



General Building Policies

Adopted: 9/22/2010

Updated: 8/28/2012

General Policy Statement

This policy guides the WELL staff in educating the WELL membership on safe and healthy methods in utilizing the WELL facility.

General Building Policies

1. In accordance with University policy, smoking or any tobacco use is prohibited in and within 20 feet of The WELL.
2. Non-marking athletic shoes must be worn in the activity areas. Examples of prohibited shoes include, but are not limited to, cleats, sandals, stocking feet and/or hard soled shoes. Exceptions are martial arts clubs, group fitness and special classes.
3. Proper athletic attire, shirts or tops must be worn at all times in all public areas.
4. Mopeds, bicycles, electric scooters, razor scooters, non-electric scooters, skateboards, roller-skates, rollerblades, with the exception of ADA designated assistance devices, are prohibited from entering the WELL, under any circumstance.
5. Chewing gum is not allowed in The WELL.
6. Pets, with the exception of service animals, are not allowed in The WELL.
7. No hand held electronic devices of any sort, may be used in the locker rooms and restrooms.
8. Disorderly conduct, abuse of the facility, equipment, or staff, and/or disregard for the recreation and fitness centers' policies will result in immediate dismissal from the facility. Additional sanctions may include: disciplinary action, reimbursement for damages, and/or potential suspension from the facilities and programs. A user asked to leave by the staff will not be refunded any paid charges.

Multi-Purpose Court Policies

1. Hanging on the basketball rims or nets is not allowed; dunking may be safely performed.

2. Non-marking athletic shoes are required.
3. Throwing objects, including balls, against the walls, bleachers, sprinkler heads and lights is prohibited.

Indoor Track Policies

1. The jogging direction will be rotated daily. Please follow the posted direction.
2. No more than two runners or walkers side by side. Inside lane is designated for walking; outside lane is designated for running/jogging.
3. Stretching is permitted in the corners of the track, outside the track lanes. Stretching is not allowed on the track. Sitting, leaning or stretching on the railing is not allowed.
4. Spike shoes, turf shoes, boots, sandals, and open-toed shoes are not allowed.
5. Wheeled devices are not allowed on the track, with the exception of ADA designated assistance devices.

Plaza and Lobby Policies

1. Requests for use of the plaza or lobby by student organizations must be made through The WELL and Student Organizations and Leadership.
2. Request for use of the plaza or lobby by non-student organizations must be made through The WELL.
3. Vehicles may not be parked /on the plaza, including mopeds.
4. Bicycles must be parked in bike racks.
5. Skating and skate boarding are not allowed in the plaza.
6. Users must provide their own tables and chairs, and must remain in their designated area to prevent congestion, traffic and conflict with regular building operations.
7. Amplified sound is not allowed, unless a sound permit has been obtained from Student Organizations and Leadership.
8. Smoking or tobacco use in any form is prohibited.
9. Animals may not be left unattended in the plaza. Animals are not allowed in the lobby with the exception of service animals.
10. Chalking or posting of any advertisements is prohibited.
11. Posting and removal of items will be done by The WELL staff.

Lost & Found Policies

1. The WELL and Union WELL Inc. is not responsible for lost or stolen articles.
2. Members are encouraged to store all personal belongings securely in lockers in the locker rooms or in cubbies provided throughout the building.
3. Staff members are not permitted to hold equipment, valuables or bags for members.
4. Found items should be turned in at the Equipment Desk.

5. Equipment found in The WELL will be sent to the Equipment Desk.
6. Inquiries regarding items lost that day should be made at the Equipment Desk.
7. Any items found which appear to be of significant monetary value will be immediately dropped in a safe. Those items can be claimed at the Equipment Desk within 24 hours, after which those items will be sent to Campus Police the next day.
8. Lost and found items will be held for up to 30 days and then taken to the Office of Public Safety on campus.

