

**MALLORY COUNTRY CLUB
POLICIES AND PROCEDURES**

2024

A. POOL OPENING AND CLOSING

The pool will open on Saturday, May 25, 2024, at 10:00 am.

The pool will close on Monday, September 2, 2024, at 10:00 pm.

B. FRONT DESK REGISTRATION

1. All members must sign in at the front desk upon arrival.
2. All guests must be registered at the front desk upon arrival.
3. All payments must be made by credit card, check, or money order. NO CASH OR IOUs will be accepted at the front desk.

C. OPERATING HOURS (Pool closes 30 minutes before facility *).

*Exceptions for special pool functions, swim meets, swim team practices, etc.

1) General Operating Hours:

5/25/24 – 5/30/24

Monday – Thursday 3:00 pm – 8:00 pm

Friday 3:00 pm – 10:00 pm

Sat., Sun., & Holidays 10:00 am – 10:00 pm

5/31/24 – 7/31/24

Monday – Friday 11:00 am – 10:00 pm

Sat., Sun., & Holidays 10:00 am – 10:00 pm

8/1/24 – 8/18/24

Monday – Friday 9:00 am – 10:00 pm

Sat., Sun., & Holidays 10:00 am – 10:00 pm

8/19/24 – 8/23/24

Hours TBD

8/24/24 – 8/25/24

10:00 am – 10:00 pm

8/26/24 – 8/30/24

Hours TBD

8/31/24 – 9/2/24

10:00 am – 10:00 pm

9/7/24 – 9/8/24 (subject to change)

Saturday

12:00 pm – 9:00 pm

9/14/24 – 9/15/24 (subject to change)

12:00 pm – 9:00 pm

Sunday

12:00 pm – 6:00 pm

12:00 pm – 6:00 pm

2) Adult Swim:

6/3/24 - 07/31/24

8/1/24– 8/18/24

Monday – Friday 7:00 am – 8:55 am

7:00 am – 8:55 am

Saturday & Sunday 9:00 am – 9:55 am

9:00 am – 9:55 am

Daily

6:15 pm – 6:45 pm

6:15 pm – 6:45 pm

10 minutes every hour (between minutes 50 and 60)

Adult swim is for swimmers aged 16 and older.

Weekday early morning adult swims are for swimmers only.

There will be NO MORNING ADULT SWIM on May 25th, July 4th, Sep. 2nd, and home swim meets. Home swim meets for 2024 are June 15th and July 20th.

Parents may not bring children to the early morning adult swim sessions.

Additional adult swims may be called as needed and determined by the staff.

A Lap-Lane Line will not be left in during the day due to required access to pool exit ladders.

3) Inclement Weather/ Unforeseen Conditions:

If the facility closes due to inclement weather, the facility will re-open if all hazards have passed, all systems are functioning properly, adequate staff is available, and the pool and grounds are free of storm debris. Hours are subject to change due to weather and other unforeseen circumstances.

Members may be asked to leave the grounds during severe storms. Unattended children may not remain at the pool when closed for inclement weather.

Rules on pool closings for unforeseen conditions are governed by health and safety regulations that are compiled, monitored, and enforced by the contracted pool management company.

4) Snack Bar Hours: Monday – Sunday 11:00 am – 9:00 pm

5) Swim Team Practice: The Swim Team will use the pool for practice:

Monday – Friday 9:00 am – 11:00 am

Afternoons from 3:00 pm – 6:15 pm.

The swim season concludes on August 3, 2024, with the All-Star Meet.

