**Salem Family Aquatic Center
Patron Discipline Policy**

All Salem Family Aquatic Center rules are posted in multiple, visible locations throughout the facility. It is the responsibility of the patron (or the person responsible for the patron) to familiarized themselves with and follow these rules. Facility rules are put in place to make it a safe and fun experience for everyone. *First Offense:*

* The patron will be given a verbal warning asked to sit out of the pool for 15 minutes.
* A Patron Discipline Report is filed and signed by the staff and the on-duty manager.
* The patron is notified of what will happen with another offense.

*Second Offense:*

* The patron is given a verbal warning and must sit out until a parent arrives (or may walk home at parent request) as they are suspended from the facility that day.
* The person will call their parent from the pool phone and notify the parent of why the patron is being disciplined.
* A Patron Discipline Report is completed and signed by both the staff and on-duty manager.
* The person is notified of what will happen with the next offense.

*Third Offense:*

* A verbal warning is given and the patron must sit out until a parent arrives (or may walk home at parent request) as the patron is suspended from the facility for 1 week.
* The person will call a parent from the pool phone and notify the parent of why the patron is being disciplined.
* A Patron Discipline Report is completed and signed by the staff and on-duty manager.

**Any further offences will result in the patron being suspended for the remainder of the pool season. A Patron Discipline Report is completed and signed by both the staff and on-duty manager.**

*\*\*The on-duty manager and/or facility manager reserves the right to move beyond the Second and Third Offense consequences and enforce a season suspension based on the severity of occurrence.

The patron may request admission the following pool season and permission will be at the discretion of the Facility Manager.*

**Refunds are not issued for admission fees or passes due to suspension.**