



7370 Groveport Road
Groveport, OH 43125
614-836-1000 / www.groveportrec.com

Frequently Asked Questions

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ANNUAL PASSES

What do I get with my Pass?

Annual Passholders and Daily Passes have access and use of the GRC during normal business hours. Daily Passes do not have access to meeting rooms and the Group Fitness Studio. Classes, programs and child care are not included in the Annual or Daily Pass fee. GRC Annual Passholders receive “resident” rate for classes and programs sponsored by the Groveport Recreation Department.

Does the Annual Pass also cover the outdoor water park?

No. However, at the present time, GRC Annual Passholders are also eligible to receive a 10% discount on a Groveport Aquatic Center Seasonal Pass purchase. GRC Annual Pass Holders are not eligible to also receive the Early Bird Discount.

How can I pay for my annual pass?

Cash, Check, Gift Card, Credit Card (Visa, Master Card, Discover, American Express) or Electronic Fund Transfer.

Do you participate with any health insurance companies or businesses regarding the payment of annual passes?

Yes. The Groveport Recreation Center currently participates with multiple programs designed for persons 65 years of age and older. We recommend that if you are 65 years of age or older, check with your health insurance carrier to see if they offer any programs for you. We would be happy to provide you with a report of your monthly visits.

Do you offer any discounts to businesses that want to offer a corporate wellness plan to their employees?

Yes. If your business has a minimum of 25 employees that would like to become passholders to the GRC, please contact Jeff Card (Customer Service Coordinator) at 614-836-1000 ext. 1506 to learn more about our Corporate Wellness Plan. Participants can receive one-month free and a 10% discount on their annual pass.

Who is considered a resident? What do I need to bring to prove that I am a resident?

Any individual residing within the corporate limits of the City of Groveport. This includes any home/condominium/apartment within taxing district #185. Please be advised that your address may state “Groveport”, but you may or may not live within the corporate limits. Individuals are required to provide a valid Ohio Driver License or State ID Card accompanied by a Groveport Water Bill, another utility bill or tax bill.

Who is considered a corporate resident? What do I need to bring to prove that I work in the City of Groveport?

Any individual that lives outside the City of Groveport corporate limits, but is employed within the corporate limits of the City of Groveport. Individual is required to provide a recent pay stub (within the last 30 days) showing the person’s name, business address and City taxes withheld. Individual must also provide a valid company photo ID card.

Why do non-residents pay more?

Residents pay property tax to the City of Groveport. Corporate residents pay income tax (2%) to the City of Groveport. As a result, residents and corporate residents are afforded a substantially lower rate.

But I pay Groveport-Madison School District taxes. Why can't I get the resident rate?

The City of Groveport and the Groveport Madison School District are separate entities. The Groveport Madison School District goes well beyond the boundaries of the City of Groveport. The Groveport Madison School District services students from Groveport, Madison Twp., Obetz, Columbus and Reynoldsburg.

Who is considered a child/youth, a college student, an adult, a senior?

- A child is a member of your household who is a dependent, living in your home and under 18 years of age, or if over 18 residing with you and is a full time student (college or technical school).
- Youth is any child between 3 – 12 years of age.
- Teen is any child between 13 and 18 years of age.
- Young Adult is a person between the ages of 19 and 24 years of age.
- College student is any individual attending a university, college or trade school full-time (12 credit hours or more).
- Adult is a person between 25 and 54 years of age.
- A senior is a person 55 years of age or older.

Who may be included on my household pass?

Household is defined as: a). a married couple with or without children residing at the same address OR b). two adults (regardless of sex) with or without children residing at the same address OR c). single adult with one or more children residing at the same address.

NOTE: Children must be residing in the same household, claimed on the adult's most recent federal income tax return **AND** if of age, must be enrolled in elementary, middle school, junior high school, high school, university, college or trade school at the time of the purchase. Proof of enrollment is required at registration.

NOTE: There can be no more than two adults (25-54 years of age for these purposes) in any household.

If your household members have different last names, you will be required to provide proof that those persons are in your immediate family. Such proof may include marriage license, custody papers, etc.

How long is the Annual Pass?

One-year (12 months) from the date of registration.

Can I cancel my Annual Pass at any time?

Annual Pass cancellations will NOT be granted and pro-rated refunds will not be given, except for the following hardship cases. Requests are reviewed on a case by case basis.

- **JOB TRANSFER OUTSIDE A 25-MILE RADIUS OF THE GRC.** Patron is required to provide a letter from his/her Human Resource Dept. stating that he/she has been transferred within the same company. Patron is required to provide forwarding business address and phone number for verification.
- **RELOCATION/MOVE OUTSIDE A 25-MILE RADIUS OF THE GRC.** Patron is required to provide mortgage/lease documents (proof of move) with new address and phone number for verification.
- **MEDICAL CONDITION OF AN INDEFINITE NATURE.** In the case of medical condition, the following options are available: (a). Patron may receive a pro-rated refund if member provides a letter

from his/her physician stating that patron has a medical restriction of an indefinite nature. (b). Patron may request to have their pass “put on hold” provided that patron provides a letter from physician stating how long patron is on the medical restriction (note: limited to no longer than six months).