D. GENERAL PROCEDURES

1. All persons using the pool and other Club facilities do so at their own risk. The Club will not be responsible for any accidents or injuries connected with such use. During inclement weather, the pool manager, assistant manager, or any board member may close the facility at their discretion and require all members to vacate the facility. The Club will not be responsible for any weather-related accidents or injuries.
2. The Club will not be responsible for any loss, theft, or damage to personal property of members or their guests.
3. Defacing or damage to Mallory Country Club property, caused by members or their guests, will be charged directly to the members involved.
4. Entrance into Mallory Country Club facilities, except during posted hours, may result in arrest and prosecution for trespassing, as well as termination of privileges.
5. Members failing to register guests and/or pay guest fees may be subject to suspension at the board's discretion. Both member(s) and guest(s) will be asked to leave the club facility immediately.
6. Any member or guest under ten (10) years of age, must be supervised by a responsible individual, 16 years or older.
7. After 6:30 PM, children under fourteen (14) years old must be accompanied by a family member sixteen (16) years or older or supervised by an adult member over the age of 18. Adult members who will be supervising children under (14) years old who are not a member of their family must sign in at the front desk by 6:15 and provide the name(s) of the children that will be in their care. If the supervising adult member leaves the facility all children under the age of (14) years old in their care must also leave the facility.
8. The following items will not be permitted at the facility: hard baseballs (only wiffle balls permitted when using a bat), bats may only be used in the field hitting away from the pool towards the back fence. No tennis balls may be used with a bat. Also not allowed: vapes, weapons, guns, animals, glass (to include condiment bottles, dishes, bowls, etc.), chewing gum, skateboards, scooters, Heelys, hoverboards, rollerblades, squirt guns or water projection toys, and bicycles (except for walking bicycles and scooters to and from bike racks).
9. A diaper changing area has been provided across from the men's restroom. A special trashcan will be available for diapers only.

ONLY CHANGE DIAPERS IN THE DESIGNATED CHANGING AREA.

CHANGING DIAPERS ON PATIO TABLES IS NOT PERMITTED.

10. The following areas are off-limits for recreational play:

- a. The deck adjacent to the Snack Bar. DO NOT HANG ON CANOPY POLES!
- b. Volleyball courts (except for supervised, organized games) – DO NOT HANG ON NETS!
- c. Bamboo area
- d. Hose/shower across from the water fountain

11. Members shall not promote, encourage, or provide alcoholic beverages to any person under the age of twenty-one (21) years old. The Board of Directors reserves the right to terminate the privileges of any member and/or their family should the provisions of this paragraph be violated.

12. ABC RULES AND REGULATIONS:

To meet the requirements of the ABC Board's Rules and Regulations, and to preserve our ability to bring alcohol onto Club property, all twenty-one (21) year-old club members must strictly abide by the following:

When bringing alcohol (Beer, Wine, or Liquor) into the club:

- a) ABSOLUTELY NO GLASS BOTTLES, CONTAINERS, ETC.
- b) Label ALL Coolers
- c) Label ALL Alcohol Containers
- d) Never Leave Alcohol Unattended (to include the edge of the pool while in the pool)
- e) No entering MCC with an open container; no leaving MCC with an open container

Anyone who does not follow the above mandates will be asked to leave the facility immediately. Failure to follow this request may result in a suspension of membership. An ABC Manager must be on-site during normal operating hours. A list of ABC Managers will be posted at the Club entrance.

No events may be held, or members may be at the pool without an MCC ABC Manager present.

13. Smoking/Vaping is not permitted on the grounds or at the facility.

14. Running, pushing, wrestling, or other disturbances will not be tolerated.

15. All equipment brought into the facility must be approved by management before use.

16. A wireless internet connection will be available for member use on the club grounds (300-yard access from the office). It will be non-secure. Members utilizing this service for inappropriate uses will be asked to leave the facility. Failure to do so may result in membership termination.

17. Everyone is requested to place a towel over chairs or lounges to prevent oils and lotions from destroying the furniture.

18. Each member is responsible for placing their trash in the appropriate containers.
19. Each member is responsible for cleaning their table or sitting area before leaving the grounds.
20. All trays must be returned to the snack bar after use.
21. Regarding advertisement: It is the policy of Mallory Country Club not to advertise for any person or event except for those specifically sponsored by the Club. No notices will be posted for club members or non-club members for outside activities, employment, sales, etc. Lists or groupings of email addresses compiled by the club management, Board of Directors, or swim team shall not be used for notices for outside activities, employment, sales, solicitation, etc.
22. Tables left unattended for 2 hours or more will be cleared of personal items. Personal items will be stored at the front desk until the end of the day. If not claimed by the end of the day, cleared items will be placed in lost and found. MCC is not responsible for any items left unattended.

Special circumstances can be made at the discretion of the Board.

