



**LUDLOW COMMUNITY CENTER
RANDALL BOYS & GIRLS CLUB**

Member Handbook

Welcome to the Ludlow Community Center/Randall Boys & Girls Club!

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Who are we?

The Ludlow Community Center/Randall Boys & Girls Club (the Club) is a community-based non-profit organization that provides youth and adults with life-enhancing program access. We focus on promoting and supporting healthy lifestyles, academic and professional success, and development of strong character and leadership skills.

Mission Statement:

To inspire and enable youth and adults to build better communities by providing life-enhancing experiences and programs through which they will realize their full potential as responsible and caring citizens.

Vision & Core Beliefs

We Pledge...

- To provide a safe and nurturing environment for opportunities to learn and grow.
- To offer quality programming and services to our community.
- To lead our programs by well trained, professional part time and full time staff members.
- To provide opportunities to help youth gain leadership skills.
- To be a good community partner by reaching out and collaborating with various town organizations and local businesses.
- To provide programs that are affordable and accessible.

To provide leadership and innovative thinking from the Board in order to continue to move forward in a strategic direction.

Hours of Operation

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
6:00a 7:30p	6:00a 7:30p	6:00a 7:30p	6:00a 7:30p	6:00a 5:30p	8:00a 2:00p	Closed

Holiday/Closure Schedule

The Club is closed on all of the following holidays/special days:

- New Year's Day
- Martin Luther King Jr. Day
- Presidents' Day
- Memorial Day
- Juneteenth
- Fourth of July
- Labor Day
- Indigenous Peoples' Day
- Veterans' Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve - New Year's Eve

Additionally, the Club implements occasional All Staff Training and Professional Development days, during which the facility is closed to members and the public. Whenever possible, the Club will provide advance notice to members regarding schedule changes.

For up-to-date program and event schedules, please refer to our monthly Program Calendar. This can be viewed online at www.ludlowbgc.org/schedule/program_schedule/ and physical prints can be found in the front lobby at the Club.

Unplanned/Weather Closures

On occasion, the Club will close due to inclement weather or unplanned maintenance emergencies. Facility closures and delays for weather will be posted on our website (www.ludlowbgc.org), our Facebook page (www.facebook.com/ludlowbgc), Channel 40, and WWLP TV22. Other facility closures and program cancellations will be posted on our website and Facebook page. Physical notices will be posted, whenever possible, in the front lobby and in relevant program spaces.

Whenever possible, the Club will send out email/text alerts to members regarding cancellations and changes. To ensure you receive these notifications, reply "Yes" to opt-in for text messages at time of registration and avoid unsubscribing to Club emails. If you previously unsubscribed but wish to re-enroll in text or email alerts, please visit our Membership desk for assistance.

Facility Rules & Member Code of Conduct

At the Club, we are committed to providing a safe and welcoming environment. When members of the Club and the community are utilizing our facility and participating in our programs, we expect that everyone will respect the rights and dignity of others and behave in a respectful and responsible manner. To ensure safety and quality for all, the following policies are in place to make everyone's experience as pleasant and rewarding as possible.

Please review Facility Rules and Member Code of Conduct and adhere to them at all times. Additional area-specific policies for the Fitness Center and Pool are listed and compliance is a condition of membership. Failure to adhere to these policies can result in disciplinary action, including dismissal from the facility, incident reporting, and termination of membership.

Facility Rules

- Members shall enter the Club through the front door and check-in at the Membership desk at the beginning of every visit.
- Youth members under the age of 13 must be accompanied and supervised by a responsible adult at all times.
- Members are not permitted to utilize areas that are being actively used by Club Childcare and Youth programs. Certain areas of the Club will be locked or otherwise inaccessible during these times.
- Members are not permitted in staff only areas, including the staff room and individual offices, unless they have received prior authorization from Club staff.
- Emergency Exit doors and alternate exits are alarmed and should not be used by members unless a situation requires immediate evacuation.
- All members are required to exit the building in the case of a fire/emergency alarm or evacuation notice over the PA system.
- Food, gum, and glass containers are prohibited in the Gymnasium and Pool areas.
- The Club is a smoke-free establishment, extending to the parking lots, fields, and adjacent wooded areas.
- Proper closed-toe footwear is required in the Gymnasium, Fitness Center, and Sport Court.
- Dangerous or inappropriate use of Club equipment/property is prohibited.
- All equipment must be returned to its proper storage location after use.
- The Club is not responsible for lost or stolen personal items.
- Any and all injuries occurring at the Club must be reported to Club staff immediately.
- Club telephones in program areas are for emergency use only.
- The possession or carrying of any deadly or offensive weapon by any person is prohibited on all property, including the parking lots, fields, and adjacent wooded areas. Certified and sworn police officers who carry proper identification and are on duty are exempt from this policy.

