

FRISCO

ATHLETIC CENTER

Member HANDBOOK



PLAYFRISCO.ORG

972-292-6600

Play
FRISCO





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WELCOME TO THE FAC!

Welcome to the Frisco Athletic Center and thank you for your recent membership purchase! We understand you have many choices when determining where to achieve your fitness and recreational goals. We truly feel privileged that you have chosen to join the FAC.

Our overall goal for the FAC is to offer a comprehensive fitness facility; complete with superior programs, state of the art equipment and excellent customer service at an affordable rate. Please visit our website at www.PlayFrisco.org or our member handbook to learn more about all the facility has to offer you and your family. As a starting point, we have found that most of our members have specific interests in the topics listed below.

GROUP FITNESS & WATER AEROBICS

Our Group Fitness classes are one of the great benefits of membership at the FAC. With more than 70 fitness and water aerobics classes included in your membership offered every week, it will be easy for you to find a class that caters to your health and wellness needs. Click [here](#) to view our current Group Exercise and Water Aerobics schedule.

FUN CLUB & THE ZONE

Want to work out, but don't know what to do with your children? Bring them to the Fun Club or Zone where they will be supervised by a trained and caring staff. This is another FREE benefit included in your family membership to the FAC.

Younger children eight weeks through seven years can play in the Fun Club for up to two hours with dozens of games and toys. They can also participate in arts & crafts as well as educational projects offered each week. For children eight years through 12 years, they can socialize in the Zone and play a game of foosball, billiards, ping pong or challenge a friend to air hockey plus much more. They can even work on their homework if needed.

Click [here](#) to learn more about the Fun Club, or [here](#) to learn about the Zone.

AWARD WINNING PROGRAMS & CLASSES

Did you know that we offered more than 5,000 classes and programs last year? Patrons enjoyed our Learn-To-Swim program, Tae Kwon Do classes, athletic leagues, educational classes, specialty fitness classes and our multi-day camps that are popular with the youngsters during the summer months. Click [here](#) and spend a few minutes looking through our Play Frisco to find a class that sparks an interest in you. As a member, the guide will also be mailed to your home!



PERSONAL TRAINING

Whether you're striving to attain your ideal weight, improve your strength, or train for a marathon, our personal trainers will support you.

Our trainers maintain national certifications through continuing education in order to stay current on health and fitness research and trends. Services are available for ages 13 and up. Click [here](#) to learn more about our personal trainers and our excellent rates.

PARTIES & SPECIAL OCCASIONS

Celebrate your special occasion with a splash at the Frisco Athletic Center! Grab your friends for a race down the water slide and a trip around the lazy river while our party hosts make your birthday, team party or special event memorable and stress-free. Party package includes a dedicated party room or pavilion, drinks, pizzas, paper goods in your choice of color, and 24 admissions to the water park. Party guests of all ages are sure to have a blast and as an FAC member, you'll receive a discount on your party! Click [here](#) to learn more about the best party location in Frisco!

MONTHLY AUTO-DRAFT OPTIONS

While you may have already purchased your membership, please note that we understand your time is valuable. Nobody likes to stand in lines. If you haven't done so already, please consider our monthly auto-draft option. Our Monthly Auto-Draft is quick, easy and will save you from having to renew your membership each month at the front desk! Click [here](#) to learn more.

SPONSORSHIP OPPORTUNITIES

Advertising in the Play Frisco Magazine is an affordable and effective way to instantly expose your product or service to thousands of individuals in our community. A total of 70,000 Play Frisco Magazines are distributed three times a year (Spring, Fall/Winter and Summer). Click [here](#) to learn about these opportunities.

Once again, thank you for joining the FAC. We know that you have many options when it comes to joining a fitness center and we're glad you're here.

To learn more about what we have to offer, please visit our website at www.PlayFrisco.org or give us a call at 972-292-6600, and we'll answer any questions you may have.

We look forward to seeing you soon!

- The Frisco Athletic Center Staff



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HOURS OF OPERATION

GENERAL FACILITY HOURS

Monday – Thursday: 5 a.m. – 10 p.m.

Friday: 5 a.m. - 9 p.m.

Saturday: 6:30 a.m. – *6:30 p.m.

Sunday: 10 a.m. – 6 p.m.

*Facility will stay open until 8 p.m. on Saturdays from Memorial Day – Labor Day.

FUN CLUB HOURS

Monday – Thursday: 8 a.m.– 8 p.m.

Friday & Saturday: 8 a.m. – 4 p.m.

Sunday: Closed

THE ZONE HOURS

Monday – Thursday: 4 p.m. – 9 p.m.*

Friday: Closed*

Saturday: 8 a.m. – 4 p.m.

Sunday: 10 a.m. – 6 p.m.

Sunday is Family Fun Day in The Zone! During this time the area is not supervised, but families are welcome to come in together and challenge each other to a game of pool or foosball. Children under the age of 12 must be accompanied by an adult on Sunday. Adults are not allowed into the Zone without their children.

*The Youth Zone will be open from 8 a.m. to 12:45 p.m. Monday-Friday from Memorial Day – Labor Day.