In the event that I can no longer use my Annual Pass, can I transfer my pass to another immediate family member?

Decisions are made on a case by case basis. Please submit your request in writing to:

Recreation Director
City of Groveport
7370 Groveport Rd.
Groveport, OH 43125

If I have extenuating circumstances and would like to request the cancellation of my Annual Pass, what do I need to do?

Please send a detailed letter explaining your circumstances and why would you like for the City of Groveport to consider your request. Please submit your request in writing to:

Recreation Director
City of Groveport
7370 Groveport Rd.
Groveport, OH 43125

The Recreation Director will review your request with the City Administrator on a case by case basis. The City of Groveport will make you aware of a decision in writing typically within a two-week period.

How can I add someone to my Annual Pass?

If a passholder wants to add someone to an existing pass, a prorated withdraw of the current pass will be conducted and a new pass type will be sold. Since this is a more complicated transaction, please ask to speak to our Administrative Assistant.

Can I pay for my Annual Pass monthly?

As a benefit to our customers, you may pay for your Annual Pass via a monthly Electronic Fund Transfer from either your checking or savings account. However, please keep in mind that your obligation is for 12-months and there is a \$24 charge (up front) if you would like to pay via EFT. Passholders will pay for their first month at the time of registration, which will leave (11) remaining monthly payments/debits from one’s checking or savings account. Annual Passes are not automatically renewed at their expiration.

May I buy an Annual Pass for just the indoor pool or another part of the facility?

No.

How much in advance can I renew my Annual Pass?

Passholders may renew their membership no sooner than 30 days prior to its expiration.

How will I be notified when my annual pass is scheduled to expire?

All passholders either receive an email or letter with a notice of expiration. If you change your email address or move, please notify us so we may update your household records. When in doubt, please call our office at 614-836-1000.

What do I need to do in order to renew my Annual Pass?

For renewal of your Annual Pass, you are required to complete a new GRC Annual Pass Contract (just as you did when you first became a passholder to the GRC). Proof of residency for Groveport residents is required. This keeps our files up to date, protects our residents and ensures that they continue to receive the lowest rates. All annual pass purchases are made in-person at the Groveport Recreation Center. However, Annual Pass Contracts may be printed from our website (www.groveportrec.com).

I have a disability. Can my caregiver enter the facility to assist me?

Yes. Your caregiver can enter for FREE. The care giver may not use the facility without the passholder and is at the facility solely to assist the passholder. If a care giver wishes to utilize the facility on their own time, he/she may purchase an annual pass or a day pass. All care givers must register at the front desk.

As a passholder, can I bring a guest with me to the facility?

Yes, anytime provided that your guest purchases a day pass. Annual Passholder Appreciation Days are also offered periodically and one guest can enter with you at no charge on those days.

What will I be issued when I become an Annual Passholder and how do I “check-in” on a daily basis?

You will be issued a receipt of your payment, a copy of the Facility Rules, a copy of the Pass Policies and a picture ID (passholder card). You are required to scan in with your card each time you enter the facility.

What if I lost my GRC passholder card?

To avoid any hassle at the front desk and to pass through our system in a more efficient manner, you should purchase another card for \$5.

Can I purchase an Annual Pass for someone else?

No. However, you can purchase a gift card that can be used towards the purchase of an Annual Pass.

CHILD CARE (BABY SITTING)

What age group do you serve?

6 months to 6 years of age.

How much does it cost to utilize the room/services?

\$2.50 per hour/child.

If I can't put my older child in the child care room, what are they supposed to do when I am working out?

If your child is not a passholder and you wish not to purchase him/her a day pass, he/she can wait in the lobby while you utilize the facility. The lobby is the area between the front doors and the indoor pool. If your child is a passholder or you purchase him/her a day pass, your child can utilize the facility provided that you and your child follow all of the facility rules. Some age specific rules are noted below.

- GENERAL – Children under 10 years of age must be accompanied by a responsible adult (18 yrs. or older) who intends to directly supervise them during their entire visit. Children 5 years of age and under must have an adult in the facility with them at all times.
- CLIMBING WALL – All climbers must be at least 5 years of age. See additional info. under climbing wall section.
- GYM – No age restrictions.
- TRACK – An adult must accompany children 12 years and under.
- INDOOR POOL – Children under 10 years of age must be accompanied by a responsible adult (18 yrs. or older) who intends to directly supervise them in the Aquatic Center. Children under 5 years of age must have an adult (18 yrs. or older) within arms reach at all times.

Why can't I exercise outside and leave my child in the Child Care Room?