Member Code of Conduct

- In accordance with Boys & Girls Clubs of America's policies, adult members will avoid private one-to-one contact with youth who are not related to them or under their direct supervision.
- Members will utilize the facility and its equipment in a safe and proper manner at all times.
- Members will demonstrate honesty, respect, and support for Club staff and any/all extensions of the Club, including coaches, instructors, referees/officials, and other members, participants, and spectators.
- Members will follow the direction of Club staff regarding use of equipment, participation in programs, and general adherence to rules.
- Members will do their part to ensure a safe and healthy environment by refraining from participation in racism, sexism, ableism, and other negative actions. Prohibited conduct includes, but is not limited to:
 - Swearing and yelling
 - Insulting, intimidating, or threatening others
 - Inappropriate gestures and language, especially those sexual and/or derogatory in nature, ie. "cat-calling", innuendos, racial slurs, intentional misgendering, etc.
 - Handling/mishandling another person's supportive device, including but not limited to canes, wheelchairs, and service animals
 - Acts of physical violence
 - Interfering with others' use of the facility, its services, and equipment
 - Intentionally damaging, destroying, stealing, or misusing Club property
- Members will report all safety concerns and/or injuries to a Club staff member immediately.
 - For non-emergent inquiries and concerns, members can speak with staff directly or request contact information and/or a Member Complaint Form at the Membership desk.
- Members will refrain from use of tobacco, alcohol, and drugs during all Club visits/events and will not utilize the Club facilities under the influence of illicit substances.
- Members will refrain from using electronic devices to unknowingly record or otherwise document other members/participants at the Club. Use of electronic devices in locker rooms and bathrooms is strictly prohibited.
- Members will follow all federal, state, and municipal laws while on Club property.

Fitness & Athletic Policies

The Fitness Center is open during regular Club operating hours (see page 2).

The Fitness Center can be used by adults and youth aged 13 or older. Youth under the age of 13 are prohibited from using the Fitness Center and/or fitness equipment.

In addition to operating hours and age limitations, the following rules apply to use of the Fitness Center.

- All youth members will schedule and receive a one-time Fitness Center orientation with the Club's Fitness Director upon registration. Club staff will reach out to schedule this session.
- Adult members who would like a brief overview of Fitness Center equipment and general workout advice should set up an appointment with the Club's Director of Fitness.
- Members of the Club are prohibited from conducting personal training and/or physical therapy sessions in the Fitness Center, unless pre-authorized by the Director of Programs or other Club Administration personnel.
- All equipment must be wiped down and/or returned to its proper storage area when a member is finished with use.
- Weight plates must be removed from the bar and returned to the weight rack posts when a member is finished with use. Do not leave weight plates on the floor or leaning against the wall.
- Bench press exercises should not be performed without a spotter.
- To avoid injury to yourself and others, only lift weight that you can safely handle throughout the entirety of your exercise routine.
- Be aware of your surroundings when lifting. Set-up your space with consideration for walkways and the presence of other members.
- Share physical space and strive to create a welcoming environment for others.
 - Avoid offensive language and actions. Follow the Member Code of Conduct.
 - Regard others with respect and avoid offering unsolicited advice.
- Report any broken or damaged equipment to Club staff immediately.
- Report misuse of equipment to Club staff immediately. Avoid reprimanding other members.
- Use of TVs in the Fitness Center is not regulated by Club staff. Be courteous and negotiate respectfully with other members, as needed.

The Gymnasium, Sport Court, and fields have varying schedules. Please refer to our monthly Program Calendar for all Open Gym and Fitness sessions, available for viewing online at www.ludlowbgc.org/schedule/program_schedule/. Physical prints can be found in the front lobby at the Club.

Sport Court rules are posted on the fence of the large court. The schedule for Sport Court is available for viewing online at <https://ludlowbgc.org/schedule/sport-court/> and physical prints can be found in the front lobby of the Club. The Sport Court is closed for member use from Thanksgiving break - early Spring.

