



# ASPEN ICE FACILITIES » POLICIES & DOCUMENTS

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## ICE FACILITY RULES

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Aspen Ice Garden and Lewis Ice Arena staff are empowered to make decisions regarding facility behavior and have the right to refuse service at any time.

Please check in with staff if participating in skating activities.

Children age 8 and under must be accompanied by an adult at all times.

Lobby hockey and/or locker room hockey are prohibited.

Running, horse play, and rough housing are also prohibited.

Items that are causing incidents may be confiscated by staff (water bottles, pucks, balls...etc.).

Ski boots and wheelies are prohibited in the ice arenas.

Skate guards are required in areas other than the skate warm room.

Place all trash in labeled receptacles. Notify staff of any spills or messes that need attention.

TV channel selection and volume will be determined by staff and will be limited to athletic programs.

Please use appropriate locker rooms for dressing.

Operational hours are subject to change. Please see staff for further details.

Please follow the instructions of staff at all times for your own safety.

Please respect the allotted time slots for user groups.

Be respectful and have fun!

## ADA COMPLIANCE

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Our facility is ADA (Americans with Disabilities Act of 1990) compliant to the best of our abilities.

Should you require an additional assistance, please see a staff member.

## **ALCOHOL / SMOKING / DRUG POLICY**

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Consuming alcohol, smoking cigarettes or marijuana, or using illegal drugs is not permitted inside any Aspen Parks or Recreation facility, including the Aspen Recreation Center, the Red Brick Recreation Center, the Aspen Ice Garden, and the Aspen Golf Course.

Per Colorado's Clean Indoor Air Act (2006), smoking is not permitted within a 15-foot radius of the entrance of an establishment.

## **ANIMAL POLICY**

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No animals are allowed inside the ARC, in the yard adjacent to the pool, or on the surrounding fields. No animals are allowed inside the Red Brick Recreation Center. No animals are allowed in the Lewis Ice Arena or the Aspen Ice Garden.

The only exception to this rule is if the animal is a service animal under the ADA law.

Staff reserves the right to ask what task the service animal performs to assist its owner. Staff also reserves the right to ask a service animal to leave the building if the animal is disturbing other patrons or threatening their safety.

## **IT IS A PRIVILEGE TO BE HERE**

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As a patron, it is your privilege to be here and use our facilities. Please conduct yourself accordingly. Staff is here to make sure your experience with us is safe and enjoyable. Staff is here to assist you in every way that we can. Staff is not here for you to abuse.

If you are not conducting yourself in an appropriate manner or are jeopardizing the safety of those around you, staff reserves the right to ask you to leave the facility.

## **KEEP TRACK OF YOUR PERSONAL BELONGINGS**

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It is your responsibility to keep track of your personal belongings. We are not responsible for any lost or stolen items.

At the ARC, we provide rental locks at the front desk for your convenience.

## **OBEY ALL RULES - SAFETY FIRST!**

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The rules in place at our facility are meant to ensure the safety and enjoyment of all patrons who

visit us. It is the staff's job to enforce these rules. By entering our facility, patrons consent to follow our rules.

## **ONLY AUTHORIZED STAFF ALLOWED IN OFFICE AREA**

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Only authorized staff is allowed in the office area. We do not allow patrons, family members or anyone who is not an authorized employee to enter the office.

## **PROOF OF PURCHASE**

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All guests who do not hold a valid fun pass (membership) must pay the daily admission rate to use the facility. The daily admission is an all-inclusive, all-day pass that allows the holder to use the entire facility and come and go as he/she pleases. Proof of payment (receipt) is required upon re-entry. One daily admission can be used either at the ARC, the Red Brick or both facilities in one day. Staff reserves the right to request proof of purchase from any patron at any time.

## **SKATE RENTAL POLICY**

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Although public skate is included in the daily admission fee, skate rentals are not included. Skate rentals may be paid for either at the front desk or the skate shop counter.