Our staff may need to get in touch with you during your visit to the GRC. Your quick response is critical, especially for injuries, medical emergencies, illnesses, diaper changes, etc.

Will your staff change my child's diaper?

No. You will be paged by one of our staff members if they suspect a dirty diaper.

How will your staff get in touch with me if they need me for any reason during my visit?

Our staff will attempt to page you from the Front Desk. In the event that you do not respond, we will attempt to find you by walking around the facility.

Will your staff feed my child?

No. Due to dietary restrictions and allergies of other children, please do not bring food into the Kiddin' Around Room.

I have other questions regarding the care of my child. Is there a handbook available for me to look at?

Yes. The handbooks are available in the Kiddin' Around Room.

CLASSES AND PROGRAMS

Can non-passholders register for classes and programs?

Yes.

Why do non-residents pay more for some programs/classes?

Residents pay property tax to the City of Groveport. Corporate residents pay income tax to the City of Groveport. As a result, residents, corporate residents and GRC members are afforded a lower rate for programs.

How can persons register for programs?

1. On-Line
2. In-Person at Groveport Recreation Center
3. Mail-in (Groveport Recreation Dept., 7370 Groveport Rd., Groveport, OH 43125)

Can I register my neighbor's child?

No. Parents/Legal Guardians are the only persons allowed to register their child for a program. Adults may only register for themselves as well.

Can a person register for a program after the posted registration deadline?

It depends on a number of factors. Please call our office to inquire before making the trip to the facility. We encourage patrons to register well before the registration deadline. If a space does not exist, you may request to be placed on a waiting list.

How do you handle the refunds for programs?

All programs have a minimum number of participants in order to be conducted. The City of Groveport reserves the right to cancel, combine, alter dates and times, and to make any other revision which may be necessary in regards to programs and classes. All refunds will be made by the following guidelines.

If you paid via cash, you will receive a cash refund provided that you spent less than \$75. If you spent more than \$75, you will receive a check from the City of Groveport (normally takes 2 - 3 weeks).

If you paid via check, you will receive check from the City of Groveport (normally takes 2 - 3 weeks).

If you paid via credit card, we will refund directly to the card that was used for the transaction. A member of our staff will contact you to get the credit card numbers as our system only holds the last four digits.

Cancelled Class - If the City cancels a class, the participant will receive a full-refund or gift card, based on the person's preference.

Before Program Begins - Refunds will be made only before the start of the program for the following circumstances: (1). When the refund is requested at least 5 business days in advance of the first program date, provided that it does not reduce the participation level below the required minimum.

After Program Begins - Refunds will only be given if the participant becomes ill and is no longer able to participate in the remainder of the program. A doctor's statement must be provided. All refunds given will be prorated from the date of notification to the Recreation Department.

Trips - Since trips require reservations weeks in advance, the City of Groveport cannot process refunds for trips (no exceptions).

Administrative Fee - A \$5 administrative fee will be charged to cover processing costs for each individual program enrollment. The \$5 administrative fee will not be charged if the City of Groveport cancels the program.

Class Transfers - Persons wishing to transfer from one class to another may do so providing that the transfer does not reduce the participation level below the required minimum.

Information regarding refunds is located on our website.

How are your programs advertised?

Staff uses a number of venues to promote our classes and programs, including: press releases to local newspapers, paid newspaper advertisements, website, direct mailings, email blasts, e-newsletters, flyers, phone calls, social media, etc.

FACILITY RENTALS

If I rent a room, can I bring my own food and drink into the facility?

Yes, you can bring your own food into the facility, with the exception of pizza. The City of Groveport has an exclusive contract in place with a local pizza vendor. In regards to cold drinks, the City also has an exclusive contract with Dr. Pepper/7-Up. As a result, only Dr. Pepper/7-Up products may be served. You may purchase 2-liters from the City of Groveport.

Is alcohol permitted?

No.

Are there occupancy limits for each room?

Yes. Information is available in our flyer rack or can be seen at www.groveportrec.com

What equipment is available for our group to use (i.e., TV, VCR/DVD player, projection machine, screen, etc.)?

Please contact Jeff Card (Customer Service Coordinator) at 614-836-1000 ext. 1506 or at jcard@groveport.org to discuss your needs. We may be able to assist you with certain pieces of equipment.

If my group rents a room, can we utilize the rest of the facility at no additional cost?

No. Your room rental only gives you authority to utilize that particular area, unless other contractual arrangements have been made. Day passes can be purchased at the front desk.

What type of rentals have you had at the facility in the past?

The GRC has hosted baby showers, wedding showers, birthday parties, anniversary parties, corporate meetings, community meetings, after-proms, church group activities, athletic events, etc.

Are after-hour rentals available?

Yes. Please contact Jeff Card (Customer Service Coordinator) at 614-836-1000 ext. 1506 or at jcard@groveport.org.

If I want to rent a room, will I be required to sign a contract?