Towel Check Out and Return Policy

1. Only members of The WELL may check out towels.
2. Towels must be checked out from the Fitness Desk or Equipment Checkout Desk through CSI.
3. Towel check out is on a first come, first serve basis and may not be reserved.
4. Towels not returned to The WELL by close of the day will be considered lost or stolen.
 - a. An individual's membership will be placed on hold and the member will need to talk to a Member Services staff in order to clear the hold, if a towel is considered lost or stolen.
 - b. An individual that has not properly returned a towel and the towel is considered lost or stolen, on the second occurrence will be charged.
5. Users that have not returned towels and/or paid the applicable charge cannot checkout equipment or use the facilities. A non-student member will have his/her membership suspended (without a refund) until financial restitution is made.

Personal Belongings Policies

1. Personal belongings are to be stored in secured day lockers. Cubbies can be found throughout the building, but cubbies are not secure storage locations. Valuables should be stored in the day use lockers.
2. Any items not in the cubbies or lockers will be considered abandoned property and turned in to lost and found.
3. Lost ID's should be turned into The WELL Equipment Desk.

Food, Beverage & Tobacco Use Policies

1. Food is allowed only in designated areas of The WELL including lounge and non-activity areas.
2. Food is not allowed in any activity area unless approved for a special function.
3. No glass containers are allowed in the WELL.

4. Drinks in a non-glass closed containers are allowed in The WELL. Alcoholic beverages are not allowed in The WELL or outside the premises.
5. Consumption of alcohol, intoxication or the appearance/smell of intoxication will result in immediate removal from The WELL.
6. THE WELL IS A TOBACCO-FREE FACILITY. Smoking or tobacco use in any form is prohibited.

Clothing & Footwear Policies

1. For safety reasons, hats and jewelry should not be worn during any activity. Street clothing should not be worn during activities as it can be dangerous and confining.
2. Proper athletic attire, such as t-shirts or tops, shorts, warm-up suits, sweat suits or aerobic clothing, should be worn at all times during recreation.
3. Appropriate athletic footwear is required in all activity areas. If member or non-member does not wear appropriate footwear The WELL is not liable for any injury.
4. Footwear which marks floor surfaces, is muddy, or is worn inappropriately is not allowed.

Facility Behavior Policies

1. The WELL is a place for exercise, fun and relaxation. Abusive, vulgar or degrading language will not be tolerated. Any individual not following policy will be escorted from The WELL.
2. Facilities and equipment should be used for their designed purpose.
3. Dunking is permitted on the basketball courts. However, hanging on the rim damages equipment and is not allowed. The WELL Member or guest may be required to pay for repair or replacement of damaged equipment.
4. Hitting of all balls or any other item, against the walls is not permitted, with the exception of wallyball, racquetball and Mac court.
5. If intentional misuse or inappropriate use causes damages to occur to The WELL equipment or facilities, The WELL Member or guest will be responsible for the cost of the repair.
6. Any individual not following appropriate policies or behaviors will be asked to leave the facilities.

Media Policies

1. The use of any hand held electronic devices may not be used in the locker rooms and restrooms.
2. Requests for photography or video of The WELL participants or facility must be made in advance to the Assistant Director, Facilities and Informal Recreation or designee.

3. Request for news stories regarding The WELL must be made through the Office of Public Affairs.
4. Personal privacy of participants must be respected, and participants can decline to be included in shots.
5. A WELL staff member must supervise any recording or photography in the recreation and fitness centers.

Spectator Policies

1. Non-members will only be admitted for The WELL spectator events. WELL events are determined by The WELL management.
2. Non-members/Spectators must check in at the Front Desk to be authorized access to the facility.
3. Non-members/Spectators are not allowed in the activity areas or in the lockers.
4. Non-members/Spectators must leave the building immediately following the event.