Aquatics Policies

The Pool schedule for Open/Lap Swim sessions varies and is listed in the monthly Program Calendar, available for viewing online at www.ludlowbgc.org/schedule/program_schedule/. Physical prints can be found in the front lobby at the Club.

Age limitations and policies apply to member and non-member swimmers.

- All youth under the age of 13 MUST be swim tested prior to swimming. Results will remain on file for 1 year and swimmers can retake the swim test as frequently as every 30 days, if desired. There are two outcomes of the swim test:
 - Green band = swimmer has access to entire pool
 - Red Band = swimmer must wear a coast-guard certified life jacket (available for use) and must be accompanied by parent or guardian IN the pool
- All youth under 13 MUST be accompanied by a parent or guardian in the pool area.

In addition to operating hours and age limitations, the following rules apply to all Pool use.

- All swimmers must obey lifeguards at all times.
- The Club pool closes during lightning, thunder, and violent storms.
- Lap swimming is not permitted in the open swim area. If there are more lap swimmers than lap lanes, swimmers will be asked to share a lane ("circle swim").
- No diving from the shallow end (below 5 ft.). Jumping into the pool is only permitted from the area in between the white blocks at the deep end. Blocks are not to be used by members at any time.
- No running. No pushing, shoving, or rough play.
- No hanging on or blocking the stairways or lane lines.
- No glassware allowed anywhere, at any time in the pool area.
- Non-swimming apparel is prohibited in the pool, including street shoes and cotton t-shirts.
- Goggles with an enclosed nose piece are not permitted at any time.
- Any Club equipment used by patrons must be properly put back at the end of their swim.

Locker Room Policies

- Per the Ludlow Board of Health, all swimmers should take a cleansing shower before entering the pool.
- Locker rooms are only accessible for members during Open/Lap Swim, when a lifeguard is on duty to monitor pool access and ensure safety.
- Members should use the locker room (men's or women's) that most closely aligns with their gender-identity.
- Family and single-stall restrooms are available in the back hall for member use.
- Adults are prohibited from using the locker rooms during any Club Youth program.
- Emergency exits must remain clear and are not for regular use.

Membership Terms & Conditions

I acknowledge the following for myself and on behalf of any/all household members named to this membership, in my legal capacity as primary household member and/or parent/guardian of minors:

- I hereby purchase a membership from the Ludlow Community Center Randall Boys & Girls Club ("the Club") on the terms and conditions set forth herein and promise to pay for such membership in accordance with the terms set forth. This Membership is personal to Member(s) registered and may not be assigned, transferred, or cancelled, except as noted herein. The membership price includes processing, orientation, and use of facility programs areas set forth by the chosen membership. Membership is subject to such reasonable rules and regulations, including hours and days of operation, as may be established and amended from time to time by the Club administration. Change notices shall be provided online at www.ludlowbgc.org; The Club shall not be required to notify members of changes in any other way.
- The Club reserves the right to change the amount of dues and charges payable hereunder at any time after the end of the contract term stated on this contract. The Club reserves the right at any time to close our facilities or alter the hours of operation, and the right to add, eliminate, or amend the cost of any program, activity, class, or service at The Club's sole discretion.
- As a member of the Club, I understand that I will be responsible for adhering to all facility rules and regulations, including but not limited to posted rules, verbal notices, and the Club's Code of Conduct, which can be found online or provided by the Membership team upon request. Failure to adhere to Club rules and regulations will result in disciplinary action, up to termination of membership.
- I agree to pay an extra charge arising from any careless use of equipment resulting in damage to the equipment or the Club as the result of my actions. The Club shall not be liable to Member or Member's guest or invitees for any personal property that is damaged, lost, or stolen while on or around The Club's premises including, but not limited to, a vehicle or its contents or any property left in a locker.
- I agree not to market, sell, or distribute any products, plans, service, or sales brochure, or any other material or thing to anyone at the Club.
- Tobacco, alcoholic beverages, and drugs are not permitted on the premises. Food is not permitted in the Fitness Center, pool area, or gymnasium. Children under 13 years old are not permitted in the Fitness Center at any time.
- I acknowledge that this contract constitutes my entire agreement and understanding is evidence of my obligation and not payment thereof. The Club makes no warranties and no representations, expressed or implied, other than those set forth herein, and as to those the member's sole and exclusive remedy in the event of breach shall be cancellation of this agreement. In no event shall the Club be liable for consequential damages. If any portion of this agreement shall be held unenforceable, such portion shall be disregarded and the remainder shall remain in full force and effect.
- Membership in the Club constitutes only a license to the Club facility as herein stated and confers no ownership or property interest in the Club or any of its facilities. The Club reserves the right to revoke membership at any time.

