

FACILITY POLICIES

Updated: June 23, 2011

Our Pledge to our Patrons and Customers

At the J. M. McDonald Sports Complex, we hold customer satisfaction in high regard. We make the following commitments to our patrons and customers:

- You will be treated with respect and courtesy at all times by our team of enthusiastic, skilled and qualified staff.
- We are open to suggestions and comments and we will deal with them fairly and promptly.
- We will do everything in our power to provide you with a clean, safe, and friendly atmosphere for your families to enjoy.
- We will offer a variety of sports activities and programs for the enjoyment of a wide range of our local population.
- Safety is a top priority at the Complex.
- Continuous improvement in our programs, facility and service will be a goal of our staff as we strive for excellence.

If you feel there are ways that we can improve our service to you, please contact any member of our staff.

Behavior

PARENTS OR LEGAL GUARDIANS ARE RESPONSIBLE FOR THEIR CHILDREN'S BEHAVIOR.

The Sports Complex is a zero tolerance facility.

Team coaches, league board members and officials are responsible to ensure that all youth, parents, spectators observe all Sports Complex rules, regulations and policies associated with their program or team. The Skater's Code of Conduct and Assumption of Risk Agreement are in effect for this facility. Details are posted in the Ice Arena.

The Sports Complex reserves the right to expel an individual or team from the complex property, with out refund, for misconduct committed therein.

Actions by spectators, coaches, and/or players may result in: on the field penalties, suspension, or termination of a match or game and possibly forfeiture of the match or game. Any match or game in progress may be suspended and possibly forfeited unless said person leaves the premises (including parking lot and all Complex property). Verbal and/or physical abuse of Complex staff, referees, or volunteers will not be tolerated.

Prohibited Activities/Substances

- NO** Alcohol, Tobacco products or illegal substances are permitted on Complex property.
- Please refrain from bringing outside food or drinks into the Complex. Food and Drink purchases may be made at the concession stand during its operating hours and the various vending machines located in our dining area.
- NO** gum, drink or food is allowed on the playing surfaces. Water and Sports Drinks are the only permitted beverages in the bench areas.
- NO** glass containers in any area of the Complex.
- NO** hanging on safety nets or goals on the turf field.
- NO** wall ball (including pucks).
- Children under age 13 must be accompanied by an adult at all times.
- Passing, throwing, kicking, or hitting of balls and/or pucks are not permitted in the common areas of the building (includes lobby, skate changing area, mezzanine, dining area, meeting rooms, bleachers, perimeter around fields). Sports equipment is only to be used on the fields or ice arena. Equipment will be confiscated and retained.
- Shirts and shoes must be worn at all times.
- Parents and Coaches are responsible for intentional damage of the Complex by players and spectators.
- Pets are not allowed in the building.

Parking

Traffic in the front parking near main entrance is ONE WAY. **Standing or parking in front of the Main Entrance Brick Path is PROHIBITED.** Parking in handicap spaces without proper handicap identification will result in your vehicle being towed at your expense. Please use caution in the parking areas and watch for children. **Parking is at you own risk**

Injuries/Medical Emergencies

Participants must sign a facility waiver form before participating in activities. It is recommended that managers and coaches, at each game, carry medical release forms, blood kits, medical kits and extra uniforms in the event a parent/guardian cannot be reached in an emergency. The Complex reserves the right to seek emergency care for an injured player, including ambulance assistance or hospital care, as may be deemed necessary under the circumstances at the time. **ALL ACCIDENTS MUST BE REPORTED TO COMPLEX STAFF AND AN ACCIDENT FORM MUST BE COMPLETED. Walkers in the Turf Area do so at their own risk.**

Spectator Etiquette

Zero tolerance guidelines are utilized for all spectators, players, coaches and team personnel.

The mezzanine is closed. The mezzanine is reserved for members of the Fitness Gap, CNY MMA and YMCA gymnastics only.

Spectators must watch the games from the designated areas (bleachers, outside turf nets on spectator side only, outside of ice arena boards, mezzanine). Spectators are not permitted in the bench areas or behind the goals in either venue.

Photography and Video Recordings

Photographs and videos are occasionally taken of programs and events at the Sports Complex. These photos are used to promote future programs. If you prefer that you or your child not be included, please contact the main office.

Lost and Found

The Complex is not responsible for lost, stolen, or damaged articles. "Lost & Found" is located in the Skate Rental Shop. Items will be retained for only a short time and then donated to charity.

Locker Rooms

Coaches & Players are responsible to clean up the locker rooms and bench area at the end of their practice or game. Any malfunctions with the facilities should be reported to staff at once.

Bulletin Boards

All poster and information must be approved by the Executive Director before it can be posted. The complex reserves the right to refuse postings of political or inappropriate nature. Bulletin boards are to be used to promote local community events, not for sale of merchandise, products or services.

CONTACT INFORMATION

Phone 607-753-8100, Fax 607-753-8400
4292 Fairgrounds Drive, Cortland, NY 13045
www.jmmcomplex.com