E. MAIN POOL DISCIPLINE AND USE

1. Pool personnel (AAA Management, Club manager, lifeguards) contracted by the Board of Directors have full authority to manage and operate Club Facilities.
2. Management will have full authority to refuse admission into the swimming pool when a maximum lifeguard-to-swimmer ratio has been reached. (25:1 Ratio Maximum)
3. No swimming will be allowed unless lifeguards are on duty stands. No diving off the diving boards will be permitted unless specifically authorized by lifeguards on duty. Swimming in the deep end of the pool during the use of the diving boards is at the lifeguard's discretion.
4. Flotation devices are not permitted for use on diving boards or in the deep end. Non-swimmers will not be allowed to use the diving board or swim in deep water while using flotation devices. A swim test must be passed before deep water swimming and diving board use will be allowed. All swim tests will be administered by lifeguards only.
5. Management will have full authority to regulate pool hours when unsatisfactory conditions exist.
6. Unnecessary conversations with lifeguards or other pool personnel who are on duty should be avoided to ensure the safety of the members. This includes the front desk area.
7. The front desk is for AAA staff and lifeguards only. Members and guests are not permitted behind the front desk at any time.
8. Members and guests are not allowed in the guard shack.
9. Children who are not toilet-trained are not allowed in the main pool without a pair of rubber pants with elastic leg openings worn over a disposable swim diaper.
10. Persons with communicable, infectious diseases, or wearing tape or bandages will be prohibited from using the pool.

11. Persons entering the pool shall be clean and have bathed or showered within a reasonable time before entering the pool. Persons entering the pool after being in sand or playground areas are required to shower before entering the pool.
12. Management, lifeguards, and board members have full authority to enforce all rules and regulations of the club including expulsion from the pool for a designated period of time. Members shall be responsible for the appropriate conduct of their own children and all registered guests throughout the Club.
13. Every parent who wishes to leave their child (10 years and above) unattended at MCC will be required to sign a "parent/child contract" which will be available at the front desk.

This contract will include phone numbers, emergency contact info, and an understanding of the expectations of the child's behavior while at MCC unattended.

The following infractions will result in immediate suspension for the day and/or longer:

Refusing to obey facility rules and regulations, using inappropriate language, fighting, assault, pushing, wrestling, or other disturbances, drinking alcohol when under 21 years of age, defacing Club property, possessing weapons or firearms, and being disrespectful.

Multiple infractions by a child may result in required parental supervision at the pool or revocation of facility use for the remainder of the summer. These decisions will be at the sole discretion of the Board of Directors.

14. Parents are responsible for the safety of their children in and around the pool.
15. Appropriate swimwear is defined by Virginia ABC regulations and Virginia Health & Safety regulations and must be followed at all times while at the club. Swimwear is clothing specifically designed and made to be worn while swimming. Swimwear is not socks, shoes, sandals, cut-off shorts, jeans, street clothes or other clothing not designed and made to be worn for swimming. A member may request the permission of either the Pool Manager or the Board to wear clothing other than swimwear for special reasons.
16. Members may be fined (amount to be determined by the board) or their membership may be suspended (at the discretion of the board) if a family member is identified as a repeat offender regarding fecal elimination in the pool.
17. The shallow end of the main pool is closed during morning swim practice with the exception of supervised swim instruction with management approval.
18. No food or drink is allowed in the pool.
19. When using the diving board, only one bounce is permitted on the board before entering the water.

F. USE OF BABY POOL

1. The baby pool is to be used only by children under six (6) years of age.
2. Children who are not toilet-trained must wear rubber pants with elastic leg openings over a disposable swim diaper.

3. Lifeguards are not on duty in this area. Parents are responsible for their children's safety and must supervise their children at all times.

G. USE OF PAVILION AND GAS GRILLS

1. The pavilion should be protected against all damage. The same is true of all furnishings and fixtures within the pavilion area. Members utilizing the pavilion must be respectful of others around them.
2. The gas grills are provided for the use of members 16 years of age or older. Rules of operation are posted and must be observed by all members utilizing the grills.
3. The grills are operated by a master switch, which must be turned on by the Pool Manager or his/her representative. Any questions concerning the operation of these grills should be directed to the Pool Manager or his/her designee.
4. After each use, members shall clean the grill grates and wipe down all grill surfaces.