Waiver of Liability

PARTICIPANT WAIVER RELEASE, INDEMNIFICATION OF ALL CLAIMS, & COVENANT NOT TO SUE

Assumption of Risk

I, on behalf of myself and any/all household participants named to my membership and/or in my legal capacity as parent/guardian of minor(s), declare that the I/we intends to use some or all of the activities, facilities, and services offered by the Ludlow Community Center/Randall Boys & Girls Club ("the Club"). I understand that each person has a different capacity for participating in such activities or programs. I am aware that many of the fitness/aquatics activities are self-directed and I assume full responsibility during and after my/minor's participation.

I further understand that personnel, who may not be licensed or certified, may conduct certain activities or programs. I accept the fact that the skills and competencies of some employees or volunteers will vary according to their experience and that no claim is made to offer assessment or treatment of any mental or physical disease or condition by those who are not certified or licensed to provide such professional services.

I agree and represent that all physical exercises and recreational use of the Club facilities, programs, and services and the use of the Club facilities, programs, and services for treatment, therapy, or other purposes recommended by outside health professionals are undertaken by me and/or Minor at my/our sole risk, and that I/we are in good physical condition to make such use of the Club's facilities, programs, and services. In case of any accident or injury, I agree to allow myself/minor to be examined at my sole expense by a licensed physician who shall report to the Club and myself in writing.

I acknowledge and have discussed with any/all minors, the obligation to immediately inform the nearest supervising employee of any pain, discomfort, fatigue, or other symptom they may experience during or after participation. I understand that I/they may stop or delay participation in any activity or program if so desired and may also be requested to stop participation by a supervising employee who observes any symptoms of distress or abnormal response. I voluntarily, for myself and/or minor, accept and assume full responsibility for these risks, as well as any and all other risks of the use of Facilities and participation in Programs. I agree that I have full knowledge of the nature and extent of all such risks and am not relying on all such risks being described in this document.

Waiver, Release, Indemnification & Covenant Not to Sue

In consideration of my and/or minor's use of Facilities and participation in Programs I, in my legal capacity as parent/guardian of Minor, agree on behalf of myself and Minor that the Club, its officers, directors, agents, employees, volunteers, insurers and representatives ("Releasees") will not be liable for any personal injury, property damage, disability, death, sickness, or disease incurred by Minor, however occurring including, but not limited to, the negligence of Releasees. I understand that Minor and I will be solely responsible for any loss or damage, including personal injury, property damage, disability, death, sickness, or disease sustained from the use of Facilities and participation in Programs.

I further acknowledge and agree that any use of the Club's facilities, services, equipment and premises ("Facilities") and any participation in the Club's programs and activities ("Programs") comes with inherent risks including, but in no way limited to: (1) moderate and severe personal injury, (2) property damage, (3) disability, (4) death, and (5) sickness or disease including, without limitation, COVID-19.

I further agree, in my legal capacity as the parent/guardian of minor, on behalf of the minor, myself, and any and all legal successors and proxies, to release and **HEREBY DO RELEASE, WAIVE AND COVENANT NOT TO SUE** Releasees from any causes of action, claims, suits, liabilities or demands of any nature whatsoever including, but in no way limited to, claims of negligence, which minor, myself, and any and all legal successors and proxies may have, now or in the future, against Releasees on account of personal injury, property damage, disability, death, sickness, disease or accident of any kind, arising out of or in any way related to the use of Facilities or participation in Programs, whether that participation is supervised or unsupervised, however the injury or damage occurs, including, but not limited to, the negligence of Releasees.

In further consideration of the use of Facilities and participation in Programs, I, in my legal capacity as parent/guardian of Minor, agree on behalf of myself and Minor to **INDEMNIFY AND HOLD HARMLESS** Releasees from any and all causes of action, claims, demands, losses, suits, liabilities or costs of any nature whatsoever, including claims of negligence, arising out of or in any way related to the use of Facilities and participation in Programs.