Skate rentals are included in memberships (monthly, annual, and punch passes).

## **SPECIAL EVENTS - BUILDING HOURS**

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All building hours are posted and enforced. Patrons may only access the facility during open hours. Any changes in building hours will be posted in advance both on our website and at the facility entrance. Special events that take place in our facility outside normal business hours do not give patrons the right to access and use our facility.

## **COVENANT NOT TO SUE AND ASSUMPTION OF RISK**

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**Please read carefully before signing. This is a legally binding agreement.**

Through your purchase of the activities and use of the facilities as referenced herein, you agree to all the terms and conditions contained herein and give up your right to bring a course of action to recover compensation or obtaining any remedy for any injury to yourself or your property or for your death, however caused, arising out of your participation in the activities referenced herein or in use of City of Aspen facilities, now or anytime in the future.

## **Acknowledgement of Risk**

I hereby acknowledge and agree that the activities referenced herein and the use of associated City facilities for those activities has inherent risks, including the risk of serious injury, paralysis and death. I have full knowledge of the nature and extent of all risks associated with my use and participation of the activities referenced herein and the use of City owned facilities.

## **Release/Indemnification**

In consideration of my participation in the activities referenced herein and the use of City owned facilities, I, the subscribing user and participant, agree to release and on behalf of myself, my heirs, representatives, executors, administrators and assigns HEREBY DO RELEASE, the City of Aspen, its officers, agents, sponsors and employees from cause of action, claims, or demands of any nature whatsoever, including, but not limited to, a claim of negligence, which I, my heirs, representatives, executors, administrators and assigns may now have, or have in the future on account of personal injury, property damage, death or accident of any kind, arising out of or in any way related to my participation in the activities referenced herein or in the use of City owned facilities, whether that participation or use is supervised or unsupervised, however the injury or damage caused, including, but not limited to, the negligence of the City of Aspen, its officers, agents and employees. In consideration of my participation and use of City owned facilities, I, the subscribing user and participant, agree to indemnify and hold harmless the City of Aspen, its officers, agents and employees from any and all causes of action, claims, demands, losses or costs of any nature whatever arising out of or in any way related to my participation or use of City owned facilities. The terms of this Agreement shall be in full force and effect on the date hereof, the date(s) upon which I participate in the activities referenced herein, and on any other occasion when I may participate or use City owned facilities to participate in the activities referenced herein.

# **DEPARTMENT VISION & PHILOSOPHY**

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## **Vision**

To preserve, enhance and provide access to our recreational facilities, parks, open space and trails.

## **Philosophy**

Scenic views of the natural environment are one of the community's greatest assets and the reason many people choose to visit or make the Aspen area their home. Maintaining and improving easy access to public lands throughout the UGB is equally important.

The City and County have made great strides in the acquisition of open space during the last 40 years. The further acquisition of open space parcels should focus on wildlife habitat, the protection of scenic resources, trail connectivity and recreational uses.

The City and County have dramatically expanded the regional trails network in recent decades. Further trail development should focus on connections between existing trails to further improve this outstanding network for the purpose of supporting an outdoor lifestyle, easy access to outlying public lands and to provide increased opportunities for the use of trails by commuters in both summer and winter.

The City's recreation programs and facilities have become a valuable asset for year-round residents as well as building on the community's reputation as a center for high quality recreation. These

programs and facilities must be constantly reassessed and revitalized in order to maintain one of the most valued features of the Aspen area.

## PARENTAL ACKNOWLEDGEMENT AND CONSENT

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### Parental Acknowledgement and Consent

In the event that the User of said activities and the associated City facilities is under 18 years of age, I hereby represent that I am legally appointed or natural guardian of the participant as herein subscribed and that he or she is participating thusly with my full knowledge and consent; and that I join in the execution of the above Acknowledgements of Risk and Releases and Indemnifications and agree to the terms thereof and do hereby bind myself, my heirs, executors, personal representatives and assigns.

