

# BOLD CENTER

## USER GUIDELINES



Lac La Biche County  
welcoming by nature.



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# VISION, MISSION AND VALUES

## LAC LA BICHE COUNTY COUNCIL

**VISION:** “Welcoming by nature; your playground of opportunity.”

**MISSION:** Lac La Biche County is committed to building a region of excellence by delivering progressive, sustainable programs and services.

## BOLD CENTER FACILITY

**VISION:** “Life Happens at the Bold Center.”

**MISSION:** The Bold Center inspires and promotes healthy and active living by providing diverse, quality recreation, cultural, and social opportunities to enrich mind, body, and spirit while enhancing lifelong learning.

### VALUES:

**Guests First** – We strive to provide exemplary services and programs, while conducting ourselves in the best interests of our guests.

**Accountability** – We strive to deliver results that benefit our guests, our community, our partners and our team, using open communication and transparent operational procedures. We will ensure the efficient and effective use of our resources to further the mission of the Bold Center and drive sport and recreation innovation.

**Responsiveness** – We strive to be fair and timely in responding to our guest’s needs and expectations and model professional behavior publicly and internally.

**Excellence** – We strive to provide quality services and programs to our guests and our community by setting high standards, working towards clear goals and following best practices.

# FACILITY USE GUIDELINES

## GUIDELINES AND RULES

All guests to the Bold Center are required to abide by the Bold Center's conditions of use, rules and procedures. The Bold Center posts its General Rules within the facility, and also provides guidelines for use for each individual area including CNRL walking track, Cenovus Fitness & Wellness Centre, Arenas, etc. The Bold Center rules and guidelines may be updated and revised as necessary.

## RESTRICTIONS OF USE

Bold Center staff members reserve the right to bar any person or persons from use of the Bold Center should they commit serious offences on Bold Center or Lac La Biche County property. Serious offenses can include but are not limited to:

*Deliberate acts of vandalism and/or abuse of equipment;*

*Acts of violence against others or inappropriate behavior;*

*Gross insubordination to guests or any member of the Bold Center staff;*

*The use of obscene or otherwise inappropriate language, aggression or violence;*

*Recording or photographing individuals in unauthorized areas.*

*Bold Center Management shall review all incidents involving the above offences. All criminal offenses shall be reported to the RCMP.*

1. Conduct within the Bold Center should be in the spirit of good sportsmanship. Please show other users, equipment and team members courtesy and respect at all times;
2. Designated wristbands must be worn by all users in proof of payment areas;
3. Clean, non-marking, indoor athletic shoes and appropriate attire are required in all activity areas;
4. Food and beverages are not permitted in activity areas (water is permitted);
5. Alcohol consumption is only permitted in designated licensed areas;
6. Children 8 years of age and younger must be actively supervised by a responsible person 12 years of age or older while in the Bold Center;
7. Users must be 16 years of age or older to access the Cenovus Fitness & Wellness Centre, Boxing Area, CNRL Track and Steam Rooms.
8. The Bold Center does not assume responsibility for any lost or stolen items. Please use lockers provided;
9. Smoking is not permitted within the Bold Center, or within 5 meters from all exterior doors. Please use designated smoking areas and refuse containers;
10. Pets other than approved service/guide dogs are not permitted in the facility;
11. Injuries, accidents, or equipment failures must be reported immediately to Bold Center staff;
12. Misconduct will not be tolerated and may result in immediate and/or prolonged suspension from the Bold Center and/or criminal charges;
13. Parking is for guests of the Bold Center while utilizing the facility. Please park in designated areas. Overnight parking is not permitted;
14. Permission from a Lac La Biche County representative is required for any solicitation in the Bold Center or surrounding grounds, and for picture taking and/or videotaping other than designated viewing areas.

# ADMISSION POLICIES

## ADMISSION POLICIES

Everyone who wishes to access any of the leisure opportunities provided at the Bold Center must pay an admission fee (whether this admission is in the form of an annual membership, a monthly membership or a day pass). Paid admission is required in order to access the following areas of the Bold Center: Cenovus Fitness & Wellness Centre, CNRL Walking/Running Track, NEC Contractors/CRC Open Camp Curling Rink, the Boxing Ring, Child Mind Centre, the Outdoor Playground and any leisure opportunity in either of the Arenas, Cenovus Fieldhouses or Program Rooms.

Guests will submit payment according to the fee structure in place at the time of purchase. Guests may be required to provide proof of age to qualify for specific fee categories.

Payment is required in full at the time of purchase. Forms of payment accepted at the Bold Center are Debit Card, Visa, MasterCard, American Express, cheque or cash. Individuals will be subject to a \$25 NSF charge for insufficient funds or stopped cheques.

Bold Center fees may be subject to annual increases.

By paying admission, guests agree to abide by the General Conditions of Use for the facility, as well as the specific guidelines for each type of facility.

## **ID CARDS**

Guests who have purchased memberships are to provide and swipe ID Cards upon arrival to the Bold Center, either at the Guest Services Desk or Fitness Desk on 2nd Floor. Replacement cards are available for \$10 each.

## **WRISTBANDS**

All guests accessing areas which require paid access will receive a wristband from Guest Services. Wristbands **MUST** be worn by guests and be visible at all times while in the Bold Center proof of payment areas. Wristbands will be required for re-entry if a guest wishes to access the facility various times throughout the day. In some cases, wristbands may be issued for participation in registered programs. Wristbands are given to anyone who has paid an admission, regardless of whether the guest has a membership.

Guests visiting under a facility rental booking will not require wristbands for their booking within their designated rental area. However, if rental guests wish to use the facility outside of their booking time, they must produce a membership card or pay admission and will receive a wristband. Spectators are not required to wear wristbands, but access is limited to common viewing areas.

## **VIDEO SURVEILLANCE**

Video surveillance is used due to the open and public nature of the Bold Center's facilities and the need to provide for the safety and security of employees and guests and operates on a 24-hour period, 7 days per week. The Bold Center follows the guidelines set out by the Freedom of Information and Privacy Act (FOIP) in the use of its video surveillance system without compromising the safety and security of Bold Center visitors, staff and premises.