INDOOR AQUATIC CENTER HOURS

Activity Pool & Warm Water Pool

Monday/Wednesday:	5:00 a.m. – 2:30 p.m.
Tuesday/Thursday:	5:00 a.m. – 8:00 a.m. (Lap Swim Only) 4:45 p.m. – 8:30 p.m.
Friday:	5:00 a.m. – 2:30 p.m. 4:45 p.m. – 8:30 p.m.
Saturday:	6:30 a.m. – 8:00 a.m. (Lap Swim Only) Noon – 6 p.m. (All Pools Open)
Sunday:	Noon – 5 p.m.

Play Pool

Monday/Wednesday/Friday:	10 a.m. – 2:30 p.m.
Tuesday/Thursday/Friday:	4:45 p.m. – 8:30 p.m.
Saturday:	Noon – 6 p.m.
Sunday:	Noon – 5 p.m.

Big Blue (Water Slide) and Current Channel

Tuesday/Thursday/Friday:	4:45 p.m. – 8:30 p.m.
Saturday:	*Noon – 6:00 p.m.
Sunday:	Noon – 5:00 p.m.
<i>*Summer Hours Noon – 7 p.m.</i>	

OUTDOOR AQUATIC CENTER HOURS

The Outdoor Aquatic Center Season is Memorial Day weekend through Labor Day weekend.

Monday - Thursday:	Noon - 7 p.m.
Friday:	Noon - 8 p.m.
Saturday:	11 a.m. - 7 p.m.
Sunday:	10:30 a.m. - 5 p.m.

Please check PlayFrisco.org for a complete schedule.



FEATURES AND ELEMENTS

The Frisco Athletic Center is 160,000 square feet of pure “Family Fun!” The facility was purposely designed to offer a wide variety of activities for the enjoyment and satisfaction of every member of the family.

FIRST FLOOR FEATURES

GYMNASIUMS – a great area for any sports enthusiast, it includes two full-size gymnasiums primarily used for basketball and volleyball. Basketballs and volleyballs are available to check out at the front desk with your membership card or other form of identification.

Gymnasium Policies

- Members and guests under the age of 12 must have adult supervision at all times.
 - Proper attire, including shirts, shorts and non-marking gym shoes must be worn at all times. Bare feet, flip-flops, sandals, dress shoes, etc. are prohibited.
 - Dunking and hanging on the rims, nets and backboards is prohibited.
 - Kicking or throwing balls against the walls, doors or windows is prohibited
 - No food is allowed in the gym. Drinks are allowed in plastic containers only.
 - Profanity or vulgar language is not allowed.
 - The FAC is not responsible for lost or stolen items.
 - Organized practices are not allowed in the gymnasium without prior approval by the FAC staff.
-

RACQUETBALL COURTS - The Frisco Athletic Center has two racquetball courts located just off the gymnasiums. Court One is able to be reserved and Court Two is an open/challenge court. Frisco Athletic Center leagues, tournaments and scheduled programs have priority. Racquets and racquetballs are available for check-out at the front desk with your membership card or other form of identification.

Racquetball Policies

- Proper attire, including shirts, shorts and non-marking gym or court shoes are required.
- Protective eye wear is strongly recommended.
- Court etiquette should be adhered to at all times.
- When your court time is up, please leave the court as soon as the next players arrive.
- Children under age 12 must be accompanied by a playing adult.
- No food is allowed in the gym. Drinks are allowed in plastic containers only.
- Private instruction for personal gain is not allowed.
- Racquet wrist straps must be worn at all times.
- Personal racquets must be equipped with racquet guards. This notwithstanding, players should refrain from striking the walls and floor surfaces.



Challenge Court

A challenge match is won by winning two games. The first two games of a match are played to 15 points. If needed, a tiebreaker game is played to 11 points. The winner of a challenge match may play a second challenge match, but must leave the court, win or lose, after the second match. A challenger must place his or her name on the Challenge Court sign-up board to be eligible for a challenge match. If a waiting player is not present at the end of a match, he will lose his place to the following player or players.

Reservation Process

- You must have a current paid membership to make a racquetball reservation.
- Phone reservations can be made up to 48 hours in advance online at PlayFrisco.org or by calling 972-292-6600. Reservations can be made during regular facility operating hours. Voicemail reservation requests will not be accepted.
- Members participating in the same reservation may not make consecutive reservations.
- Reservations are available for one hour, on the hour. Reservations are given a ten-minute grace period before the court is released.
- Cancellations should be made at least six hours in advance.
- Two no-shows may result in the loss of future reservation privileges.

THE LONESTAR ROOM – this classroom holds many of our recreation classes and camps.

FUN CLUB – This 5,000 square foot room is designed especially for infants and children ages eight weeks through seven years. This area is filled with toys, games, activities and lots of fun! Parents can drop off their children for up to two hours once a day and enjoy a workout or participate in a program or class in the facility. The Fun Club includes an infant room, toddler room, pre-k room and a child room. Parents must remain in the facility at all times. Reservations are not required but highly recommended for use of the Fun Club.

