimming fins are not permitted in the leisure pool.
- 3) Tubes and life-jackets must remain in the designated area.
- 4) No standing or jumping on inner tubes.

### **b) SLIDES**

- 1) Pregnant women and individuals with heart conditions are advised not to use the waterslides.
- 2) Riders must be at least 48 inches to ride the slide.
- 3) Riders must wait for the attendants before going down the slide.
- 4) With the exception of a double inner tube, only one person may go down the slide at a time.
- 5) Riders must go down the slide on their backs, feet first.
- 6) Riders must not run, dive, kneel, rotate or stop inside the slide.

- 7) Parents may not catch their children at the bottom of the slide.
- 8) At the end of the slide, riders should exit immediately.

**c) SPA**

- 1) No diving.
- 2) Must be 13 or over.
- 3) Pregnant women, elderly persons, and those suffering from heart conditions should consult a physician before using the spa.
- 4) It is recommended that use of the hot tub should not exceed 15 minutes at a time.

**4. CORE THERAPY**

**a) GENERAL**

- 1) No diving.
- 2) Must be 18 or over.

**B. LOCKER ROOMS AND LOCKERS**

**1. GENERAL**

- a) Lockers are for day-use only unless properly rented. Locks remaining on lockers overnight will be cut, and items will be removed and placed in the lost and found. Cut locks will not be replaced or reimbursed.
- b) Guests must bring their own locks. Locks can be purchased at the CORE Store.
- c) Lockers are available on a "first come" basis.
- d) No glass, food, gum, or beverages are permitted in the locker rooms.
- e) Personal soap and shampoo shall not be left in the shower area.
- f) Plugged in hair styling items may not be left unattended.
- g) You must bring your own towel. Towels can be purchased at the CORE Store.
- h) No opposite sex individuals in locker rooms. Please use Changing Rooms.
- i) The CORE is not responsible for lost, stolen, or damaged items. It is recommended that valuables not be brought into the facility. Lock your locker.

**C. CHANGING ROOMS**

**1. GENERAL**

- a) Parents/Guardians with young children are encouraged to use the Changing Rooms.
- b) Parent/Guardian must accompany children under the age of 18 years.
- c) The CORE is not responsible for personal belongings lost, stolen, or damaged.
- d) Please do not leave any personal items in changing rooms. Please utilize lockers.
- e) Locks left on lockers will be cut off daily. (same comment as above [locks])
- f) Changing outside of changing rooms is not permitted as this area is not private.

**D. TURF**

**1. GENERAL**

- a) Food and beverages, except water in spill-proof containers, are prohibited.
- b) No spitting.
- c) Any inappropriate use or abuse of the facility or equipment may result in termination of privileges.
- d) Footwear is restricted to molded cleats (max 1/2"), turf shoes, or other soled athletic shoes such as cross-trainers or running shoes. Metal cleats or spikes are prohibited.
- e) Turf rentals are permitted at designated times only and must be formally reserved. They are available for a fee on a first-come, first-served basis.
- f) When moving equipment, please pick up items entirely off the turf to ensure that they are not dragged. Dragging items will damage the turf.
- g) No sharp objects that may penetrate the turf are allowed.
- h) Throwing or hitting balls and other items directly at the perimeter glass is strictly prohibited.
- i) Chairs or benches are prohibited on the turf. Players must use designated seating areas on exterior of turf.
- j) Motorized vehicles are not permitted on the turf (except approved maintenance vehicles).
- k) No spectators are allowed on the field at any time.
- l) Team practices of any type will not be permitted without written approval from facility staff.



- m) No dogs or other pets, including service animals are allowed on the turf. Service animals are allowed in the spectator areas surrounding the turf, the restrooms, and locker areas but are prohibited from entering the field.

## **E. GYM**

### **1. GENERAL**

- a) Food and beverages, except water in spill-proof containers, are prohibited.
- b) No spitting.
- c) Any inappropriate use or abuse of the facility or equipment may result in termination of privileges. Dunking or hanging on the basketball rims is prohibited. No hanging on volleyball nets.
- d) Proper attire including non-marking shoes, shorts/pants and t-shirt must be worn at all times.
- e) Court rentals are permitted at designated times only and must be formally reserved. They are available for a fee on a first-come, first-served basis.
- f) Team practices of any type will not be permitted without written approval from facility staff.
- g) CORE staff reserve the right to prohibit full court games when gym space is limited.

## **F. FIT**

### **1. 1st Floor Fitness**

- a) Use of the weight room is limited to those over the age of 16 unless they attain a Youth & Teen Certification.
- b) Children may not accompany parents/guardians/friends who are using the fitness equipment.
- c) Keep walkways clear.
- d) Non-marking shoes are required.
- e) Food and beverages, except water in spill-proof containers, are prohibited.
- f) Any personal training performed within the facility by someone other than a CORE personal trainer is prohibited.
- g) Bags and personal items should be kept in designated locker areas.
- h) Collars are mandatory on plate loaded machines at all times. Spotters are recommended.
- i) Re-rack all plate and dumbbell weights when finished.
- j) Place all accessory handles on appropriate racks after use.
- k) Do not drop dumbbells.
- l) Using multiple machines, benches, and dumbbells at the same time is prohibited.
- m) Adjusting audio or video equipment on TV's is prohibited.
- n) All equipment must remain inside the facility.
- o) All equipment must be used in the manner for which it was designed. Do not attempt to modify the equipment.
- p) Moving machines or other equipment from its intended area is prohibited.
- q) In case of emergency please contact COREfit staff.
- r) Treat COREfit staff and facilities with respect and respond appropriately to all reasonable staff requests.
- s) Profanity and excessively loud or suggestive language will not be tolerated.
- t) Loud grunting or yelling is prohibited.
- u) Vandalism of any equipment is prohibited.
- v) Entering storage rooms for equipment is prohibited.
- w) TVs in the Fitness area are to be kept on pre-approved channels. Per request, sporting events may be shown.

