

March 2013

RE: Recreation and Event Facilities Guest Policies

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Welcome to the City of Kamloops recreation facilities! To ensure your visit is a memorable one, please take the time to read our guest policies below.

### **Guest Code of Conduct**

Our goal is to provide a friendly, safe, and fun environment for our guests.

- Please be respectful of others, their beliefs, opinions, belongings, and feelings;
- Please be respectful of direction given by our staff or volunteers;
- Please be respectful of the facility and equipment, inside and outside;
- Ensure conversation, behavior, and language is appropriate for a public facility that caters to all cultures, diversities, and age groups;
- Drugs, alcohol, and items that would be deemed as weapons are prohibited on site; and
- Please report any witnessed misconduct or suspicious activity to facility staff.

Any guest not respecting the Guest Code of Conduct may be removed from the venue by staff.

### **Alcohol**

The City and its venue partners are committed to provide responsible alcoholic beverage sales and use. Our goal is to ensure a safe and fun environment where alcohol service and consumption is managed responsibly.

Guests may not bring in, or leave with, any alcohol to/from our recreation facilities. At Interior Savings Centre and McArthur Island Sport and Event Centre, alcoholic beverages may only be purchased from authorized vendors once inside the facility.

Guests found with unauthorized alcohol may have their ticket confiscated and be removed from a facility without compensation. The following may result in ejection and/or possible prosecution:

- Attempting to use fraudulent identification;
- Public intoxication;
- Purchasing alcohol for a minor;
- A minor attempting to purchase or found to be in possession of alcohol; and
- Anyone found in possession of alcohol after being given a warning not to consume or purchase.

### **Smoking**

The City provides a smoke-free environment for our facility guests. Smoking is prohibited and is strictly enforced anywhere inside our facilities.

## Cameras and Recording Devices

Personal cameras are permitted at most events provided their use does not interfere with other guests' enjoyment; however, some promoters forbid the use cameras, audio, or video recording devices at certain events. There is no professional photography or video recording without prior City approval. Cameras, smart phones, and other electronic recording devices are strictly prohibited at all aquatics, pools, and health and wellness fitness facilities unless prior approval from City is given.

## Prohibited Items

The following items are prohibited at our venues:

- Pets (except for licensed service dogs);
- Inline skates;
- Rollerblades;
- Skate boards;
- Long boards;
- Flag poles;
- Offensive, political, or other non-event related banners or signs;
- Pressurized air horns;
- Bullhorns (battery powered);
- Laser pens;
- Projectiles that can cause injury or disrupt an event;
- Firearms or other weapons;
- Frisbees;
- Knives;
- Water guns; and/or
- Inflatable balls.

All alcohol, drugs, and weapons will be seized. The City has the authority to prohibit any other items deemed to be a security or health and safety risk.

## Mobility Impaired/Accessible Amenities

Most of our recreation facilities provide gender-neutral washroom facilities as well as elevators and designated seating opportunities for persons with mobility issues or disabilities. Please see a Facility Attendant to assist you with your needs.

## Automated External Defibrillators

The City has installed automated external defibrillators (AEDs) in most of its public facilities to support quicker critical response to victims of sudden cardiac arrest and increase the likelihood of survival and quality of life. Increasing access to AEDs in community facilities strengthens Kamloops' Community Chain of Survival, a framework encouraged by the Heart and Stroke Foundation that includes early recognition of cardiac arrest, early access to 911, early cardiopulmonary resuscitation (CPR), and early defibrillation.

## Scent Sensitivities

The City promotes a Scent Sensitivity Awareness program in all its public facilities.

## Lost or Stolen Items

The City is not responsible for lost or stolen belongings; however, certain facilities have lost and found items that are held for a limited period of time. Please contact facility staff for more information.

## Food and Beverage

Certain City facilities offer exclusive food and beverage service via professional food service suppliers. Outside food at these locations is not permitted unless prior authorization is provided by the City of Kamloops. These facilities include, but are not limited to, Interior Savings Centre and McArthur Island Sport and Event Centre. Outside food may be provided to volunteers and officials with prior authorization of City of Kamloops at these venues.