Yes and you will be required to be on-site during the rental.

FITNESS CENTER

Do you have personal trainers?

Yes. Personal Trainers that work in the GRC are independent contractors. All of our trainers are certified.

How much do your personal trainers charge?

Rates vary per trainer and rates also depend on the number of sessions you are willing to purchase. Staff recommends that you interview a trainer and make him/her aware of what you hope to accomplish before signing a contract for service.

Can I bring in my own personal trainer from another gym to train me?

No.

Do you have someone available to show me how to use the different pieces of equipment?

Yes. One of our Fitness Attendants would be happy to show you how to use a piece of equipment. Please stop by the Fitness Desk with any questions. However, please don't expect our staff to give you advice on a "workout plan" or diet. Our Fitness Attendants are not personal trainers.

How old do you have to be to use the equipment in the Fitness Center?

13 and 14 year old passholders must first complete an orientation, pass a written exam and may only utilize the fitness center when accompanied by their parent/guardian. The parent/guardian must be in the immediate vicinity within the Fitness Center. 13 and 14 year old passholders may not use the Olympic Bench Press, Smith Machine, Free Weights and Hammer Strength Machines. 13 and 14 year old non-pass holders are NOT permitted to utilize the fitness center.

Why is the "big fan" running in the winter time?

The fan was installed to help move air between the two floors in the fitness center, especially during the summer months during times of high humidity. In the cooler months, the fan also works to push high warm air back towards the ground or first floor. In summary, the fan was ultimately installed to create a comfortable balance between the two floors. A bit of advice... if you are warm, try and dress in clothing that allows air to easily pass through the fabric and wicks moisture away from your skin. If you are cool, please bring a sweatshirt with you.

Why do patrons have to wipe down the fitness equipment after each use?

Patrons must wipe down the equipment after each use to minimize the spread of germs, which is a benefit to all.

What are the cleaning chemicals in the bottles and what do they do?

The bottles contain a liquid cleaner, detergent, deodorizer & disinfectant.

Do you have towels available to wipe the sweat off my face, etc.?

No. Please bring your own small towel from home.

Do you have any pre-made forms where I can track my workouts?

Yes. One of our Fitness Attendants would be happy to show you where those forms are located.

FITNESS CLASSES

Are fitness classes included in the passholder fee?

No. Classes and programs are extra.

Why are there different fees for different classes?

Each individual instructor sets their own fee.

Are the instructors "certified"?

Yes.

Can non-passholders take fitness classes?

Yes.

After I take the class, can I use the rest of the facility?

No, unless you purchase a daily pass or have an annual pass to the facility.

Where can I find a list of what classes are offered?

Class offerings are located in the flyer racks (see Fitness Guide) near the front desk. Classes can also be seen at www.groveportrec.com.

GROUP FITNESS STUDIO

Why can't annual passholders (patrons) use the studio for their own personal workouts?

The group fitness studio is not equipped with security cameras for privacy reasons. In the event that a patron suffered a medical emergency, our staff would not be able to see the patron and the patron may not receive timely medical attention.

What type of floor was installed?

A floating hard wood floor was installed. The floor is very friendly on the joints.

GYMNASIUMS

Why do I have to wear non-marking tennis shoes?

Non-marking tennis shoes are required to prevent unwanted scuffs on the wood floor.

If I don't have non-marking tennis shoes can I play in my socks or bare feet?

No. Socks are very slippery and bare feet are prone to blisters and slivers. In addition, proper shoes will give you the necessary support while playing to hopefully reduce the risk of foot and ankle injuries.

Why is the gym curtain used during times when the full-gym is only being used by one age group?

When our staff lowers the curtain it gives more people an opportunity to utilize the gym at the same time. Yes, full-court basketball is eliminated, but basketball can still be played in a cross-court fashion. Staff may also lower the curtain to separate a programmed activity (i.e., volleyball league or youth team basketball practice) and drop-in gym.

Why is there a gym schedule?

Gym schedules were developed to ensure that every age group has an opportunity to utilize the gyms. Gym schedules are located at the entrance of the gyms, in the flyer rack near the front desk and can also be viewed at www.groveportrec.com.

Do I need to bring my own basketball, volleyball, etc.?

No. If you need to borrow a ball, please see out Fitness Attendant at the Fitness Desk.

If I have a small child, can the baskets be lowered so it's easier for him or her to shoot?

Yes. Please see the Fitness Attendant for assistance. The baskets can be adjusted down to 8 foot if necessary.

Why can't I bring pop/sports drinks/juice and food into the gym?

Spilled pop/sports drink/juice and left over food are all bad for the gym floor.

HEIGHT & ADULT SUPERVISION

Do you have any age and height requirements for use?

Yes. Please see below area of the facility for more info.

Facility (in General)

Children under 10 years of age must be accompanied by a responsible adult. Children 5 years of age & under must have an adult with them in the facility at all times. Groups bringing children to the GRC must have at least 1 adult for every 5 children.

