

Review of Recreation Policies

GENERAL INFORMATION

FOR PROGRAMS

All Village of Elm Grove recreation programs are open to residents & non-residents. The Village of Elm Grove Recreation Department reserves the right to limit the number of non-residents in any program. For registration purposes, a RESIDENT is anyone who lives within the boundaries of the Village of Elm Grove or pays property taxes to the Village of Elm Grove AND the Elmbrook School District. A NON-RESIDENT is anyone who does not reside within the boundaries of the Village of Elm Grove and does not pay property taxes to the Village of Elm Grove AND the Elmbrook School District. Non-resident participants contribute an additional fee or surcharge to offset their non-tax status for programs.

FEES

Program fees and charges are assessed in order to help defray the cost of program operations. ~~All Non-~~resident program fees are 1.5 times those of residents. All non-resident facility rental fees and aquatic activities shall be 2 times those of residents. ALL FEES MUST BE PAID AT THE TIME OF REGISTRATION.

PROGRAM REFUND POLICY

Persons registered for a program which is cancelled by the Recreation Department shall receive a full refund of fees. If participants cancel their registration 14 days or more prior to the start of the program, they shall receive a refund less a \$5.00 service fee for each transaction. NO REFUND OR CREDIT WILL BE ISSUED WITHIN 14 DAYS OF THE START OF CLASS. THERE IS NO PRORATION FOR CLASS FEES.

CANCELLATION OF PROGRAMS

Programs may be cancelled for inclement weather or under extreme circumstances. When possible, cancellation information may be obtained by calling the Recreation Department at (262) 782-6700. If inclement weather causes cancellation of a class, effort will be made to schedule a makeup time if possible, except where noted in individual classes.

WAITING LISTS

If the class you wish to register for is full, you may place your name on our waiting list. Every effort will be made to accommodate those on the waiting lists. Should an opening occur, we will contact people in the order they were placed on the list. If numbers warrant it, another class may be added.

PROGRAM LEADERSHIP

Qualified, competent leadership is the key to any successful program! The Elm Grove Recreation Department. Attempts to employ such leaders in all of its programs. Our current instructors welcome the opportunity to discuss participants' progress with parents. If you would like your child's instructor to contact you, or if you feel you are qualified to lead, instruct, or officiate a specific program, please contact the Recreation Department.

INSURANCE

The Village of Elm Grove does not provide hospital, medical, dental, or accident insurance coverage for people participating in recreational programs or activities. Program participants are strongly encouraged to obtain their own insurance coverage prior to the start of any program or activity. Absence of personal health insurance coverage does not make the Elm Grove Recreation Department responsible for payment of a participant's medical coverage. All participants in department sponsored activities must assume risk for all injuries. The Elm Grove Recreation Department will not be liable for personal liabilities or accidents.

SAY CHEESE!

For program promotion purposes, we will be photographing several activities and their participants. The photos have the potential to appear in future brochures & promotions. If you do not wish to have your photo taken, please notify the Recreation Department in advance.

OOPS!

Occasionally, there may be errors in the days, times, registration requirements, or fees noted in the brochure. If so, the Recreation Department will do everything possible to correct the situation promptly. Thank you for your patience and understanding should these situations arise.

RESERVATION INFORMATION

PICNIC AREA RENTAL

Two picnic areas are available for families or groups, see our website for details of each facility.

A NON-REFUNDABLE fee is required for each area being reserved.

TENNIS/VOLLEYBALL COURTS

Courts may be reserved from 8:00am—10:00pm Monday-Friday, and 12:00pm—10:00pm Saturday & Sunday.

PICKLEBALL COURTS

Pickleball uses tennis courts 4, 5, 6 and 9. Each tennis court includes two pickleball courts. Residents can use their own equipment or borrow nets from the Elm Grove Pool during summer pool hours. After the pool closes, nets can be picked up at Village Hall during normal business hours.

All reservations are made on a first come, first served basis and must be made through the Recreation Department web page.

POOL RENTAL

The pool is available for private pool parties on Tuesday, Thursday & Saturday evenings from 6:30pm-9:00~~30~~pm. Renters will be given 30 minutes past the end of their rental to accommodate for clean-up. The pool and pool facilities will close promptly at 9:30pm following a rental.

A NON-REFUNDABLE fee is required for each area being reserved. In the event the Village determines the pool is closed due to weather or other circumstance, Village Staff shall communicate with the renter to reschedule their rental to another available date within the same calendar year as the original rental request at no additional charge to the renter. If there are no dates available in the same calendar year as the original rental request or the renter does not wish to reschedule, the renter shall be issued a 50% refund for their rental fee.

RESERVATION PERIODS

Resident reservations for picnic or pool rentals begin the first working day of January.

Non-resident reservations for picnic or pool rentals begin May 1st.

POOL INFORMATION

OPEN SWIM SCHEDULE (INCLUDES SPLASH PAD)

Monday-Friday	12:00pm-4:30pm
Saturday	11:00am-5:00pm
Sunday	1:00pm-5:00pm

OPEN SWIM DAILY ADMISSION

Resident	\$6.00
Non-Resident	\$12.00 \$9.00
Resident, Senior (65+)	\$4.00
Non-Resident, Senior (65+)	\$8.00 \$6.00
Children 2 & Under	FREE

DESIGNATED SPLASH PAD ONLY HOURS

(ONLY the Splash Pad is Open)

Monday-Friday	9:00am-11:00am
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ADMISSION DURING SPLASH PAD ONLY HOURS

Resident	\$3.00
Non-Resident	\$6.00 \$4.50

OPEN SWIM SEASON PASS

A non-refundable season pass for use during open swim hours may be purchased at Village Hall or pool. The physical passes will be issued the first time you visit the pool. Only immediate family members shall be listed on your registration form (nannies/babysitters excluded). Pool passes are required for admission.

SEASONAL POOL PASS PRICES

Resident, Individual	\$70.00
Resident, Family	\$260.00
Resident, Senior (65+)	\$60.00
Non-Resident, Individual	\$140.00 \$105.00
Non-Resident, Family	\$520.00 \$390.00
Non-Resident, Senior (65+)	\$120.00 \$90.00

POOL MEMBERSHIP

When purchasing a pool pass, you agree to follow and respect the pool rules. The Village of Elm Grove and Elm Grove Recreation Department reserve the right to suspend or forfeit pool membership at any time due to dangerous conduct, violations to pool rules and disrespect towards staff, or damage to pool facilities.

POOL CLOSING

The pool may/will close temporarily if:

- Air temperature is less than 65F
- Moderate to heavy rain
- Danger of severe storms/thunder
- Low attendance
- Biohazard incident
- Mechanical problems

NO REFUNDS will be given unless the pool closure is due to mechanical problems.

WATER TEMPERATURE

Normal water temperature of the pool is 81-84F.

U.S. COAST GUARD APPROVED PERSONAL FLOTATION DEVICES

U.S. Coast Guard approved PFD's are permitted in the pool during all hours of pool operation.

LAP SWIM

Tuesday & Thursday mornings from 7:30am-8:45am are available for adults and swim team participants. Regular admission required.

ADULT SWIM

Monday-Friday afternoons from 3:00pm-3:30pm. Regular admission required.

FAMILY SWIM NIGHTS

Friday & Sunday evenings from 6:30pm-8:30pm are reserved for Family Swim. Bring your noodles and pool toys!

Regular admission required.