

Wellness and Recreation Center Policy Manual (Excerpted) 2019-20

**St. Ambrose University
Department of Wellness and Recreation
Intercollegiate Athletics
Kinesiology Department
Wellness and Recreation Center (WRC)
518 W. Locust St.
Davenport, IA 52803**

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ST. AMBROSE UNIVERSITY MISSION

St. Ambrose University—Independent, diocesan and Catholic—enables its students to develop intellectually, spiritually, ethically, socially, artistically, and physically to enrich their own lives and the lives of others.

DIVISION OF STUDENT AFFAIRS MISSION

Student Affairs develops students through essential services to honor core values, make healthy life choices, and build transferable skills.

DEPARTMENT OF WELLNESS AND RECREATION MISSION

The mission of the Department of Wellness and Recreation is to provide quality recreational opportunities to the St. Ambrose University community. The services offered emphasize meeting the needs and interests of students and St. Ambrose University employees while improving the overall well-being of the individual. The Department of Wellness and Recreation encourages participants of all ages and skill levels to take an active role in a variety of individual and team opportunities.

INTERCOLLEGIATE ATHLETICS MISSION

Aligned with the University mission, the Athletic Department strives to positively challenge our student-athletes to become more effective individuals and leaders through participation in collegiate athletics and the St. Ambrose University Athletic Department Leadership Academy. The Leadership Academy challenges our student-athletes in five areas: Academic Excellence, Commitment to Service, Leadership Development, Personal Growth, and Competitive Performance.

KINESIOLOGY DEPARTMENT MISSION

The Department of Kinesiology values the importance of movement for the well-being of society. As such, our mission is to educate students to become competent, ethical leaders in diverse professional settings using evidence-based practices.

WELLNESS AND RECREATION CENTER (WRC) PHONE NUMBERS (area code 563)

Department of Wellness and Recreation Office	333-5675
WRC Front Desk	333-5675 (after hours)
Intercollegiate Athletics Office	333-6229
Campus Security	333-6104
Kinesiology Department (Offices in Hayes Hall)	333-5866
Emergency Number (from campus phones)	9-911
Wellness and Recreation <i>Office</i> 333-6231	
Tony Huntley , Director of Athletics Facilities	<i>Office</i> 333-6478; Cell 309-269-1407

ACCESS TO THE WRC

St. Ambrose University believes it is important to offer a safe environment to students, faculty, staff, and all other spectators and visitors who use our indoor facilities. The Department of Wellness and Recreation, Intercollegiate Athletics, and Kinesiology work to provide, maintain, and share these state-of-the-art facilities. The University welcomes feedback about our facilities. To submit comments/thoughts about the WRC specifically, please contact any of the people or departments

listed above, or send a message to wellnessandrecreation@sau.edu.

ACCESS

All current St. Ambrose students, and current faculty and staff employed by St. Ambrose (*not including third party, contracted employees of the University*) are eligible to access and use the WRC. A person's own valid *BeeCard* is required to enter the facility, as well as most other spaces, which must be swiped in at the WRC Welcome Desk. In instances where eligible users cannot produce a valid *BeeCard*, the *CS Gold* system will be used to identify the person.* Any otherwise ineligible individuals or groups seeking access to the WRC and to use any WRC spaces (courts, weight rooms, tracks, equipment, etc.) require Cabinet approval. *St. Ambrose staff and faculty members working in the WRC reserve the right to approach users and ask them to produce their BeeCards at any time, and will receive training in the appropriate manner in which to do so.*

**For the first seven days of the fall and spring semesters, and/or the Monday after spring commencement, a grace period will be in effect that allows verified St. Ambrose students, faculty, and staff admittance into the facility if the person is not able to produce their own valid BeeCard. All individuals in these cases will be required to sign in to the "No ID" binder. These instances will not count towards the limit of two "NO ID" sign-ins (see next section).*

"NO ID" LIMIT

St. Ambrose students, faculty, and staff members who wish to enter the facility, but who are unable to produce their own valid *BeeCards*, will be required to sign into the "No ID" binder located at the WRC Welcome Desk. After two entries in any semester (and two per summer term), the person will no longer be admitted into the WRC until a valid *BeeCard* is obtained. Exception: if, after two "no IDs" for an enrolled student going to an academic class in the building, the course instructor will be notified by Department of Wellness and Recreation staff to help rectify the issue.