Child Care

Open to children 6 months to 6 years of age.

Track

An adult must accompany and supervise children 12 years of age & under.

Indoor Pool

Children under 10 years of age must be accompanied by a responsible adult who shall directly supervise them in the pool. Children under 5 years of age must have an adult within arms-reach of them at all times. Groups bringing children to the indoor pool must have at least 1 adult per every 5 children and adults will be responsible for the supervision of those children. Adults in swim attire must directly supervise the children poolside. The frog slide is designated for children 10 years of age & under. Use of the lazy river is restricted to persons 42 inches and taller. Persons must also be able to swim unassisted to the exit.

Fitness Center

13 – 14 year old Pass Holders must first complete an orientation and pass a written exam and may only utilize the fitness center when accompanied by their parent or guardian. The parent/guardian must be in the immediate vicinity of the Fitness Center. 13 – 14 year olds may not utilize the Olympic Bench Press, Smith Machine and Hammer Strength Machines. 13 – 14 year olds Non-Pass Holders/Non-Members are not permitted to utilize the Fitness Center.

Persons 15 years of age and older may utilize all pieces of equipment in the Fitness Center.

Non-Pass Holder/Non-Members between the ages of 15 and 17 years of age must have a parent/legal guardian sign and complete a Release.

Climbing Wall

Climbers must be at least 5 years of age, weight at least 40 lbs. and have sufficient height, strength and coordination to climb.

Locker Rooms

Children under 5 years of age must be accompanied by a responsible adult. Children 6 years of age and older must use gender appropriate locker room or Family Locker Room.

INDIVIDUAL AND GROUP DAY PASSES

What does my day pass include?

If you purchased a day pass, you have access to the GRC during normal business hours. Please see our Rules for age requirements for certain areas of the facility. Day Pass Holders and GRC Annual Passholders do not have access to meeting rooms and the Group Fitness Studio. Classes and programs are not included with your day pass.

If I pay your single visit rate, may I leave and come back again?

Yes. Simply stop at the front desk and let them know that you plan to return that day. Our staff will place a dated wrist band on you which will allow you to re-enter later that same day.

What do I need to bring to get the resident rate?

Groveport residents are encouraged to request a Groveport Resident ID Card (free of charge). Individuals are required to provide a valid Ohio Driver License or State ID Card accompanied by a Groveport Water Bill, another utility bill or tax bill. If you are a corporate resident, you are required to provide a recent pay stub showing the person's name, business address and City taxes withheld. Individuals must also provide a valid company photo ID card. Children are required to have a Resident ID Card to receive the resident rate.

Do I need to bring any type of identification with me?

Yes, please see below

ADULTS

Non-pass holder adults are required to either scan their driver license or state issued I.D. Card at the front desk prior to using the facility. Date and time of entry will be tracked.

HIGH SCHOOL STUDENTS

Non-pass holder high school students are required to either scan their driver license or leave their high school ID Card at the front desk prior to using the facility.

RESIDENT I.D. CARDS

If you have a valid Resident ID Card, you will be asked to swipe your card under our card reader so we can verify your residency and capture the date and time of your visit.

*Non-Pass Holders will also sign the Guest Registration Book.

*Day Passes are non-refundable and non-transferable.

*A day pass is only valid for the day that it is used.

Can I use a Groveport Recreation Center Day Pass at the Groveport Aquatic Center or can I use my Groveport Aquatic Center Day Pass at the Groveport Recreation Center?

No. Day passes are not interchangeable.

How can I pay for a day pass?

Cash or credit card (Visa, MasterCard, Discover & American Express). The GRC does not accept personal checks for day passes.

If I buy a pack of 10 day passes, can I share them with friends or family members?

Yes. You may distribute the passes to family members and friends. The Group Day Passes do not expire.

INDOOR POOL

Why are there only two to four lap lanes available?

The indoor pool is not just a lap/fitness pool. It is a multi-use facility where people can choose to swim laps or swim in a leisurely fashion in other areas of the pool. Aquatic classes, such as swim lessons and water aerobics also use the facility at times.

Why is the pool water cooler than yesterday?

Staff attempts to keep the water in the indoor pool between 83 F and 85 F. The GRC keeps the pool warmer than most pools in central-Ohio. The temperature may vary a few degrees every day as it is difficult to regulate 145,000 gallons of water. The depth of the water and the amount of sunlight an area of the pool is receiving will also vary the water temperature. Please keep in mind that if the pool is cool, it will take up to a few hours for the temperature to increase a few degrees due to the number of gallons that need to be heated.

Why is the air temperature so warm?

The air temperature must be kept approx. 2 degrees warmer than the pool temperature to assist in the control of humidity.

Can I wear a t-shirt in the water along with my bathing suit?

Yes.

How many gallons of water does the pool hold?

145,000 gallons.

Where can I find a pool schedule?

