

MORTON & BARBARA MANDEL

RECREATION CENTER

Rules and Regulations

The Town of Palm Beach Recreation Department is committed to providing quality programs and services for our residents and guests. The following rules and regulations have been implemented to operate the Mandel Recreation Center and to ensure our patrons enjoy their experience.

Facility Use Rules

- Anyone under the age of 12 must be accompanied by a parent/guardian while at the Mandel Recreation Center.
- Private instruction or training is not permitted on the premises unless conducted by a Town-approved trainer or teaching professional.
- Everyone must check in at the front desk prior to utilizing the Smith Family Fieldhouse.
- Appropriate attire is required at all times. Shoes and shirts must be worn inside.
- Profanity and obscene gestures will not be tolerated.
- Hanging on rims or nets in the Smith Family Fieldhouse or on the outdoor court is prohibited. Violators will be asked to leave the facility.
- All equipment must be checked out from and returned to the Front Desk.
- The Classroom, After School Room, Multi-Purpose Room, and Smith Family Fieldhouse may only be used once proper rental arrangements have been made in advance.
- The Town of Palm Beach Recreation Department is not responsible for lost or stolen property. It is highly encouraged that all persons leave any valuables at home or on their person.
- All accidents/injuries requiring assistance/first aid will require a staff member to complete an Incident or Accident Report. Cooperation in obtaining patron information is requested.
- Smoking and tobacco products are not allowed in or around the facility. This includes the use of e-cigarettes, and/or any type of smokeless tobacco.
- Ordinance Sec. 74-2. – No person shall bring into, or be responsible for bringing into, any dogs, cats or other, whether leashed or unleashed, unless the animal is a service animal used to provide assistance to an individual with a disability. *Emotional support animals are not recognized as service animals by the ADA.*
- The use of the Town of Palm Beach Recreation Department facilities is a privilege, and participants are expected to respect the rights of others. Individuals who engage in unacceptable or irresponsible behavior may have their access to the facilities revoked or modified indefinitely.
- Additional guidelines deemed necessary for the safety and comfort of facility patrons will be enforced.

Refund/Transfer Policy

All Recreation Center refunds requests are subject to a \$15 processing fee, are prorated, and no refunds will be issued after the second meeting of any activity. A \$10 fee will be assessed for all transfers, and no transfers will be issued after the second meeting of any activity.

Prorating: Classes may be prorated up to the mid-point of each program if registering after the class has begun. Once the mid-point of the class is reached, 50% of the class fee will be charged.

The Recreation Department will issue a full refund for the following:

- A class, program, or trip is cancelled by the department due to insufficient enrollment.
- A medical reason/note is provided by a doctor prior to the start of the class, program, trip, or effective date of a membership pass.

The Recreation Department will issue a partial refund for the following:

- A medical note is provided by a doctor during the class, program, or membership pass. A cancellation fee and the cost of completed weeks will be deducted from the refund.

All credit card payments will be refunded to the credit card used at time of purchase. All cash and check refunds will be in the form of a check mailed to the participant within roughly 2 weeks.