Fun Club Policies

- Parents or legal guardians with an active family membership can make Fun Club reservations up to 50 hours in advance by stopping by the Front Desk/Customer Service Window, calling 972-292-6600, or making a reservation online.
- Parents, legal guardians, and their dependents without an active family membership may utilize the Fun Club with the purchase of an individual day/guest pass. Toddlers (under age 2) do not need an individual day/guest pass to utilize the Fun Club.
- Reservations can only be made during regular Frisco Athletic Center operating hours. No voicemail reservations will be accepted.
- Children ages 8 weeks through 7 years are welcome to visit the Fun Club once a day for a maximum of two hours. The time limit of two hours is strictly enforced.
- The same person who signed the child in must sign the child out. No exceptions.



- It is required for anyone utilizing the Fun Club to have a photo ID (membership card or driver's license) for check-in which will be returned when child is picked up.
- Parents must remain within the Frisco Athletic Center at all times while their child is in the Fun Club. No exceptions. We do allow members to utilize the outdoor waterpark and the outdoor track, but they must provide their cell phone number to Fun Club staff. Parents caught leaving the FAC will have their privileges revoked for a minimum of 30 days.
- As an hourly child care operation, food, drinks and snacks are not allowed. Parents of infants can feed their child in the Fun Club if needed. Staff will not feed children.
- Please change your child prior to checking him/her into the Fun Club. If your child needs a diaper change the parent will be paged. Staff will not change diapers.
- Please inform staff if your child is potty training. Any child that is potty training and has more than 3 accidents in the room, will be asked to wear a pull-up.
- Please make sure that any personal belongings are clearly marked with the child's name. We ask that pacifiers be attached to the child's clothing or car seat.
- Any toys brought from home are solely the child's responsibility. Staff is not responsible for lost, stolen or broken items.
- Medication will not be allowed or administered by staff.
- As a health standard and courtesy to others, parents are expected to adhere to the Sick Child Policy.

Reservation Process

- Fun Club reservations can be made in-person, via phone, or online up to 72 hours in advance. Please refer to Reservation Process for assistance in making online reservations.
- Same day reservations are not allowed. Same day childcare is subject to availability. Availability is dependent upon staff to child ratios.
- Reservations may be made in hour increments (ex: 8 a.m. – 9 a.m.) for up to two consecutive hours.
- When making a reservation, members will be asked for the name and age of the child(ren), the desired date and the arrival/departure time of the visit.
- Same day reservations are permitted online or by calling the FAC. Walk-ins are permitted; however, space is not guaranteed and will only be accepted when ratios allow. Any available openings will be offered on a first-come, first-served basis.
- Members are required to call in all cancellations in order to allow the Fun Club to accept other children. If a member is more than 20 minutes late, the reservation will be cancelled and given to the next member as needed. Coming in later than the reserved time does not automatically allow for a longer stay. Members must pick up at their scheduled time.

Sick Child Policy

Please do not bring your child to the Fun Club if:

- Child has a fever of 99 or higher.
- Child has vomited within the past 24 hours.
- Child has had a watery stool in the past 24 hours.
- Child has an undiagnosed rash.
- Child has a sore throat and/or swollen glands causing difficulty in swallowing.
- Child has a constant cough.
- Child has symptoms of a possible communicable disease (usually sniffles, red eyes, sore throat, headache, abdominal pain, fever, and/or skin spots or patches).



If staff observes any of these symptoms during the child's visit, the parents will be asked to remove the child.

Potential Parental Notifications

A parent's stay at the Frisco Athletic Center may be interrupted for the following reasons:

- A child is in need of a diaper change.
- A child is crying for more than 10 minutes.
- A stay that exceeds the two hour time limit.
- Staff feels the child is sick.
- A child is not following instructions from staff.

Potential Penalties for Fun Club Abuse

- Future Fun Club privileges may be revoked if the child remains in the Fun Club for more than two hours or if the child remains in the Fun Club after closing.
- Members with chronic short-notice cancellations and no-shows may have future reservation privileges revoked.
- Future Fun Club privileges may be revoked if the child is not following directions or is consistently causing harm to other children/staff.

Please Note:

Staff will page the parent or guardian twice. If no response, they will walk around with the parent's name on a white board and if the parent cannot be located, staff will try calling the parent's cell phone number. The Frisco Police Department may be notified if the parent leaves the premises.

THE ZONE – great entertainment for youth ages eight to 12 years, this room is furnished with two pool tables, a foosball table, TV, a Wii game system and a lounge area

The Zone Policies

- Monday through Thursday and Saturday, the Zone is a fun, supervised area for kids ages 8 – 12 years. This room is filled with two foosball tables, a pool table, ping-pong, air hockey, a TV, Wii video game system and lounge area.

Family Fun Day on Sunday!

- Sunday is Family Fun Day in The Zone. During this time the area is not supervised; however, families are welcome to come in together and challenge each other to a game of pool or foosball. Children under the age of 12 must be accompanied by an adult and adults must be accompanied by a child.

General Rules

- Parents, legal guardians, and their dependents with an active family membership may utilize the Youth Zone.
- Parents, legal guardians, and their dependents without an active family membership may utilize the Fun Club with the purchase of an individual day/guest pass.
- The Youth Zone is for children ages 8-12 years old only.
- On Sundays, all family members are welcome for Family Fun Day. Children under the age of 12 must be accompanied by an adult and all adults must be accompanied by a child.