Indoor Equipment

1. Only members of The WELL may check out equipment.
2. All equipment must be returned by the close of the facility each day.
3. Equipment is checked out on a first come, first served basis and may not be reserved.
4. Equipment not returned by the close of The WELL the day after it's checked out, will be considered lost and the individual's membership will be suspended until the equipment is returned or payment of the established replacement cost is made.
5. Users will be charged for damaged or lost equipment.
6. Users that have not returned equipment and/or paid the applicable charge cannot check out equipment or use the facilities. A non-student will have his/her membership suspended (without a refund) until financial restitution is made.

Outdoor Equipment

1. Only members of The WELL may check out equipment.
2. Equipment not returned by the agreed upon time in the rental agreement will be considered lost and the individual's membership will be suspended until the equipment is returned or payment of the established replacement cost is made.
3. Equipment checked out on a Friday may be checked out for the entire weekend and returned by 10:00am Monday morning.
4. Users will be charged for the replacement of intentionally damaged equipment.
5. Users that have not returned equipment and/or paid the applicable charge cannot check out equipment or use the facilities. A non-student will have his/her membership suspended (without a refund) until financial restitution is made.

Racquet Court Policies

1. Non-marking athletic shoes are required.
2. Racquetball racquets must have a wrist strap which must be used at all times.
3. Only racquetball, handball, and wallyball are allowed on the racquetball courts with the exception of activities approved by the Assistant Director, Facilities and Informal Recreation.
4. No more than eight people can be on a court playing wallyball.
- 5.
6. Lensed eyewear designed for racquet sports is required for all racquetball and handball players. The protective eyewear must be worn as designed and may not be altered. Players who require corrective eyewear also must wear lensed eyewear designed for racquet sports. Protective eyewear can be checked out at the equipment checkout desk.
7. If a player is not wearing the protective eyewear properly, all players on that court will immediately lose their racquet sport privileges for that day.

Racquetball Reservation Policies

1. Racquet courts are scheduled on the hour and reservations are taken in person at the equipment checkout desk or by calling during operation hours.
2. Courts can be reserved no earlier than 24 hours prior to requested reservation time.
3. Reservations will be taken alternately between those who walk-in and call-in, if there is a line.
4. An individual must indicate his/her first and last name, phone number and partner's name when reserving a court.
5. An individual can reserve one court for one hour per day. The partner of someone who has made a reservation cannot reserve a court for that day.
6. Empty courts are available on a first come first serve basis.

Racquetball Check-In Policies

1. All users must check in at the equipment checkout desk.
2. Users are allowed to check in with their partner up to five minutes after the hour. If they or their partner do not check in, the next team from the waiting list will be given the court. One person cannot hold a court. One person can play on a court only if no one on the waiting list desires to play.
3. Individuals who reserve a court can cancel the reservation up to two hours prior to the reserved time without penalty.
4. Individuals who do not check-in, or do not cancel within the time period indicated above will be restricted from reserving courts for two weeks.

Locker Policies

1. The lockers in the WELL are available for limited use only.
2. Items left in a locker overnight will be removed and taken to the lost and found.
3. Use of any hand held electronic devices is prohibited in the locker rooms.
4. Lockers to be used ONLY while participating in WELL activities.
5. Administrative staff has right to check lockers at any time.

Cardio Suite and Fitness Floor Policies

1. Wear appropriate athletic attire including a top or shirt at all times. No denim.
2. Wear athletic rubber-soled shoes at all times. No sandals, spiked shoes, leather-soled shoes, flip-flops, or any shoes that leave a mark on the floor.
3. Use headphones with personal audio devices (iPods, etc.).
4. Observe proper personal hygiene. No excessive fragrances.
5. Wipe down equipment with a workout towel after use.
6. Use all equipment only in the manner for which it is intended.
7. Do not use chalk in the designated fitness areas.
8. Do not eat while in the designated fitness areas. Sealed beverage containers are permitted.
9. Do not make phone calls or take photographs while in the designated fitness areas.
10. Do not take personal items into the designated fitness areas.
11. Do not spar in the designated fitness areas.
12. Do not engage in personal training unless by a certified WELL personal trainer.