Copies of the pool schedule can be picked up on the flyer rack near the front desk. The pool schedule can also be seen at www.groveportrec.com.

Why is the pool closed between 1:30 p.m. and 3:30 p.m., Monday – Friday?

Past history at the facility showed that this time frame attracted very few swimmers. As a result of the indoor pool being closed during this time period, staff has an opportunity to work on or in the pool (maintenance & repair).

How often does the staff check the water chemistry?

Staff checks the water chemistry hourly to ensure we are within the state regulations.

How long is the lap pool?

25 meters

Why would the facility shut down operation?

- Lightning in the Area – When lightning has been seen, when thunder has been heard, or when lightning is reported (0 – 8 miles from the facility), lifeguards will evacuate all patrons from the pool and deck areas for a period of 30-minutes. The 30-minute period renews itself with each occurrence of thunder or lightning. Both the indoor and outdoor facilities have lightning detectors and staff regularly monitors weather channels in these circumstances. Please note that just because we may not see lightning or hear thunder in the area, a lightning strike is still possible under certain weather conditions.

Water is the greatest conductor for electricity. Although the chance of you being electrocuted in an indoor pool is low, it can happen. We would rather err on the side of caution than have to explain to your family members that you were electrocuted.

- Poor Visibility – Although rare, the pool or sections of the pool, may be closed due to poor visibility. If our staff can't see the bottom of the pool (or sections of the pool) it will be closed.
- Chemical Imbalance – The City of Groveport is required by the State of Ohio Health Dept. to maintain a certain water quality for patron safety. If our facility falls outside of certain mandated parameters, we would be forced to close the pool until those parameters are met.
- Mechanical Failure** - A malfunctioning or broken filtration system/recycling pump would cause the pool to close. The State of Ohio Health Dept. mandates that all pools filter/cycle all of the water in the pool in a certain amount of time to maintain proper water and chemical balance.
- Fecal Contamination** – The Center for Disease Control has coined a phrase “Recreational Water Illness (or RWI) for short. RWIs are caused by germs/organisms that may be present in the water. If someone were to ingest pool water that contained fecal matter, that person may become sick.
- Fecal Response**: Formed stool will cause the pool to close for a minimum of 30-minutes.
- Diarrhea Response**: Liquid discharge will cause the pool to close for a minimum of 8-hours. Any Diarrhea discharge will automatically close the facility until the next day.
- Vomit Response** – Vomit in the pool will cause the pool to close for a minimum of 30-minutes.

If the conditions improve, might the pool re-open later in the day?

Yes, except for items noted above with **. However, the decision to re-open the facility will be made based on a number of factors, including: time of day, weather forecast, staffing, etc.

Do you have any type of equipment that I can use for my water workouts?

Yes. **Adults** may use water noodles, kick boards, dumb bells, resistance gloves & shoes and life jackets. Persons may also bring their own pieces of water exercise equipment during water exercise.

Why can't my child wear "water wings"?

Inflatable water wings provide a false sense of security and can easily come off in the water. Baby-seat floaters, suits with built-in flotation devices and water noodles are also not permitted for use by children. All non-exercise flotation devices (life vests) must be U.S. Coast Guard approved.

Does the facility have U.S. Coast Guard life jackets for persons to use?

Yes, but only a limited supply.

How does a person become a lifeguard?

A person must possess or obtain an American Red Cross Lifeguard Certificate, as well as an American Red Cross Certificate for CPR/AED for the professional rescuer. Classes are offered through the

Groveport Recreation Department. Please see either the Aquatics Manager or Aquatics Coordinator for more information.

How does a person become a swim instructor?

A person must possess or obtain a Water Safety Instructor Certificate from the American Red Cross. Classes are offered through the Groveport Recreation Department. Please see the Aquatics Manager, or Aquatics Coordinator for more information.

LOCKER ROOMS

Why should I put my items (e.g., change of clothes, duffle bag, etc.) in a locked locker?

Staff highly recommends that you leave your valuables at home and put your other items in a locked locker. The GRC is not responsible for lost or stolen items.

Why don't you offer a towel and soap service?

The Groveport Recreation Center is not a private club, nor do we charge the high rates that private clubs charge for annual passholders. Towel and soap services are not offered so we can continue to operate within the budget that is approved by City Council.

Do you provide locks?

No. Please bring either a combination or keyed lock.

Can I rent a locker?

Unfortunately, no. The Men's Locker Room has 179 lockers available. The Women's Locker Room has 152 lockers available. The Family Locker Room has 20 lockers available. There simply are not enough lockers to go around if the GRC rented lockers.

MISC.

How big is the facility?

67,000 square foot.

How much did it cost to build?

Approx. 12 million dollars.

Who owns and operates the Groveport Recreation Center?

The City of Groveport owns and operates the Groveport Recreation Center.

Who was the architect on the project?