- Parents of children 8 – 12 years of age must remain within the Frisco Athletic Center at all times while their child is in the Zone. Parents caught leaving the FAC will have their privileges revoked for a minimum of 30 days.
- The same person who signed the child in must sign the child out. No exceptions.
- Medication will not be administered by staff.
- As a health standard and courtesy to others, parents are expected to adhere to the Sick Child Policy.

Zone Check-In/Check-Out:

- Parents are required to provide their driver license or Frisco Athletic Center ID to check their children into the Youth Zone. The same parent will be required to check their children out of The Zone. Staff will not hold keys, purses or other personal items.

Potential Penalties for Youth Zone Abuse:

- The Frisco Police Department may be notified if the parent leaves the premises.
- Future privileges may be revoked.
- Future privileges may be revoked if the child causes severe interruptions or is disobedient.

Potential Parental Notifications:

A parent's stay at the Frisco Athletic Center may be interrupted for the following reasons:

- A child is crying for more than 10 minutes.
- A child is not following instructions from staff
- Staff feels the child is sick.
- Staff feels the child is in need of a parent.

Sick Policy

Please do not bring your child to The Zone if:

- Child has a fever of 99 degrees or higher.
- Child has vomited within the past 24 hours.
- Child has had a watery stool in the past 24 hours.
- Child has a rash not associated with diapers.
- Child has a sore throat and/or swollen glands causing difficulty in swallowing.
- Child has a constant cough.
- Child has symptoms of a possible communicable disease (usually sniffles, red eyes, sore throat, headache, abdominal pain, fever, and/or skin spots, bumps, or patches).

If staff observes any of these symptoms during the child's visit, the parent will be asked to remove the child. If the child is without any of these symptoms but still seems ill, the parent will be asked to remove the child.

LOCKER ROOMS - Our large modern Men's and Women's Locker Rooms offer plenty of space and include a lounge area and TV's.

Locker Rooms & Family Changing Suites Policies

- Children of the opposite gender over the age of 2 are not permitted in the Men's and Women's Locker Rooms. Please use the Family Changing Suites.
- Full length lockers are for annual member rental only.



- Half lockers are for day use only.
 - Locks are available for purchase at the front desk for \$5.
 - The City of Frisco is not responsible for lost or stolen items left in lockers or locker rooms.
 - Locks left on day use lockers overnight will be removed, along with items left inside.
 - Cell phone use is not permitted in locker room.
 - No food or drinks are permitted in the locker rooms with the exception of water bottles.
-

FRONT DESK – The welcome center for the entire facility. Our friendly staff will get you scanned in and answer any questions that you may have.

CUSTOMER SERVICE SUITE – Our staff will take care of your membership accounts, class and program registrations, reservations and other general support. If Customer Service is not open then the Front Desk staff can assist you with any of your payments, questions or concerns.



SECOND FLOOR FEATURES

FITNESS FLOOR – Prepare to be amazed! We offer one of the largest fitness floors in the region, totaling 22,000 square feet of dedicated fitness space. This area houses state-of-the-art cardiovascular equipment, machine weights and free weights.

Fitness Floor Policies

- Children under 13 years of age are not allowed on the Fitness Floor.
- Children between 13 and 15 years of age must be accompanied by an actively participating adult. An adult is defined as anyone 18 years or older.
- Towels are mandatory; please wipe down equipment after each use. You are an active participant in keeping our facility clean.
- Collars are mandatory for all barbell lifts.
- Spotters are required for all heavy lifts in the Free Weight area.
- Equipment may not be rearranged or removed.
- Do not bang the weights together or drop them on the floor.
- Weights must be returned to appropriate racks after each use.
- Do not lean weights against equipment, walls or columns.
- Weight belts are not permitted on vinyl or padded equipment.
- Personal gym bags are not permitted in the Fitness Area.
- Food, cups, glass or gum are not allowed. Drinks must be in a spill-proof container.
- Proper attire must be worn at all times. Belts, jeans, clothing with rivets, wallet chains, sandals and open-toed shoes are prohibited.
- Only City of Frisco authorized personnel are allowed to conduct personal training in this facility.
- Limit cardio equipment use to 30 minutes during peak times.
- Report equipment irregularities or malfunctions to a fitness attendant immediately.
- Safe and proper use of equipment is required at all times.
- Staff reserves the right to enforce other rules as necessary to ensure the comfort and safety of our guests.

STUDIOS - Our two aerobic/dance studios stay busy with the group exercise classes and various recreation classes. Each room totals more than 2,000 square feet with the capability of becoming one large space of more than 4,000 square feet.

- **Gold Medal Room** – Named for our Gold Medal Award for ‘Excellence in Park & Recreation Management,’ this large 2,200 square foot multi-purpose room is capable of accommodating a variety of activities including spin class, recreation classes and meetings.



