



2913 Spooky Nook Rd.
Manheim, PA 17545

717.945.7087

MEMBERSHIP POLICIES AND CODE OF CONDUCT

MEMBERSHIP COMMITMENT:

All membership dues must be set up and paid via Electronic Fund Transaction, (funds shall be withdrawn in advance on the specified date); unless membership is paid in full at the time of contractual execution. All EFT monthly memberships will be paid on the first of each month. Prices are based on current facility rates and may change with a 60 day written notice. Please refer to membership policies for non-sufficient funds.

MEMBERSHIP SUSPENSION/HOLD:

Membership may be placed on hold for any reason up to 3 consecutive months (90 days) by suspending each affected membership at a rate of \$5 per month for youth, \$10 per month for adult or \$20 per month for family membership as applicable. Anyone with a medical condition may provide written documentation from a physician to place membership on hold at no cost. If a member chooses to terminate his/her membership at any point during this period or after, member must adhere to our cancellation policy.

MEMBERSHIP CANCELLATION:

There is a 30-day cancellation policy for any member requesting termination of their membership. Members are responsible for paying one month of membership dues after requesting termination. The membership will remain valid throughout the 30-day period. Anyone wishing to rejoin must pay the initiation fee after 90 days.

INSUFFICIENT FUNDS:

To avoid any late fees, we ask that you make payment by 5:00pm on the 15th of the month. Unfortunately, after this date, a \$10 late fee will be charged. Payments not received by 5:00pm on the last day of the overdue month will result in your membership being canceled and the balance will remain on your account until it is resolved. This is certainly a situation we hope to avoid.

GUEST POLICY:

Each member receives 2 complimentary guest passes per year for the indoor or outdoor facilities. After 2 guests, the fee is \$15 per guest per visit. Guests 12 and under must be accompanied by an adult member (18 years or older).

Additional guests are \$15 per guest per visit. All guests must sign in at the Welcome Desk. Guests 17 and older must show photo ID. The host member must take responsibility for the guest and remain in the same program area as the guest. A guest may visit the facility up to 2 times in one year as a guest, after which they must join as a member or pay the guest fee.

CODE OF CONDUCT

Spooky Nook Sports, Inc. ("Spooky Nook Sports") is committed to operating the finest amateur sports and entertainment complex in North America; with first-class facilities, dynamic programming, unrivaled instruction, and a friendly professional staff. To promote safety and comfort for all, all individuals are asked to act appropriately at all times when in our facility or participating in our programs. Spooky Nook Sports has a **Zero Tolerance Policy** regarding the conduct of our members and participants; this policy applies to everyone.

Spooky Nook Sports is a family friendly organization and we expect persons using Spooky Nook Sports' facilities to act maturely, to behave responsibly, and to respect the rights and dignity of others. Our Member's Code of Conduct outlines prohibited action, but the actions listed below are not an all-inclusive list of behaviors considered inappropriate in our facilities or programs:

- Using or possessing alcohol or illegal drugs on Spooky Nook Sports property, in vehicles, or at Spooky Nook Sports-sponsored programs
- Smoking on Spooky Nook Sports property – Spooky Nook Sports and its property are smoke-free environments
- Carrying or concealing a weapon or any device or object that may be used as a weapon
- Harassment or intimidation by words, gestures, body language, or any type of menacing behavior
- Physical contact with another person in an angry, aggressive, or threatening way
- Verbally abusive behavior, including angry or vulgar language, swearing, name-calling, or shouting
- Sexually explicit conversation or behavior; any sexual contact with another person
- Attire deemed inappropriate at the discretion of Spooky Nook Sports Staff. Members will be asked to change immediately
- Theft or behavior that results in the destruction or loss of property
- Loitering within or on the grounds of Spooky Nook Sports
- Soliciting within or on the grounds of Spooky Nook Sports

The protection of members and guests who are participating in programs and/or using Spooky Nook Sports' facilities is of paramount concern to the staff of the Spooky Nook Sports. Therefore, we reserve the right to deny access or membership to any person for any reason.

Members and guests are encouraged to take responsibility for their personal comfort and safety by asking any person whose behavior threatens their comfort to refrain from such behavior. Members should report all inappropriate behavior to Spooky Nook Sports staff immediately.

Spooky Nook Sports staff members are eager to be of assistance. Members and guests should not hesitate to notify a staff member if assistance is needed. In order to be able to carry out these policies, we ask that members and guests identify themselves to staff when asked.

The Membership Manager will investigate all reported incidents. Suspension or termination of Spooky Nook Sports membership privileges may result from a determination by the Membership Manager if in his/her discretion is a violation of the Spooky Nook Sports Member's Code of Conduct has occurred.