Cardio Suite and Circuit Area

1. Use cardio equipment for no more than 30 minutes at a time when others are waiting.

Fitness Floor and Circuit Area

1. Use safety collars to secure weights on barbells at all times.
2. Return all weights, plates, barbells, and dumbbells to provided racks and storage areas when finished.
3. Do not drop weights for any reason unless in the Olympic platform area.

4. Do not lean weights against equipment, machines, walls, or mirrors.

Climbing Wall/Bouldering Policy

1. Every person climbing must check in at the Equipment Desk, and complete the climbing wall safety orientation.
2. Upon completion of the safety orientation the climber must check out a nontransferable hang tag from the equipment desk. The climber's hangtag must be visible to climbing staff at all times. Climbers without tags will be asked to either complete the safety orientation or asked leave the climbing wall. Hangtags must be returned to the equipment desk by the end of the day.
3. Top rope climbing and topping out on the boulder is only allowed during the open climbing hours listed at the climbing wall. Topping out is never allowed on the center wall or arch way.
4. Bouldering is allowed during all facility hours to those who have completed the safety orientation.
5. While bouldering, the climber's head is not to go above a height of 13 feet (the height of the free standing boulder). No rope less climbing is permitted at the wall.
6. Climbers are not allowed to climb past top-rope anchors.
7. Climbers are required to only use the ropes, belay devices and belay anchors that are provided by the Well. Ropes for lead climbing are provided upon request for those who have completed the lead climbing test.
8. Climbers are allowed to use their own shoes, chalk bag and harness upon inspection by a climbing wall attendant.
9. Belay devices must be attached to the harness of the belayer by means of a locking carabiner. Only WELL belay devices will be allowed at the WELL. No personal belay devices.
10. Ropes must be attached to harnesses using a figure 8 follow through knot with an appropriate tail. Do not use the belay loop to attach ropes to harnesses.
11. When equipped, harnesses must be doubled-backed at the waist and leg loop buckles when worn by the climber and belayer while climbing on ropes.
12. Always check, double check and triple check the climber's knot, harness and the belay system before each climb.
13. Proper attire is required including footwear on the climbing wall; climbing shoes are available for checkout at the equipment desk.
14. No food or beverages are allowed in the climbing area. Water bottles are acceptable.
15. No cursing or loud offensive language is allowed.
16. NO HORSEPLAY or ROUGH-HOUSING!
17. All climbing instruction is to be taught by approved WELL instructors.
18. The following jewelry is prohibited to be worn while climbing: Jewelry on hands, loose fitting necklaces and hoop earrings.

19. The WELL staff has the right to revoke your climbing privileges for the day and recommend long term revocation of climbing privileges for violation of these regulations.
20. CLIMB AT YOUR OWN RISK!

Membership Policy

1. The WELL reserves the right to suspend or terminate any membership.
2. Members/Non-members who violate any WELL policies or commit one or more of the following actions will be subject to suspension of WELL Membership and/or Guest privileges:
 - a. Jumping over the turn stiles.
 - b. Entering through the swinging gate without authorization .
 - c. Purposefully open doors/gates and allow people into the building.
 - d. The use of Sacramento State One Card by anyone other than the cardholder.
 - e. Collusion in any of the actions stated above.
3. Violators are subject to the following:
 - a. 1st offense – Suspension of WELL membership for two months and/or loss of guest privileges for two months for non-members.
 - b. 2nd offense – suspension of WELL membership for one year and/or loss of guest privileges indefinitely for non-members.
 - c. 3rd offense – Indefinite suspension of WELL membership.
4. Appeals of a membership suspension will be heard after half of the suspension has been served. A formal written appeal must be submitted in writing to the Director of The WELL or his/her designee.