H. USE OF PLAYGROUND

1. The playground apparatus is only to be used by young children (10 and under), excluding swings.
2. Mallory Country Club will not accept responsibility for accidents or injuries occurring on or around the play apparatus.
3. It is the responsibility of each parent to supervise children on the equipment. The Pool Staff and Board are not responsible for supervision of the playground.
4. Sand is not to be removed from the play area. Sand may not be thrown for any reason. Do not allow children to dig holes in the sand. Children must shower the sand off before entering pools.

I. EQUIPMENT SIGN-OUT

Equipment can be checked out at the front desk. A deposit is required and will be returned when equipment is returned to the front desk in good condition. All damaged, lost, or non-returned equipment will be the responsibility of the member family.

J. GUESTS AND GUEST RATES

1. Members failing to register guests and/or pay guest fees will be asked to leave the club facility immediately and may be subject to suspension by the board.
2. All guests must be signed in at the gate by an adult member. However, adults do not have to remain at the pool with children over the age of 10 and guests over the age of 10 between the hours of 10:00 am and 6:30 p.m. After 6:30 p.m., guests under the age of 14 must be accompanied by a member parent.
3. Guest rates must be paid by the member signing in the guest(s), before entering the facilities.
4. Guests who live outside Norfolk City limits can use the facility on any day of the week.
5. Guests who reside in the City of Norfolk may use the facilities all day on Sunday, Wednesday, and Friday, and after 6:00 p.m. on Thursday.
6. Mallory members will be restricted to two (2) guest families on any one day.

7. Babysitters who are non-members are permitted to come to the facility when pre-registered by the member parent. The intent of the Babysitter Guest is to supervise member children when parents are unavailable. Babysitters are not permitted to bring other guests, either adults or children.
8. An "In-House Guest" is defined as a relative or friend living in the house of a member family for all or some period of the summer. This person must not be eligible for Mallory membership because they do not live in Norfolk. Neighbors may not buy monthly passes.
9. Guest rates are as follows:
 - a. Babysitters \$50 per month (in advance) or \$4.00 per day
Babysitter cards \$20 for 5 visits
 - b. In-House Guest \$125 per month
 - c. Daily Guest Rate \$5.00 Children (up to age 3) Free
 - d. Guest Cards \$20 for 5 visits – No expiration date.
Guest Cards \$40 for 10 visits – No expiration date.

All guest fees must be paid by credit card, check, or money order. No cash will be accepted. IOUs will not be accepted. Unused guest passes are non-refundable and have no cash value.

10. When the sponsoring member leaves the club facilities, their guests must also leave with the exception stated in #2.

11. Adult children of members (over the age of 25) may come to the pool and utilize all guest privileges on any day. Guest fees do apply.

K. AUGUST MEMBERS – The Board will vote on whether to allow those currently on the waiting list to become "August Members" as guests of the Board. If this is in the best interest of the membership for that season, those on the waiting list are invited to pay a monthly fee that is determined by the Board.

August membership applications must be received by June 1.

August members may bring babysitters and guests as defined in the Policies and Procedures, Section J.

They will be members from August 1st to the close of the season but do not hold stock member privileges.

L. PARTIES

1. Private parties may be scheduled at the discretion of the Pool Manager or Party Chairman. Parties will be limited to accommodate the club's normally scheduled activities.
2. Parties with more than 20 guests/non-members will not be permitted. A guest list must be given to the front desk by the day of the party.
3. All parties shall not exceed three (3) hours. All parties must end one (1) hour before closing time. Music must comply with the city code.

4. Party fees: (1- 20) Guests/non-members - \$65.00

Party fees must be paid at the time of registration on SignUp Genius at mallorycountryclub.com.

No refunds will be given for paid party fees except for inclement weather cancellations.

Member is responsible for cleaning decorations, trash, etc. up after the party.

All parties shall not exceed three (3) hours. All parties must end one (1) hour before closing time. Music must comply with the city code.

M. USE OF VOLLEYBALL COURTS

1. Volleyball courts are not a play area. Soccer, baseball, and digging/playing in the sand are not permitted.

2. Hanging from the nets is not permitted.

3. Volleyball courts are only to be used for volleyball and other games approved by management.

4. Adults have priority use over the volleyball courts.

5. No children are allowed on the referee platform.

N. COMMUNICATION WITH THE BOARD OF DIRECTORS:

Members are encouraged to communicate all comments directly with any member of the Board of Directors. You may also email comments at mallorycountryclub@gmail.com.