INDOOR AQUATIC CENTER

- **Lap Pool** - The Indoor Aquatic Center features four 25-yard lap lanes for lap swimmers.
- **Play Pool** - This area is designed to provide endless hours of enjoyment for small children. The Play Pool features a play structure with two small water slides and interactive spray features.
- **Activity Pool** - This large pool is designed to accommodate aquatic classes and open swim.
- **'Big Blue'** - Get ready to get wet! 'Big Blue' is our large, free-standing water slide. It's a great ride with lots of twists and turns. Individuals must be 48" tall to ride.
- **Current Channel & Vortex** - This element features a meandering body of water with a flowing motion. It's great for relaxing or a resistance workout.
- **Warm Water Pool** - The warmer water temperatures in this pool make it an ideal area for open swim, water aerobics and Learn to Swim classes.
- **Wet Classrooms** - These two convertible classrooms are a perfect spot for hosting birthday parties and recreation classes.

OUTDOOR AQUATIC CENTER

- **The Pipeline** - This is an enclosed, fast moving slide, so hold on for a thrill-filled ride. Individuals must be 48" tall to ride.
- **The Green Gusher** - The second of our outdoor slides, this slide has an open flume and stands ready to take you on an exciting ride. Individuals must be 48" tall to ride.
- **The Lagoon** - This large body of water is designed for relaxation and fun.
- **The Squirt Station** - Young children will never want to leave this area. This large interactive play structure is especially designed for young children with two water slides and multiple spray features. Also found in this area is a large water tower we call the 'Gully Washer.' When the whistle blows, this element will dump its fill and drench all those standing underneath it.
- **The Preston Plunge** – Climb the stairs to the 45-foot platform and take a wild ride head first on this swift mat racer slide. Must be 42 inches to ride
- **The Fort** – Have a blast on the multi-level, interactive water playground with three slides and more than 85 spray features. Look up. The giant dump bucket might tip any minute! Children under 6 must have adult supervision.
- **The Lazy River** – Need a little calm after hitting our slides? Grab one of our inner tubes and take a relaxing float down our meandering river.
- **Pavilions** - Our four outdoor pavilions are a perfect spot to take a break from the sun or host a birthday party



Aquatic Center Policies

Our mission is to apply Proactive Safety Measures to protect our customers, staff and equipment and provide an enjoyable experience for everyone. Management reserves the right to refuse admittance and/or remove anyone from the premises who fails to comply with the rules set forth by the City of Frisco.

Indoor Aquatic Center General Rules

- Have Fun!
- Adult/guardians must be at least 18 years of age.
- Adult/guardians of children age 6 and under must be wearing a bathing suit and actively participating with their children in the pool at all times.
- Adult/guardians of children age 7 – 9 must remain in the Indoor Aquatic Center at all times.
- All swimmers are required to take a cleansing shower before entering the pool.
- Properly maintained swimsuits only. Denim, cut-off shorts, spandex, etc. are not allowed.
- Swim diapers are required for young children. Regular diapers are prohibited in the pool. Contact a staff member if your child needs a swim diaper.
- Anyone having open cuts, wounds, etc. is not permitted in the pool.
- U.S. Coast Guard approved flotation devices only. The stamp must be clearly visible.
- Food is prohibited in the Indoor Aquatic Center including gum and candy. No glass containers.
- No running, diving, flips or horseplay of any kind.
- Swim toys, snorkels, fins, noodles or water wings are not allowed. Masks cannot cover the nose.
- Pets or animals are not allowed in the pool area.
- Use of cameras and/or video recording devices must have prior approval by management.
- The City of Frisco is not responsible for lost or stolen items.
- Staff reserves the right to enforce other rules as necessary to ensure the safety of our members and guests.

'Big Blue' Water Slide

For your protection, this slide is not recommended for guests with physical limitations imposed by conditions such as: recent surgery or illness, pregnancy, back, neck, bone, or other injury, high blood pressure, heart conditions, extreme obesity, as well as other conditions. Riders must report any injuries prior to leaving the premises. Failure to follow all the rules for this slide can result in serious injury to yourself or others.

- Have Fun!
- Sliders must be at least 48 inches tall and weigh less than 250 lbs.
- Please follow lifeguard instructions. Riders must wait for the attendant start signal before beginning the ride.
- Ride on your back with your feet first. Cross your arms on your chest and cross your ankles.
- No exposed metal, belts or hard objects of any kind.



- No loose jewelry, glasses, goggles, sun glasses, belts, shoes, t-shirts, jeans or clothing with rivets on the pockets, etc.
- No kickboards, lifejackets, tubes or floatation devices of any kind on the water slides.
- One person at a time on the platform while waiting to ride the slide.
- Multiple riders are not allowed. Parents cannot ride with children in their lap. Do not form chains.
- No spinning, running, kneeling, rotating, tumbling, stopping or standing inside the flume.
- No diving from the flume.
- Hands must remain inside the flume.
- Sliders must exit the slide area immediately after completion of ride.
- No horseplay on the stairs, platform or while riding down the slide.
- Staff reserves the right to enforce other rules as necessary.