USING SOMEONE ELSE'S BEECARD

Individuals determined to be using a *BeeCard* that is not their own, or providing their card for someone else's use, may find their access privileges revoked and/or suspended. Individuals accused of violating this policy will receive due process based on their status as a student or faculty/staff member.

NON-DISCRIMINATION POLICY

St. Ambrose University is a multi-cultural community sharing the Christian affirmation of the absolute God-given worth and dignity of each individual. This affirmation is expressed in the policy of the University to forbid harassment or discrimination based on race, color, religion, age, sex, national origin, marital status, sexual orientation, gender identity, disability, veteran status, or any other unlawful basis on University property, within its programs of study, or in its places of employment. For the full Non-Discrimination policy, please go to www.sau.edu/policies/discrimination-policy. For additional information, contact Ryan Saddler, Associate Vice President for Diversity, Equity, and Inclusion, St. Ambrose University, Kreiter Hall, Davenport, IA, 52803, 563-333-5728, or saddlerryanc@sau.edu. If, at any point before, during, or after any WRC event, a participant or spectator violates the aforementioned Non-Discrimination Policy or uses discriminatory language directed at another individual, the participant or spectator may be removed and subject to disciplinary procedures as outlined in the University Student Code of Conduct/Student Handbook, the Universal Handbook, and/or through the SAU Security Department.

TREATING OTHERS WITH RESPECT AND DIGNITY

As one of the University's Core Values, it is imperative that St. Ambrose professional and student staff members treat students, faculty, staff, summer campers, and all other spectators and visitors that access and use the WRC with respect and dignity. If a user/patron/spectator fails to demonstrate sportsmanlike or acceptable behavior, the Department of Wellness and Recreation, Intercollegiate Athletics, Kinesiology, and/or Security staff will strive to address the situation. Individuals feeling they have not been treated respectfully should contact a St. Ambrose professional staff member within the WRC by contacting department/individuals listed on page 3 of this document or by sending an email to wellnessandrecreation@sau.edu.

PATRON BEHAVIOR AT UNIVERSITY EVENTS HELD WITHIN THE WRC

Participants and spectators are expected to conduct themselves in an appropriate manner at all times. In cases of verbal abuse or other forms of conduct constituting inappropriate behavior, whether directed at a sports game official, a University professional or student staff member, another University student, another participant, or another spectator, the Department of Wellness and Recreation, Intercollegiate Athletics, Kinesiology Department, or Security staff will take action up to and including the removal of the disruptive participant or spectator from the WRC (incident reports will be filed accordingly). A suspension of the participant or spectator from the facility for a length of time as determined by University officials may occur in accordance with University policies as outlined in the appropriate handbook. Interim measures to maintain safety and order may include immediate removal from the WRC and revocation of privileges until the incident is resolved. If a suspended individual returns to the WRC, then St. Ambrose security and/or local authorities, will be contacted. Suspended SAU individuals may appeal in the following ways: for students, use the procedures outlined in the *Student Handbook*, and for staff/faculty, use the procedures outlined in the respective *Staff Handbook* or *Faculty Handbook*.

“PUBLIC EVENTS” vs “NON-PUBLIC EVENTS”

As a shared facility where various events might occur simultaneously, at times members of the “general public” will be in the WRC to attend “public events.” Examples of “public events” may include, but are not limited to: Intercollegiate Athletics games or meets, intramural sport or club sport tournament/championship games, graduation/hooding ceremonies, summer leagues, or summer camps. “Non-public events” are events targeting participation by current students, faculty, and staff only. Examples include, but are not limited to: group fitness classes, *Welcome Week* events, Intercollegiate Athletics team or individual practices, and “pick up” basketball or volleyball games. At times, WRC events may limit otherwise accessible spaces for St. Ambrose student, staff, or faculty use.

NON-ST. AMBROSE STUDENT, FACULTY, STAFF ATTEMPTING TO ACCESS THE WRC DURING PUBLIC EVENTS

When a “public event” occurs, access control at the WRC Welcome Desk may be relaxed for SAU students, faculty, and staff. If control is relaxed, SAU students, faculty, or staff members are still required to present their own valid SAU BeeCards in spaces other than the WRC Welcome Desk, such as, but not limited to: the Rec/Cardio Weight Room, the Field House, or the Athletic Weight Room. The Department of Wellness and Recreation, Intercollegiate Athletics, and Kinesiology staff and faculty will continue to monitor access and all policies within this document will apply.