Brandstetter Carroll Inc. • 2360 Chauvin Drive • Lexington, KY 40517 • 859-268-1933

Who was the project manager?

Messer Construction Co. • 3600 Fisher Road • Columbus, OH 4328-1012 • 614-275-0141

How long did it take to build?

Approx. 13 months.

When did the building open for public use?

January 10, 2004.

How long is the outdoor leisure path?

The outside loop is just over 1 mile in length. Walkers, joggers, bikers and roller bladers are all welcome. A complete listing of all of the Park Rules & Regulations are available inside the message centers throughout the park.

Is fishing permitted in the ponds?

Yes. Please see our Park Rules for additional information. Rules can be found at www.groveportrec.com.

I'm over 55 years of age. Can I get a Senior Center Parking Sticker as a GRC member and not join the Senior Center?

No. In order to receive a Senior Center parking sticker, you must be a member of the Senior Center and regularly participate in Senior Center sponsored programs. Persons that park in those designated spaces must have an up to date Senior Center parking sticker and must be participating in programs at the Senior Center. Please be advised that only 12 spaces exist.

What can you tell me about the statues of John S. Rarey and Cruiser at the front of the building?

John S. Rarey (1827-66) of Groveport gained international fame in the mid-19th century for his humane methods of horse training, which involved talking to the horse and using a gentle, but firm, touch.

Rarey's horsemanship attracted people worldwide who brought their unruly horses to him for training. Throughout his life he refined his humane "Rarey Method" of training horses and gained national and international recognition.

His greatest success was training Cruiser (1852-75), the vicious English stallion owned by the Earl of Dorchester. Cruiser was noted for his speed, but his foul temper made it impossible to race him. Cruiser would go into fits of rage, kicking and screaming in his stall, if anyone came near.

While in England in 1857, Rarey accepted a challenge to apply his training methods to Cruiser. Rarey calmly walked alone into Cruiser's stall and, to the surprise of onlookers, emerged three hours later riding Cruiser.

Rarey soon took possession of Cruiser and the pair traveled the world gaining fame and fortune as Rarey demonstrated his techniques. In 1862, Rarey built a mansion at 751 Main Street in Groveport along with a stable and paddock for Cruiser.

The story of Rarey and Cruiser is a source of inspiration to the residents of Groveport and Madison Township. Groveport Madison schools adopted Cruiser as a mascot in the early 20th century (along with the school colors of red and black to reflect Cruiser's fiery spirit and dark coat) because of Rarey's and Cruiser's example that combining intelligence, kindness, power, and discipline brings success.

Author: Rick Palsgrove, *Editor of Messenger Newspaper and Groveport Resident*

Artist: Alan Cottril

ROCK CLIMBING WALL

How tall is the wall?

At its highest point, the wall is 30 ft. tall.

What is the wall made of?

The wall itself is made up of a number of pieces that were wired together on site. The wall is made of cement with reinforced fiberglass. The wall is supported by a number of steel beams.

How does the belay system work?

The automatic hydraulic belay system takes up the slack when the person starts to climb. Once the person is done climbing or “falls off the wall”, the pressure from the auto-belay safety system lowers the person to the ground.

Is the wall inspected? How often?

Yes the wall is inspected by the State of Ohio and a private climbing wall company once a year. Staff also regularly inspect the wall looking for irregularities.

Why is there a weight and age limit?

A climber must be at least 5 years of age, weigh at least 40 lbs. and have sufficient height, strength and coordination to climb as recommended by the climbing wall manufacturer. Five year olds interested in climbing may make an appointment with the Recreation Coordinator for an individual evaluation.

Why isn't the climbing wall open every day?

When the facility initially opened, the climbing wall was open every day. Over the years, staff has restructured the climbing wall hours based on peak use times. The City did not feel that it was good use of City funds to staff the climbing wall for a number of hours each day when climbers only used the wall during certain time periods.

RULES AND POLICIES

Where can I get a copy of the most recent rules and policies?

Please stop by the front desk and request an Annual Pass Contract packet. All of the rules and policies are listed in the packet. This same information is also available at www.groveportrec.com.

I paid a lot of money for an annual pass/membership. Why do I have to follow all of these rules?

The rules at our facilities were developed prior to the facilities opening to the public. Our staff visited many community recreation centers in Ohio and discussed this topic with their staff. The GRC developed our own set of rules based on best practices and facility design. Rules are in place to set certain expectations and standards for our passholders and daily fee patrons so that our users remain safe at our facilities.

Unlike some other recreational facilities, the GRC publishes the rules for people to openly see. The GRC believes that being up front with our passholders and guests is the best policy and by doing so, problems may be avoided. Our staff revisits our rules on an annual basis based on patron conduct, facility issues, discussion with other facilities and their staff and standards set by regulatory agencies.

SWIM LESSONS

How old do you have to be to participate in swim lessons?

Classes are offered for children as early as 6 months of age and up through adults.