Outdoor Aquatic Center General Rules

- Have Fun!
- Adult/guardians must be at least 18 years of age.
- Adult/guardians of children age 6 and under must be wearing a bathing suit and actively participating in the water with their children at all times.
- Adult/guardians of children under age 10 must remain in the pool area at all times.
- All swimmers are required to take a cleansing shower before entering the pool.
- Properly maintained swimsuits only. Denim, cut-off shorts, spandex, etc. is not allowed.
- Swim diapers are required for young children. Regular diapers are prohibited in the pool. Contact a staff member if your child needs a swim diaper.
- Do not change children on deck. Please use provided family changing rooms.
- Anyone having an open cut, wound, etc. is not permitted in the pool.
- Only U.S. Coast Guard approved lifejackets are permitted, the stamp must be clearly visible. No water wings, noodles or other floatation devices are allowed.
- Only City of Frisco issued inner tubes are permitted to be used on the Lazy River.
- Riders of the river must always go with the current.
- Inner tubes from the river are not allowed in the Lagoon Pool.
- Slide riders must be at least 48 inches tall and weigh less than 250 lbs.
- Slide riders must wait for the lifeguard signal before beginning the ride.
- Only one person on each slide at a time.
- Do not spray the lifeguards with the hoses and water cannons.
- Food and non-alcoholic drinks are allowed. No glass containers.
- Coolers are allowed, but may be searched to ensure compliance with facility policies.
- No running, diving, flips or horseplay of any kind.



- Swim toys, snorkels or fins are prohibited. Masks cannot cover the nose.
- Use of cameras and/or video recording devices must have prior approval by management.
- The City of Frisco is not responsible for lost or stolen items.
- Pets or animals are not allowed in the pool area.
- Staff reserves the right to enforce other rules as necessary to ensure the safety and comfort of our members and guests.
- Contact management for a complete list of pool rules.



MEMBERSHIP INFORMATION

PASS HOLDER BENEFITS

- No initiation fees!
- No long-term contracts!
- No negotiations with a sales person!

A membership to the Frisco Athletic Center gives you access to all the fitness and water fun that your family can imagine! Pass holders receive access to all the fitness and recreation elements within in the facility including the 22,000 square foot fitness and cardio area, over 60 group exercise classes, The Zone, childcare in the Fun Club, two basketball courts, two racquetball courts, spacious locker rooms and family changing suites and our Indoor and Outdoor Aquatic Centers.

MEMBERSHIP TYPES

- **Youth** – A youth is defined as an individual 2 – 17 years of age.
- **Adult** – An adult is defined as an individual 18 years of age or older.
- **Senior** – A Senior Adult is defined as an individual 60 years of age or older.
- **Family** - A family is considered all those members living at the same address. Individuals must be able to show proof of permanent residency at that address.

RESIDENCY

Residency for membership at the Frisco Athletic Center is determined by your physical address within the City of Frisco limits. Those individuals living outside Frisco city limits, but whose children attend Frisco schools are considered non-residents.

Proof of residency for all members 18 years of age and older must be shown at the time of registration and before receiving a photo ID. A current driver license, utility bill or an auto insurance card may all be used to show proof of residency.



MEMBERSHIP RATES

Daily/Guest Pass

Non-Summer:

- Youth \$8
- Adult \$10

Summer:

- Youth \$10
- Adult \$12

Resident Rates

	Auto Draft Monthly	30 Day Monthly	Annual
Youth	\$30	\$35	\$300
Senior	\$30	\$35	\$300
Senior Couple	\$56	\$61	\$560
Adult	\$40	\$45	\$400
Family	\$65	\$70	\$650

Non-Resident Rates

	Auto Draft Monthly	30 Day Monthly	Annual
Youth	\$45	\$53	\$450
Senior	\$45	\$53	\$450
Senior Couple	\$84	\$89	\$840
Adult	\$60	\$68	\$600
Family	\$98	\$105	\$980

PAYMENT OPTIONS

Memberships may be purchased on a month-to-month, monthly auto-draft, or annual basis. All memberships must be paid in full at the time of registration.

Monthly memberships are good for 30 days from the purchase date and can be renewed at the end of the 30 days when the pass has expired. There is no penalty for those who choose not to renew their monthly membership after the 30 days. Credit card numbers are not kept on file, so pass holders must renew their monthly passes in person unless they have elected for Auto-Draft. Membership cards will be issued when the initial membership is purchased. There is a \$5 fee for all replacement cards.



REFUND POLICY/MEMBERSHIP CANCELLATION

Monthly Memberships - Monthly memberships are **non-refundable**.

Annual Membership Passes - 30-Day Opt-Out Period

Annual Pass Holders have 30 days from the date of purchase to request an Annual Membership refund without incurring a withdrawal fee. One month, based on the monthly membership rate, will be deducted from the amount originally paid.

Annual Membership Refund Policy-

Active Annual Membership Passes may be refunded at a prorated amount, based on the number of months that have elapsed since the membership was purchased, and calculated at the monthly membership rate. An administrative processing fee of \$25 will be assessed on all annual membership refunds after the initial 30 days. No refunds will be given on expired annual memberships, or for unused time passed in the membership period prior to the date the refund request is received. Payments made by credit card must be refunded to the same card type. If the original payment was made by cash or check, you will receive a refund check in 4-6 weeks. No cash refunds will be given.

Annual Membership Flex-Freeze Option -Monthly Memberships are **not** eligible for this option.