NON-ST. AMBROSE STUDENT, FACULTY, STAFF ACCESS THE WRC WHEN NO PUBLIC EVENTS

Admittance into the WRC is not allowed for individuals that are not current SAU students, faculty, or staff members. Self-guided tours are allowed upon request at the WRC Welcome Desk.

ACCESSING THE WRC OUTSIDE OF NORMAL OPERATING HOURS

Whenever organized events (practices, games, programs, camps, leagues, etc.) of the three main users (Department of Wellness and Recreation, Intercollegiate Athletics, and Kinesiology) are scheduled to take place when the WRC is otherwise closed, the departments involved must communicate schedules with *BeeCard* Services, Security, Intercollegiate Athletics, and the Department of Wellness and Recreation, accordingly. Every effort should be made to communicate *BeeCard* access needs and event details no later than 3 business days prior to the scheduled event. *BeeCard* access privilege needs should be included within the submitted event schedule information. If weather or circumstances calls for a change in practice venue that is to occur while the WRC is closed, then the respective coaching staff will notify the Director of Athletics once a decision has been made to do so. The Director of Athletics will then notify the Security Department. The Kinesiology Department may allow (24/7) access to the Exercise Physiology Lab (WRC 242) for graduate students, as well as for non-students participating in research, after consultation with the Director of Security and approval by the Chief Academic Officer. Due to liability concerns, informal or individual use of *BeeCard* access activity spaces by SAU students, faculty, and staff is not permitted when the WRC is closed.

ALUMNI

Students who graduate at the end of a semester or summer may access and use the WRC until their *BeeCards* no longer scan green at the WRC Welcome Desk. *BeeCards* typically become inactive the first day of the month following commencement (i.e. May graduate becomes inactive June 1; December graduate becomes inactive January 1; August graduate becomes inactive September 1). Otherwise, alumni from St. Ambrose or any other college or university are not eligible to access and use the WRC.

SUMMER

Summer residents (living on campus during the summer) or students registered for summer or fall classes have access to the WRC. An exception is that new, incoming students will not be granted access until after August 1 (for example, a first-year or transfer student is issued a *BeeCard* at June orientation, but the card does not grant access until after August 1). Interns housed at SAU are allowed access into the WRC with their own assigned *BeeCards* after paying the posted fee for summer interns.

GUESTS

Sponsored guests of students, faculty, and staff are not eligible to access and use the WRC spaces or equipment. Exceptions may be made during special timeframes such as *Siblings Weekend* or *Family Weekend*, and require Cabinet approval. Prospective students and family members at any time may take self-guided tours of the WRC, upon request, at the WRC Welcome Desk.

ST. AMBROSE-HOSTED CONFERENCE ATTENDEE POLICY

Conference attendees may be eligible to use the WRC as arranged by the hosting Conference office, the Department of Wellness and Recreation, and *BeeCard*, per policy guidelines within this manual.

SUSPICIOUS BEHAVIOR

Someone loitering on the premises or behaving in a way that makes it appear they are in the building,

but not using the facilities as planned, are examples of suspicious behavior. Individuals in these incidences may be asked to produce their St. Ambrose *BeeCard* and/or be asked what their purpose for being in the facility is, and/or asked to exit the facility.

GENERAL WRC POLICIES

The following applies to all spaces within the facility. Additional space-specific policies are listed in the next section.