Do I have to get in the water with my child during lessons?

A parent/guardian (mother; farther; grandparent etc.) must be in the water with our infant class. Our preschool classes and above are held without the guardian in the water.

How do you determine what level to place my child?

If you have not had class with us before, our Aquatics Coordinator or Swim Lesson Instructors will assess the ability of each student and place them in the appropriate level class.

Do you have a swim team?

The City of Groveport does not have a swim team. However, the Groveport Fighting Fish (a parent volunteer organization) swims at the Groveport Aquatic Center (Outdoor Water Park) during the summer months. For more information, please visit www.groveportswimteam.com.

Do you offer private or semi-private swim lessons?

Please see our Aquatics Coordinator as this varies based on the number of qualified staff currently employed.

My child has been through all of the levels. What is next for her/him?

Lifeguard Readiness class or swim team.

Why can't I sign up for multiple sessions at one time?

If an individual were allowed to sign up for multiple sessions at one time, this would not allow others the opportunity to partake in swim lessons.

I was put on a wait list, how do I get into the class?

The Aquatics Coordinator will contact you should space become available.

My child does not seem to get enough attention in class who do I speak to?

Our classes are monitored by our Aquatics Coordinator (614-836-1000 ext. 1512). In the event that he/she cannot be reached, please contact our Aquatics Manager at 614-836-1000 ext. 1510.

When are lessons?

Lessons are year round

Indoor Lessons Tuesday & Thursday evenings, Saturday mornings (varies)

Outdoor Lessons Monday – Thursday (a.m.) for two weeks at a time

SWIM WEAR & FLOTATION DEVICES

Are patrons required to wear a lined bathing suit?

No. However certain swim attire rules are in effect. Patrons are always encouraged to wear a clean lined bathing suit.

What must MALES wear?

Bathing suit or short that has a drawstring and must cover one's bottom and genitals. Suit/Shorts must be worn on the waist. Underwear may not be visible.

What must FEMALES wear?

Bathing suit or swim wear that covers one's bottom, genitalia & breasts. If shorts are worn, they must have a drawstring and cover one's bottom & genitalia. Shorts must also be worn on the waist. Underwear may not be visible. Bras (including sports bras) may only be worn if under a colored t-shirt.

What may NOT be worn?

Soiled clothing, suits/shorts with holes, rips, tears, cut-offs, thongs & transparent fabric.

Can t-shirts be worn in the water?

Yes, except when using the slides and/or diving boards. "Rash Guard" (tight shirts) may be worn on the slides & diving boards.

What are persons that are not toilet trained or incontinent required to wear?

These persons must wear a clean diaper/disposable swim diaper covered by separate rubber/vinyl pants, all of which must fit snugly around the legs and waist and then covered with swim wear. If the diaper becomes soiled, the person must exit the pool immediately and may not return until he/she has taken a soap shower and has been covered with a new diaper with clean rubber/vinyl pants.

Why can't my child wear "inflatable water wings"?

Inflatable water wings provide a false sense of security and can easily come off in the water. Baby-seat floaters, suits with built-in flotation devices and water noodles are also not permitted. All flotation devices (life vests) must be U.S. Coast Guard approved.

Does the facility have U.S. Coast Guard life jackets for persons to use?

Yes, but only a very limited supply.

Can I bring my own raft to use?

No.

TRACK**What is the surface made of?**

The track surface is made of a poured in place rubber.

How many laps equal one-mile?

Ten

Why do you change the traffic pattern?

Since the track is oval, the traffic pattern is changed so that you don't put too much stress on a certain foot, knee or hip if you are an everyday walker or jogger.

Why can't I walk side by side on the track with my friend?

We understand that it may be difficult to carry on a conversation with your friend while walking one in front of the other, but the track pattern on the track is set up in such a way to keep people as safe as possible. Side by side walking or jogging/running, makes it difficult for people to pass when necessary.

- Inside Lane = Walking
- Middle Lane = Passing
- Outside Lane = Jogging/Running

Why can't I watch the activities in the gym from the track?

The track was not designed to be a spectator area. A non-moving body on a track equals greater opportunity for collision and injury.

Why aren't baby strollers or wheelchairs allowed on the track?

The wheels on the baby stroller, or wheelchair may damage the track. In addition, a collision with either would not be good for the walker/jogger or baby, or person in the wheelchair.

Can I carry my baby in a pouch, sling or backpack while I walk on the track?

Yes.

What is the age requirement in order for someone to use the track and why?

Children 12 years of age and under must be accompanied by an adult. Based on our experience and research, children under the age of 13 tend to use the track for purposes other than exercise and their non-supervised activity may cause slips, falls, rolled ankles, collisions, etc. Thank you in advance for watching your children.

I have a hard time walking. Are walkers allowed on the track?

Yes. However, please use caution as the stoppers on the bottom of the walker may grab the track. You may want to walk around the perimeter of the gym instead.