Active Annual Memberships can only be frozen one (1) time during the original 12-month purchase period for a minimum of 4 weeks and a maximum of 6 months. There is a \$10 fee assessed per month for each month the freeze is in effect. This fee must be paid at the time the freeze is removed and the pass is extended for the freeze period. Extensions will not be given for expired annual memberships or unused time passed in the membership period prior to the date the freeze request is received. There are no refunds given on memberships once frozen, and no refunds on the membership extension period resulting from the freeze. In the case of a Family Membership, the entire family will be frozen.

Auto-Draft Membership Cancellation

Auto-Draft payments are **non-refundable**. In order to cancel an Auto-Draft Membership, the primary account holder must submit an Auto-Draft Cancellation Form either online or in person at the FAC. If the written request is received five days prior to your billing date, your credit card will not be charged again and the membership will be terminated. If the cancellation request is submitted after your card has been billed, your account will be active for the next 30 days. Monies paid in advance toward an Auto-Draft membership are not refundable, including payments processed in advance for renewal for the subsequent 30 days.

Membership Refund/Cancellation/Freeze Requests must be submitted using the applicable form which can be found online at PlayFrisco.org. Cancellations cannot be accepted without the appropriate completed, signed form.

Returned Checks – A \$35 processing fee will be assessed for all returned checks.

3 Strike Policy - All members are required to have a valid FAC ID card present when checking into the facility. Members will only be allowed entrance into the facility 3 times without their card, with each entrance allowed incurring a “strike.” On the 4th occurrence, a new ID card must be purchased for \$5 before entrance to the facility will be granted.



MILITARY DISCOUNTS

RETIRED & VETERAN MILITARY PERSONNEL – The FAC’s residency policy will remain in effect for all memberships.

- This discount is intended for the Retired/Veteran Military personnel only, dependents or spouses who do not reside with the Retired/Veteran Military personnel are not eligible.
- Adult memberships are available to Retired/Veteran Military personnel only, not their spouses or children.
- Retired/Veteran Military personnel will be eligible to purchase a monthly or annual Family or Adult membership at a 20% discount.
- All members on the Family account must live in the same household as the Retired/Veteran Military personnel and anyone 18 years of age or over will be required to show proof residency per our policy.
- A refund will not be issued if the family holds a current Family Membership. Once their current membership expires they can sign up for the discounted membership.
- The Retired/Veteran Military discount cannot be combined with any other offer.

ACTIVE LEAVE MILITARY PERSONNEL - Military personnel who have been granted Active Leave will be eligible to receive a complimentary Adult or Family Membership to the FAC. The duration of the membership will coincide with the length of their leave which is identified on their Leave Papers (i.e. if their Leave Papers indicate a 21-day leave, they will receive a 21-day membership, etc.).

- The FAC’s policy will remain in effect for a Family Membership. All members on the family account must live in the same household.
- A refund will not be issued if the family holds a current Family Membership.
- All military personnel are eligible for this option regardless of residency.

GUEST POLICY

Members are allowed to bring guests to the facility. Guests are required to pay the appropriate daily usage fee of \$8 for youth (ages 2 – 17) and \$10 for adults



SPECTATOR POLICY

The FAC is a controlled access facility. All persons entering the facility must have a current membership, purchase a day pass or participate in a fee-for-service recreation program. The FAC does not allow free access for any persons entering the facility.

LOST AND FOUND

If you have left an item at the facility, please contact the Front Desk. Items turned in of greater value including jewelry, iPods, cell phones, etc., are placed in our safe. For these items please inquire at Customer Service or the Front Desk. If the item has not been turned in to us you can fill out a Missing Items form.

TOWEL SERVICE

The Frisco Athletic Center provides complimentary towel service for use in the Fitness Area only. If you forget to return your towel to the Fitness Desk, drop-off bins are located in the locker rooms and at the Front Desk. Members are required to use towels in the Fitness Area to wipe down equipment after each use. Additionally, disposable sanitizing wipes are available to wipe down equipment. Members and guests need to bring their own towels for personal use, such as post-work out showers and for use in the Aquatic Center.

LOCKER USE AND RENTAL

All of our six-foot, full-length lockers with combination locks are available to those interested in renting their own locker in conjunction with their annual membership. These full-size lockers rent for \$100 per year. Visit the Front Desk or Customer Service area on the first floor for more information. More than 350 of our three-foot, half lockers are available for daily use and you must provide your own lock. Please remember to remove your lock after each use as personal locks left on lockers at closing will be cut off and the contents removed each night. The City of Frisco is not responsible for lost or stolen items.

GROUP EXERCISE CLASSES

Over 60 group exercise class sessions are offered weekly to members at no additional charge. These classes are available on a first-come, first-serve basis. Due to space and equipment limitations, members wishing to participate in our spin classes, select group exercise classes, or water aerobics classes are asked to stop at the Front Desk and pick up a pass for entry into these classes. A current group exercise schedule and a brief description of each class can be found on our website at www.PlayFrisco.org. Classes and times are subject to change at any time. Individuals age 13 - 15 may participate if accompanied by an adult.