1. All patrons, including interns, utilizing any facility spaces and equipment do so at their own risk.
2. Food and alcoholic beverages are prohibited in activity spaces except in designated areas when scheduled and communicated to the Director of Wellness and Recreation by an appropriate University official or office. Water is allowed in the facility in a sealable container. Food and beverages are to be properly disposed of. Violation of this could result in loss of privilege to use the facility or other consequences set forth by University officials.
3. An individual's own *BeeCard* is required for entry into the facility and access to other areas. Patrons must be able to present their own *BeeCard* upon request.
4. Tobacco use in any form (cigarettes, e-cigarettes, vaping, chewing) and use of illegal drugs is prohibited.
5. No glass containers allowed in the building. Water is allowed in the facility in a sealable container.
6. Shirts and use-specific shoes are required at all times, except where an activity inherently involves wearing something different, such as no footwear (such as Yoga).
7. Only clean non-marking shoes are allowed in activity areas.
8. Appropriate workout attire and proper footwear must be worn at all times. See specific locations guidelines for space-specific policies.
9. Personal radios/speakers or music players are not permitted unless used with headphones. Music is provided in appropriate areas and monitored by Wellness and Recreation, Intercollegiate Athletics, and Kinesiology faculty and staff.
10. Please report vending machines malfunctions to the WRC Welcome Desk.
11. Due to sanitation and health standards, participants are not to spit on sport facility surfaces or drinking fountains. Violation of this could result in loss of privileges to use the facility as set forth by the University officials and consistent with the Student Code of Conduct process.
12. Activities are to be performed in designated areas only and times for specific activities must be honored as scheduled and per the *Facility Scheduling Agreement* (see *Appendix A* in the full WRC manual on MySAU Portal).
13. Bicycles, skateboards, and roller blades are not allowed in nor to be ridden in the facility at any time.
14. Profanity is not an acceptable form of verbal expression and can be cause for removal from the WRC if deemed appropriate by the Department of Wellness and Recreation, Intercollegiate Athletics, Kinesiology, or Security staff.
15. Posting Policy: Items related to University business that reinforce the Departmental, Divisional, and University missions are permitted when stamped with approval by the Department of Wellness and Recreation, Intercollegiate Athletics, and/or the Kinesiology Department. Postings shall be limited according to available space and time, and will be removed in a timely manner after the event. (See *Appendix B* in the full WRC manual on MySAU Portal for the full policy).
16. Only service animals are allowed in the facility. Emotional support animals are not permitted.

17. Any person intentionally damaging fixtures, equipment, or any other property of the WRC will be charged the cost of repair and replacement. Further action will be taken in accordance to related Student Code of Conduct/Student Handbook, Universal Handbook, or Security policies.
18. Solicitation is prohibited on the grounds of the WRC.
19. Apparel, equipment, etc. left in daily lockers or found in the WRC will be removed and placed in 'Lost & Found' at the WRC Welcome Desk. Apparel items will be kept until the end of each month, after which they will be discarded or donated to charity. *BeeCards*, IDs, keys, jewelry, phones, and other valuables are logged and then taken to Security.
20. Should an accident or injury occur anywhere in the WRC, please notify SAU professional or student staff as soon as possible. Contact the WRC Welcome Desk if necessary.
21. Taking videos or photos of any kind is strictly prohibited without consent of the subject(s) and the Department of Wellness and Recreation, Intercollegiate Athletics, or Kinesiology staff or faculty.
22. The Department of Wellness and Recreation, Intercollegiate Athletics, Kinesiology, or St. Ambrose University are not responsible for lost or stolen items.
23. St. Ambrose University reserves the right to revoke privileges and remove anyone from the WRC who refuses to comply with the policies within this manual.

WRC SPECIFIC SPACE POLICIES

REC/CARDIO WEIGHT ROOM

1. Individuals must be at least 17 years old to use this area. An individual's own *BeeCard* is required for entry.
2. All bags and personal items must be stored in cubbies or other appropriate space.
3. Water is allowed in a sealable container. No food is allowed at any time.
4. In an effort to demonstrate a welcoming environment, to extend the life of the equipment, to support a healthy and sanitary workout environment, and to promote patron safety, all patrons must wear appropriate apparel when working out. *Jeans, street clothes, or any types of attire that can wear or tear the equipment are not permitted.*
5. Flip-flops/shower shoes and sandals are not permitted. Closed toed shoes are required.
6. Only Department of Wellness and Recreation-employed Personal Trainers and current KIN 406 students are allowed to train clients.
7. Chalk is not allowed.
8. Headphones must be worn while using personal music devices.
9. Patrons should report any damaged / broken equipment to the Weight Room Attendant.
10. All equipment must remain in the Rec/Cardio Weight Room after use.
11. Patrons are expected to wipe down equipment with spray bottles and towels that are provided.
12. All athletic team lifts are to be done in the Athletic Weight Room.
13. Anyone unfamiliar with how to use any piece of equipment should seek assistance from the Weight Room Attendant.