Payment Policies

Membership fees are payable in full at the time of registration or by automatic monthly withdrawal from a debit/credit card or checking/savings account, in addition to applicable registration fees.

- \$50 registration fee for all new members. Registration fee will be automatically applied in-house. Online registration will generate the fee separately, to be withdrawn within 48 hours of registration from the default payment method on file.
- The first month's payment will be paid at the time of registration.
- Member will be charged monthly on the 1st of each calendar month for the duration of membership, unless the member has opted to pay in full for the year.

Successful registration is dependent on all household accounts being in good standing with the Club. If there is an outstanding balance, registration may not be valid. Please contact the Club with any questions or concerns.

Cancellation Policy:

ANY and ALL requests for membership cancellation must be submitted in writing to the Club.

First Thirty (30) Days of Registration:

Membership may be cancelled with no questions asked. Members paid through for the year will receive a refund for the remainder of their membership dues minus the first month. Payment processing for automatic monthly payments will cease upon receipt of termination letter.

After the First Thirty (30) Days of Registration:

Memberships cancelled for non-medical or non-military reasons will be subject to a cancellation fee equal to one month's membership dues. Members must provide 30 days' notice of cancellation, at which time, the fee will be applied. Membership will remain active for the 30-day period following notice of intent to cancel.

After the one-year commitment period, the Club member data system will automatically terminate membership. Entry to the Club with an outstanding membership balance is prohibited. There is a ninety (90) day grace period, during which an individual can renew their membership without penalty. Beyond ninety (90) days from expiration, the individual will be required to complete a new registration for membership and the \$50 registration fee is applicable.

Freeze Policy:

Members may request to extend ("freeze") their membership due to physical/medical, military circumstances, or prolonged travel. Members must formally request an extension in writing, which will be subject to administrative approval.

- Physical/medical extension requests must include a signed physician's order stating physical or medical disability/inability to receive Club services for a period in excess of one month. Order must include date of incapacitation and projected date of return. No requests may exceed 6-months.
- Military personnel must provide proof of military activation prior to their leave. No requests may exceed 12-months.
- Travel freeze requests must be submitted at least two weeks prior to freeze period and should be made in one-month increments. Members can request one freeze period per year and freeze may not exceed 3 months. Additional requests will not be honored under this policy.

Abandonment Policy:

If at any time, a member does not adhere to the Club payment policy and/or fails to make consecutive monthly payments, the member will be contacted by the Club to remedy the outstanding balance.

- 1st Notice: in-person or email notification of outstanding balance by Membership team
- 2nd Notice: 4 days following 1st notice, phone/in-person notification of outstanding balance by Membership team
- 3rd Notice: 1-week following 2nd notice, notice of termination

If a member fails to acknowledge outstanding balance notices and/or does not make progress towards resolution, the membership account will be terminated. Outstanding balance will then be deferred to an outside agency for collections. Renewal of membership thereafter will be subject to the \$50 registration fee plus any outstanding balance.

Refunds:

- There are no refunds or credits for missed time due to member absences and no substitution of days.
- Should the Club be ordered to close by government officials at any time, members will be required to meet their financial commitment for up to two weeks of closure, in order for the Club to meet its financial obligations. After that time, no further charges will be incurred until the Club reopens.
- The Club will do its diligence to plan for and notify members of maintenance closures in advance. In the event of a full- or partial-facility closure due to unexpected maintenance or emergency, the Club will not be required to provide reimbursement or membership extension

I agree to make payment in full or agree to automatic monthly payments for my selected membership type for the contracted period of my membership to The Ludlow Community Center/Randall Boys & Girls Club. Automatic payments for membership accounts are withdrawn monthly, coinciding with the day of registration. Account holder(s) will be charged a fee of \$20 for returned payments.

I understand that my membership rate may increase upon renewal and that I will be notified in writing of any future increases before they occur.

I understand that if I upgrade my membership at any time, my membership rate may increase accordingly.

First-time Registration Fee:

If I use the Club's online system to register for a membership for the first-time, I acknowledge and understand that a one-time registration fee of \$50 will be charged to my default billing method on file. This fee will not be reflected in my online registration payment due to system limitations. Payment for this fee will be processed by the Club, in a separate transaction, within 48 hours of registration.