



Aquatics Center Operational Policies

ACCESS

- Proper University-issued ID, Ryzer access code with photo ID or payment receipt is required for entry.
- A lifeguard or designated supervisor who has been approved by the Aquatics Director must be on deck before anyone enters the pool.
- A cleansing shower is required before entering the pool and after use of toilet facilities (WI Department of Health Services 172.29).
- Users must wear a clean bathing suit to enter the pool (no cut-offs, gym shorts, etc.).
- Children 12 years old or younger must be accompanied by an adult; children 5 years old or younger must be accompanied by a parent or guardian in the water; lifeguards have the authority to require a parent or guardian to be in the water with a child over 5 years' old who they may judge to be a weak swimmer.
- Children in diapers are not allowed in the pool unless they wear rubber pants or swim diapers.
- No person may swim with a contagious illness or condition.
- Individuals under the influence of alcohol or drugs are not permitted in the pool area.
- The maximum capacity of the large pool is 336 people.

CONDUCT

- No running on the pool deck.
- No splashing, pushing or roughhousing in the pool or on the pool deck. Patrons engaging in these activities will be warned by the lifeguard and may be asked to leave the pool.
- No diving in the shallow end. Diving is only permitted in the diving well.
- Goggles and life vests cannot be worn on the diving board.
- No swimming in the diving area while participants are actively using the diving boards.
- No running off diving boards--standing and one jump dives only.
- Back flips off the diving boards are prohibited.
- Hanging on or swimming over lane lines is prohibited.
- No sitting on someone's shoulders (even children on adult shoulders).
- No spitting or spouting water out of the mouth.
- Glass or shatterable items are prohibited on the pool deck, shower and locker room areas.
- No street shoes allowed on deck during open recreation.
- Food, gum, candy, tobacco products and beverages (except water) are prohibited.
- Patrons are encouraged to leave personal items in the locker rooms. If brought to the pool deck, they must be left in the bleachers.
- Swimming caps are not required, but long hair should be bound.
- No Band-Aids or hairpins allowed in the swimming pool. Lifeguards may provide Band-Aids when needed, but the patron cannot reenter the pool until the bleeding has stopped.

EQUIPMENT

- Floatation devices may only be used during swim lessons or other aquatics programming unless the patron has a disability that requires it.
- Only one person is allowed on the diving board at a time.
- Starting blocks are not to be used by open recreation participants. UWSP varsity swimmers swimming under a coach's instruction during open recreation may utilize the blocks.
- The 3-meter diving board may not be used during open recreation except by varsity divers.

SERVICE DISRUPTIONS AND CANCELLATIONS

MISSED CLASS

We understand circumstantial events occur, especially with children. Please note we do NOT allow cancellation of classes, make-ups, credits or refunds due to missed classes.

EXTENDED MEDICAL POLICY

Only tuition credits for future classes are offered. Make-ups or refunds are NOT provided. A letter is required from a doctor or hospital explaining the student is not able to swim for a specified period of time.

In case of extended medical absences, we require you to notify jstoffel@uwsp.edu via email as soon as possible. When your child is ready to return, it will be our pleasure to re-enroll them with the applied tuition credit as stated above.

ILLNESS, VACATIONS & UNKNOWN EVENTS

We offer a wide variety of swim lesson instructional dates and times. When you enroll, your child has a reserved time for his or her class. Please understand the instructors are there to teach all registered attendees, even if your child does not show up due to illness, vacation or unknown circumstances. It is your responsibility to schedule your lesson in a time that fits your child's schedule. Make-up classes, credits or refunds are NOT offered due to illness, pandemics (i.e. COVID-19), vacation or unknown events. In the event we experience a teacher illness or a problem with the pool/rental facility, we will make every effort to contact you via email in a timely manner prior to your class.

WEATHER & OTHER RELATED CANCELLATIONS

We acknowledge safety as a top priority in regards to weather (including, but not limited to extreme cold, heavy precipitation, wind, fire, tornado, power loss, local school district cancellations, etc.). If UWSP cancels swim school classes due to weather or previously listed activities, we will NOT offer make-up sessions, credits or refunds.

FECAL/VOMIT/BLOOD CLOSURE POLICY

DHS CODE: Portage County Department of Health and Safety ATCP 76.31

In the event that fecal, vomit or blood contaminants enter the pool area(s), we are required to clear the pool and deck space area(s) and close the facility until further notice. As a consideration of public safety and DHS codes, we will NOT offer make-up sessions, credits or refunds.