FIELD HOUSE

1. Items and activities not permitted:
 - a. Kicking or throwing of basketballs, soccer balls, or other equipment towards the walls, ceiling, track, and/or windows
 - b. Hanging on the rims/nets
 - c. Fighting, unruly conduct, profanity, or rough play

- d. Spitting on courts, track, or windows
 - e. Use of the sandpits or other track and field equipment without supervision from Intercollegiate Athletics staff
2. Shirts and shoes are required at all times, except when an activity inherently involves wearing something different, such as no footwear (such as Yoga).
 3. Participants are not allowed to set up or take down nets or move curtains or baskets. Please go to the WRC Welcome Desk or Wellness and Recreation Office Suite for assistance.
 4. Headphones must be worn with all personal music devices. No boomboxes or speakers unless part of scheduled activity.
 5. Water in a sealable container is permitted. No food is allowed at any time in the Field House.
 6. Various sports equipment is available for checkout at the WRC Welcome Desk or Wellness and Recreation Office Suite.
 7. Basketball Challenge Rules for Informal Recreation (Pick-up games):
 - a. A verbal challenge is issued by waiting players. No one in a game may call next game.
 - b. Challenges can only be issued on one court, and the challenger must be present before the previous game ends. Only one person is needed to issue a challenge.
 - c. Players from a losing team may be chosen for the next game only if no players are present and waiting.
 - d. Games are limited to 15 baskets (win by 2).
 - e. Teams winning three (3) consecutive games must sit out a minimum of one game if other players are waiting.
 8. Courts are named "Court 1," "Court 2," "Court 3" and "Court 4," from south to north. Courts 1 and 2 are the MP surface, while Courts 3 and 4 are on the wood surface. "FH Main" refers to the entire wood surface.

FIELD HOUSE TRACK

1. Track direction is counter-clockwise daily. You may run clockwise if track is not overly busy.
2. 1 mile = 8 laps (200m/lap)
3. Walkers to the inside, runners to the outside.
4. No personal items may be left on the track.
5. Informal use of the sandpits and other track and field equipment is not allowed.
6. Stretching and warm-up exercises should be done on the courts or in the corners.
7. Stopping or standing on the track is prohibited.

MULTI-PURPOSE ROOM 204

1. Group Fitness classes are for SAU students, faculty, and staff.
2. Proper athletic footwear (non-marking) is required unless a Kinesiology activity course and/or a Group Fitness classes require use of different equipment and footwear.
3. All equipment must stay in the room.
4. User groups should clean equipment when done with activity.
5. Requests to reserve the space should be sent to the Director of Wellness and Recreation.
6. Requests to use this space as part of "informal recreation" will be heard on a case-by-case basis.

CLASSROOMS (238, 239, 248, 253)

1. Food or drink is permitted. Drinks should be in a sealed container and all food/drink should be cleaned up after use. No food is allowed on the computer podiums.

2. Use of in-room technology is restricted to SAU staff and faculty.
3. Tables and chairs/desks must remain in the room at all times.
4. Reservations requests for academic classes are made through the Registrar's office. Reservation requests for non-academic events are made through the Department of Wellness and Recreation.

KINESIOLOGY LAB 242

1. Food or drink is permitted. Drinks should be in a sealed container and all food/drink should be cleaned up after use. No food is allowed on the computer podiums.
2. Kinesiology department approved individuals have 24/7 access to the space.
3. Lab is available for use for Kinesiology classes/faculty only, unless permission is granted otherwise.
4. Requests to use this space must go through Suzanne Wiese, Kinesiology Department.

ATHLETIC WEIGHT ROOM

1. Requests to use this space must go through Tony Huntley, Director of Athletic Facilities. Use is restricted to St. Ambrose intercollegiate athletic teams.
2. Individuals must be 17 to use this area. An individual's own *BeeCard* is required for entry.
3. All bags and personal items must be stored out of the way.
4. When organized team lifts are not occurring, a "buddy system" will be used. At least 2 people are required to be lifting in the room. No singles.
5. Water is allowed in a sealable container. No food is allowed at any time.
6. In an effort to demonstrate a welcoming environment, to extend the life of the equipment, to support a healthy and sanitary workout environment, and to promote patron safety, all patrons must wear appropriate apparel when working out. *Jeans, street clothes, or any types of attire that can wear or tear the equipment are not permitted.*
7. Flip-flops/shower shoes and sandals are not permitted. Closed toed shoes are required.
8. Headphones must be worn with all personal music devices.
9. Report any damaged or broken equipment to the Intercollegiate Athletics Office Suite.