RULES AND POLICIES

CODE OF CONDUCT

The following Code of Conduct is applicable to all who visit or participate in center programs, services and activities. As a member, participant, or guest you agree to:

1. Understand that the FAC is a controlled access facility. All persons entering the facility must have a membership, day pass or participate in a fee-for-service recreation program.
2. Behave in a courteous and respectful manner towards others. All users are required to conduct themselves in a manner that does not interfere with another person's enjoyment of the facility.
3. Refrain from behavior, dress or language that is abusive, threatening or disruptive to others.
4. Respect personal belongings of others and FAC property. Destruction or defacement of City property including litter is prohibited.
5. Responsibly secure own personal belongings. The FAC is not responsible for lost or stolen items.
6. Act honestly. Sharing membership cards is considered theft of service and falsifying FAC membership forms is considered forgery. It is also your responsibility to notify staff in a timely manner of any address, phone number or household changes.
7. Keep the FAC a drug, alcohol and tobacco-free environment and promptly report all illegal drug, alcohol and tobacco usage immediately.
8. Refrain from photography or video-taping of individuals or images in the facility. Prior department consent is required.
9. Refrain from posting, advertising and private instruction or soliciting individuals in the FAC for personal businesses, services or agencies.
10. Follow all written rules and guidelines as well as verbal directions by staff.

The Frisco Athletic Center staff is authorized to take all necessary steps to enforce this Code of Conduct. Failure to comply with this Code of Conduct may result in the suspension and/or revocation of your center privileges and forfeiture of paid fees.



AGE REQUIREMENTS

General Facility

- Youth age 10 and older may use the Aquatic Centers on their own.
- Youth age 11 and younger must have adult supervision in the facility at all times. *Exception – The Aquatic Centers and the Zone. Parents are required to sign children in and out and remain in the building when utilizing The Zone.
- Youth age 12 and older may be dropped off to use the facility (with the exception of the Fitness Floor).
- Youth 12 – 15 years of age may use the basketball court, racquetball courts and aquatic centers without adult supervision.
- Youth 13 – 15 years of age may use the fitness floor and classrooms with an adult actively participating.
- Youth 16 – 17 years of age can use the facility without adult supervision.

The Zone

- Only Youth 8 – 12 years of age are allowed in The Zone during supervised hours.
- On Sunday, the Zone is not supervised. Families may use The Zone together – children must be accompanied by an adult.

Fun Club

- Youth 8 weeks to 7 years are accepted in the Fun Club.

Racquetball/ Basketball Courts

- Youth age 11 and under must be actively participating with an adult at all times to use the courts.

Fitness Floor

- Youth age 12 and under may not be on the Fitness Floor.
- Youth age 13 – 15 must be actively engaged with a parent.
- Youth age 16 – 17 may use the Fitness Floor by themselves.

Indoor & Outdoor Aquatic Areas

- Youth age 6 and under must have a parent wearing a bathing suit in the water at all times within arm's length. Children age 6 and under must wear a wristband provided by the Aquatic staff for identification.
- Youth age 7 – 9 must have a parent in the Aquatic Center.
- Youth age 10 and over may utilize the Aquatic Center alone.



LIGHTNING POLICY

As a precautionary safety measure, both the Indoor and Outdoor Aquatic Centers will be closed when lightning is present in the area. The pools will re-open when the area has been cleared of lightning for a minimum of 30 minutes.

PHOTOGRAPHY

Use of any camera, video or still photography is specifically prohibited at all times without prior written consent from a Frisco Athletic Center supervisor. The use of cameras, video cameras or digital image cell phones is always prohibited in the locker rooms and family changing suites.

The Frisco Athletic Center allows photographs to be taken under the following conditions:

- During a public or special event.
- For private parties and group rentals.
- By special permission of the facility supervisor.
- With the exception of public or special events, photographs or video are only to include the members and guests in the party.

Photos and video are periodically taken of participants in classes, during special events or at City of Frisco Parks & Recreation facilities. Please be aware that these photos and video footage are for the City of Frisco Parks and Recreation's use only and may be used in the Department's publications, promotions and on the website.

LATEX POLICY

The Frisco Athletic Center is a latex free environment. Latex products of any kind are not allowed in the facility.

SOLICITATION/DISTRIBUTION

Literature may not be distributed nor any solicitation made on the premises without consent from the Parks & Recreation Department Marketing Coordinator.



SERVICES

PERSONAL TRAINING

No matter what your personal goals are, whether it is reaching your ideal weight, training for a marathon, toning or better overall health, the personal trainers at the Frisco Athletic Center will create a program that is right for you. Our staff of certified personal trainers offers a variety of personal training options to suit your unique goals. Individual, couple and group sessions are available. In addition to weight training, our trainers offer optional nutritional guidance to help you on the path to overall better health. A complete list of packages and pricing is available on our website at [PlayFrisco.org](https://www.PlayFrisco.org). All Personal Training clients must maintain an active FAC membership. Personal Training packages may be purchased at Customer Service.

PARTIES AND SPECIAL EVENTS

Celebrate your special occasion with a splash at the Frisco Athletic Center! Grab your friends for a race down the water slide and a trip around the lazy river while our energetic party hosts make your birthday, team party or special event memorable and stress-free. Party package includes a dedicated party room or pavilion, drinks, pizzas and paper goods in your choice of color. Party guests of all ages are sure to have a blast and as an FAC member, you'll receive a discount on your party! Click [here](#) to learn more about the best party location in Frisco!