### Hospital and Medical Release

As parent or legal guardian of the minor participant, I DO HEREBY CONSENT to the giving of emergency medical care or treatment of my son or daughter by any professional medical nursing staff of the Aspen Valley Hospital, or any other hospital, or any licensed physician, which in their judgment is required in case of accident or medical emergency incurred during said minor's participation of use of City owned facilities.

## PRIVACY AND COOKIES POLICY

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Collecting your personal information helps the Aspen Parks & Recreation Department (APR) to better understand what you need from us. We use your information to:

- Manage and improve the Website.
- Personalize our services to you.
- Administer and operate your account.
- Process your orders.
- Tell you about important changes to the Website and our services.
- Understand your shopping behaviour to develop and improve our products and services.
- Manage promotions, competitions, customer surveys and questionnaires.
- Check and verify your identity, and prevent or detect crime.

We may share your personal information across the Aspen Parks & Recreation Department (APR) so we can provide you with relevant products and services.

Your personal information is safe with us and will never be released to companies or organizations outside of APR.

We may use and share anonymised information outside of APR. However, we would like to reassure you that this never includes your personal information.

AspenRecreation.com ("the Website"), and AspenParks.com, AspenGolf.com, AspenIce.org, and/or AspenParksandRec.com, etc. ("the Portals") are owned and operated by The Aspen Parks & Recreation Department (APR) of the City of Aspen, located in Aspen, Colorado. This policy, together

with our Terms and Conditions, explain how APR may use information we collect about you, as well as your rights over any personal information we hold about you. Please read this policy and our Terms and Conditions carefully; by accessing the Website you confirm to have understood and agreed to them.

## Information we collect about you

We collect information about you when you:

- Visit the Website, and other sites accessible from the Website.
- Register with and/or buy any passes, classes, events, products or services on the Website.
- Take part in promotions, competitions, customer surveys and questionnaires.
- Contact us eg in writing, call customer services.

We may supplement the information we collect about you with information we receive from other sources eg public registers such as the electoral roll. This allows us to assess the accuracy of the information we hold about you in order to send you relevant offers and information.

## Using your information

Collecting your personal information helps APR to better understand what you need from us. We use your information to:

- Manage and improve the Website.
- Personalize our services to you.
- Administer and operate your account.
- Process your orders.
- Tell you about important changes to the Website and our services.
- Understand your shopping behaviour to develop and improve our products and services.
- Manage promotions, competitions, customer surveys and questionnaires.

We may share your personal information across the APR Department so that we can provide you with relevant products and services. Your personal information is safe with us and will never be released to companies outside of APR.

We may use and share anonymised information outside of APR. However, we would like to reassure you that this never includes your personal information.

## Fun Pass (Membership Card) information

We access the information recorded through the use of your Fun Pass (Membership Card) to help us improve our service to you and to make our communications more relevant.

## Marketing and research

If you agree, we may contact you:

- With offers and information about APR products or services
- With offers and information about APR partners' products or services
- For customer research eg to help improve our services

Of course, the choice is entirely yours, but if you say you do not want to receive marketing information from us this will prevent you from receiving great offers or promotions that may be of interest to you.

When you register online you can access a "Contact Preferences" page that allows you to tailor our

communications to your preferences. To change your contact preferences simply click "Your Account" in the top frame and click "Your Contact Preferences". If you do not want to receive communications from us, select your choices by using the boxes available on that page.

We like to hear your views to help us improve our service. From time to time, we may contact you to ask your opinions. Again, if you do not want to be contacted for this purpose, make your choice on the "Contact Preferences" page.

## Cookies

In order to comply with new rules, we use a system of classifying the different types of cookies which we use on the Website. The classification explains more about which cookies we use, why we use them, and the functionality you will lose if you decide you don't want to have them on your device. Please be reassured that we are always working on privacy and cookie-related improvements to the Website.