### **2. Cardio Ring**

- a) Food and beverages, except water in spill-proof containers, are prohibited.
- b) Saving treadmills is prohibited.
- c) Talking on cell phone while on equipment is prohibited.
- d) Standing behind others who are on treadmills is prohibited.
- e) Start treadmills by straddling the deck.
- f) Don't step off a moving treadmill.
- g) Use caution at all times while on treadmills.
- h) Never leave treadmills on for any reason.
- i) Thirty minute time limit on all cardio machines is enforced when people are waiting.
- j) Do not unplug any cardio equipment for any reason.

- k) Viewing sexually explicit material via Netflix on fitness equipment will result in immediate expulsion from the facility.

### **3. Specialty Classes**

- a) Participants must sign in at Welcome Desk and then again on roster sheet with instructor.
- b) Only registered participants are allowed in class.
- c) Specialty classes are not considered group fitness therefore participants for group fitness are not allowed in program activity unless registered for said program.
- d) No soliciting to CORE members for any reason.
- e) Food and beverages, except water in spill-proof containers, are prohibited.

### **4. Group Fitness Classes**

- a) Food and beverages, except water in spill-proof containers, are prohibited
- b) Non-marking shoes are required.
- c) Participants must sign in at Welcome Desk and then again on the roster form near the door of Studio 1 or 2.
- d) Only registered participants are allowed in the Group Fitness Studios during class.
- e) Only approved Group Fitness Instructors can teach group fitness classes in the Studios.
- f) All CORE equipment must remain in room.
- g) Entering in Storage room is prohibited.
- h) Use of the Group Fitness Studio Rooms must be approved by the Health & Wellbeing Coordinator prior to usage.
- i) No soliciting CORE members for any reason.

### **5. Equipment Checkout**

- a) Recreational equipment is available for checkout with an exchange of ID or CORE member ID card from the COREfit desk. A replacement fee will be assessed for any lost or damaged equipment.

## **G. PLAY**

### **1. GENERAL**

- a) Children must be supervised at all times by a parent or adult in the CORE play area.
- b) Socks are required and may be purchased at the CORE Store.
- c) Play equipment is designed for children ages 5 and above. Adults should use caution when using the play equipment.
- d) Do not place children on laps while sliding.
- e) Slide one at a time in a forward seating position, feet first. Please no climbing on or up slides.
- f) No climbing or standing on the outside of the play equipment.
- g) No running.
- h) No food, gum, or drinks on the play equipment or play area.
- i) Do not bring toys or other items into the play equipment.
- j) Please notify management of any problems or concerns.

## **H. TRACK**

### **1. GENERAL**

- a) Please be mindful of other guests on the track. Members should keep right except passing.
- b) No loitering is permitted.
- c) The direction of the track will change periodically. Please note all signage before entering the track.
- d) No food on or around the running track. Re-sealable drinks are permitted.
- e) Keep footwear on at all times.
- f) No spitting.
- g) Throwing items down to lower floors will not be tolerated.

## **I. GAME ZONE**

### **1. GENERAL**

- a) Use of game tables, table tennis, foosball and air hockey, is on a first-come, first-serve basis. There is no formal reservation of the tables unless for specific program use.

- b) Equipment is available for check-out with an exchange of ID or CORE member ID card from the Welcome Desk. A replacement fee will be assessed for any lost or damaged equipment.
- c) Please be respectful of all guests and limit use to 1 hour.
- d) No outside or personal equipment is allowed with the exception of table tennis paddles.
- e) No sitting, standing, leaning or laying on the game tables.
- f) No food or drinks on or around the game tables.
- g) No books, bags, purses, etc. on the game tables.

## **VIII. GENERAL POLICIES**

### **A. PHONE USE AND PAGING**

Paging requests will be limited to emergencies only. Welcome Desk phone is not for public use except for emergencies.

### **B. LOST & FOUND**

The CORE is not responsible for lost, stolen, or damaged personal property of any kind. Appropriate measures will be taken in attempt to notify individuals of lost property if identification of property is available.

- 1) Lost and found items will be kept for up to 14 days, after which they may be disposed of, turned over to charity, or discarded.
- 2) Wallets, cell phones, and other items deemed to be of high value will be placed in a safe for security purposes and kept for 90 days. These items may be retrieved any time during operating hours by asking for the Director or one of the Guest Services Coordinators on duty. If after 90 days items are not claimed they will be turned over to the Finance Department for disposition.
- 3) Personal care items, undergarments and items that are wet may be discarded immediately.
- 4) Items left in lockers overnight will be considered "lost and found" property and appropriate steps will be taken according to the above procedures.

## **IX. ADDITIONS/DELETIONS**

Rules may be changed by Management at any time to maintain safety and best use of the facility.