LEE LOHMAN ARENA AND UPSTAIRS JOGGING TRACK

1. Track is not available for use during sporting events held in Lee Lohman Arena or scheduled team practices/workouts.
2. 1 mile = 11 ¼ laps
3. Sunday, Monday, Wednesday, Friday – Clockwise direction; Tuesday, Thursday, Saturday - Counterclockwise
4. No Athletic Weight Room equipment should be left out on the track.
5. Food and drink are allowed in Lee Lohman Arena only during sporting events; water in a sealable container is allowed at all other times.

LOCKERS

1. Lockers are available for general use in the 1st floor Recreation Locker Rooms, off the lobby. Users are responsible to bring their own locks, and must adhere to any policies posted for the use and cleaning thereof. Users are encouraged to monitor their own personal property at all times and lockers should not be used to store belongings overnight.
2. All locks and belongings must be removed by the Friday of Fall/Spring Semester finals and the 2nd Friday of August for routine maintenance and cleaning.
3. Items removed from any lockers will be placed in "Lost and Found" at the WRC Welcome Desk.

4. The Department of Wellness and Recreation, Intercollegiate Athletics, Kinesiology, or St. Ambrose University are not responsible for lost or stolen items.

CLUB ROOM

1. Requests to use the Club Room should be made by contacting Kris Burt, Advancement Office, 563-333-6283.
2. Event specifics should include access times for doors to be unlocked/locked, and whether food/drink is desired.
3. A conference phone is available upon request.
4. When using projector, a password is provided to log in to the internet to display on-screen.

MISCELLANEOUS POLICIES AND PROCEDURES

LOST AND FOUND

1. Lost wallets, keys, phones, jewelry, *BeeCards*, or other related valuables will be logged at the WRC Welcome Desk and immediately turned into SAU Security by Department of Wellness and Recreation staff. Once it's confirmed that a recorded lost item is the person's, that person will then be directed to the SAU Security Office in the Rogalski Center to retrieve the item.
2. Before giving back an item, a person will be required to describe the item lost and the WRC Welcome Desk staff will verify the logged item. A picture identification card must be presented before the item will be returned.
3. Other items found (clothes, water bottles, shoes, etc.) will be logged and held at the WRC Welcome Desk. At the end of each month, the item(s) will be donated or discarded.
4. If approached about a lost item that hasn't been turned in or logged, the item will be recorded at the WRC Welcome Desk and the individual will be informed if the item is turned in.

INFORMAL RECREATION EQUIPMENT CHECK OUT

1. Basketballs and volleyballs (indoor, sand) are available for check out from the WRC Welcome Desk.
2. Current SAU students, faculty, and staff may check out equipment from the WRC Welcome Desk by using their own valid *BeeCard*.
3. Equipment that is checked out from the Welcome Desk must remain in the WRC and returned to the Welcome Desk before the user leaves the WRC.
4. If the user leaves the WRC with the rented equipment, that user will be notified that the equipment must be returned by the end of the following day. If the equipment is not returned, the user's student account will be charged for the cost of replacing that piece of equipment.
5. Check-out privileges may be revoked if the user repeatedly fails to return equipment promptly.

RESERVABLE EQUIPMENT CHECK OUT

1. Equipment (bags sets, spikeball, ladder ball, other sports equipment) is checked out on a first come, first serve basis and is available for current St. Ambrose students, faculty, and staff with their own valid *BeeCard*.
2. Current students, faculty, and staff who wish to request equipment for check out in advance may complete a Rental Agreement Form found in the Wellness and

Recreation Office Suite at the time of rental. It is recommended you complete an online reservation request a minimum of 48 business hours prior to obtaining the equipment.

3. In-person equipment reservation requests, equipment pickup, and equipment return must be done through the Wellness and Recreation Office during regular office hours (M-F 8 a.m. - 4:30 p.m.).
4. Equipment checked out from the Department of Wellness and Recreation must be returned within 48 hours. If the equipment is not returned by the date specified, or the equipment is returned damaged, the user's student account will be charged for the cost of replacement.
5. Check out privileges may be revoked if the user repeatedly fails to return equipment promptly.