### What is a cookie?

Cookies are text files containing small amounts of information which are downloaded to your personal computer, mobile or other device when you visit a website. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognizes that cookie. Cookies are useful because they allow a website to recognize a user's device.

**Persistent Cookies** - These cookies remain on a user's device for the period of time specified in the cookie. They are activated each time that the user visits the website that created that particular cookie.

**Session Cookies** - these cookies allow website operators to link the actions of a user during a browser session. A browser session starts when a user opens the browser window and finishes when they close the browser window. Session cookies are created temporarily. Once you close the browser, all session cookies are deleted.

Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your preferences, and generally improve the user experience. They can also help to ensure that adverts you see online are more relevant to you and your interests.

You can find more information about cookies at [allaboutcookies.org](http://allaboutcookies.org)

## Cookies used on the Website

A list of all the cookies used on the Website by category is set out below.

### Strictly necessary cookies

*These cookies enable services you have specifically asked for. For those types of cookies that are strictly necessary, no consent is required.*

These cookies are essential in order to enable you to move around the Website and use its features, such as accessing secure areas of the Website. Without these cookies services you have asked for, like online purchases via our shopping cart, cannot be provided.

### Functionality cookies

*These cookies remember choices you make to improve your experience. By using the Website, you agree that we can place these types of cookies on your device.*

These cookies allow the Website to remember choices you make (such as your user name, language or the region you are in) and provide enhanced, more personal features. These cookies can also be used to remember changes you have made to text size, fonts and other parts of web pages that you can customise. They may also be used to provide services you have asked for such as watching a video or commenting on a blog. The information these cookies collect may be anonymised and they cannot track your browsing activity on other websites.

## Targeting cookies

*These cookies collect information about your browsing habits in order for us to make offers that are relevant to you and your interests.*

These cookies are used to determine information relevant to you and your interests. They are also used to limit the number of times you see any of our offers, as well as help measure the effectiveness of an offering campaign.

## Using browser settings to manage cookies

The Help menu on the menu bar of most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie and how to disable cookies altogether. You can also disable or delete similar data used by browser add-ons, such as Flash cookies, by changing the add-on's settings or visiting the website of its manufacturer.

However, because cookies allow you to take advantage of some of the Website's essential features, we recommend you leave them turned on. For example, if you block or otherwise reject cookies you will not be able to add items to your Shopping Cart, proceed to Checkout, or use any of our products and services that require you to Sign in. If you leave cookies turned on, remember to sign off when you finish using a shared computer.

## Disclosing your information

We will never disclose your information to anyone outside APR except where we have your consent or where we are required or permitted to do so by law.

## Other websites

The Website may contain links to other sites which are outside our control and not covered by this policy. The operators of these sites may collect information from you that will be used by them in accordance with their policy, which may differ from ours.

## Changes to our policy

This policy replaces all previous versions and is correct as of November 2014. We reserve the right to change the policy at any time.

## Contacting us

If you have any questions, please contact us at [parksandrec@aspenrecreation.net](mailto:parksandrec@aspenrecreation.net)

Last update: 11/11/2014

## REFUND POLICY

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Refunds will only be issued as a credit to an account. Refunds will NOT be given back on credit cards or as cash. Having established this, the following are the rules governing refunds issued as a



credit to an account:

- 1) Refunds for a daily admission purchase will only be given on the same day of purchase and the customer must present a receipt.
- 2) Patron must present a receipt in order to be considered eligible for a refund and must present the refund request in writing.
- 3) Refunds or membership extensions will only be issued due to medical reasons. The refund or extension will only be given once we are provided with a doctor's note explaining that the injury or illness prevented the guest from using the facility.
- 4) Refunds or extensions will not be given for a change of mind or a sudden move out of the valley.
- 5) Credit on a customer's account resulting from a refund is non-transferable. The credit can only be used by individuals within that account.
- 6) A supervisor must approve all refunds of memberships before they are processed.

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