

Code of Conduct

These rules and regulations are designed to make the Timpany Center a safe and enjoyable place for all. Violations can result in suspension and/or termination of your Timpany Center privileges and membership/rental agreement.

- Member: Any individual registered in the following: pool membership, land membership, aqua or land classes, or attendant.
- Vendor: Anyone who has a signed Master Agreement for rentals with San Jose State University Research Foundation.
- TC: Timpany Center

General Guidelines

- Use of Timpany Center facilities for commercial purposes is strictly prohibited (swim lessons, personal training, basketball coaching, physical therapy etc.) without written agreement from SJSU Research Foundation.
- Members, vendors and staff must maintain personal cleanliness and good hygiene.
 - Overuse of perfumes, body oils or cologne is considered a violation of the code of conduct.
 - Lack of appropriate personal hygiene is also a violation of the code of conduct.
- Tobacco, smoking, vaping, drugs or illegal substances of any kind are not permitted in the facility or on the grounds.
- Members and vendors must provide proof of membership/rental and check in at the front desk.
- Discrimination of any kind including but not limited to derogatory prejudice and unwelcome actions, words, jokes or comments based on an individual's sex, race, ethnicity, age, religion, sexual orientation, disability or any other legally protected characteristics will be cause for member/vendor dismissal.
- Conduct that makes other individuals feel uncomfortable or threatened including physical, emotional, verbal and mental abuse, blocking Timpany Center entrances, exits, aisles, or other areas that may cause interference with or restrict public access will not be tolerated. This includes leaving bicycles, wheelchairs, walkers, or similar devices in areas that block emergency accesses and pathways

- The Timpany Center is not responsible for personal property that is lost, stolen or damaged.
- To ensure the safety and proper opening/closing operations of the facility, all members are expected to adhere to the following guidelines:
 - Members may not enter the facility prior to the posted opening time.
 - Members must wait for permission from a Timpany staff member before entering the facility.
 - Members must exit the facility by the stated closing time.
 - All activities must conclude prior to closing to allow sufficient time to gather belongings and exit promptly.
 - Members are expected to follow any directions from Timpany staff regarding closing procedures.
- To protect privacy and safety, all members must comply with applicable privacy laws, including California Penal Code 647(j), which prohibits unauthorized recording or viewing of individuals in private areas (e.g., locker rooms and restrooms).
 - Approval must be obtained and confirmed by Timpany management before any photos or videos are taken.

Locker Room

The above General Guidelines apply to this space.

- Locker rooms close 30 minutes after the pool closes.
- Private changing stalls are provided for your convenience. Members should only place belongings in stalls during the time of active use (i.e. while changing).
- For hygiene purposes, members must refrain from placing bare skin on benches etc. Please use a towel at all times.
- To promote a safe and sanitary environment, members are strongly encouraged to wear appropriate footwear in all showers and locker rooms.
- Lockers are for day use only. Any items left behind in lockers will be removed at the end of the workday and placed in our lost and found. Locks may be cut off if necessary.
- Personal items may not be left on changing benches during facility use. All belongings should be properly stored in designated lockers. Any unattended or abandoned items found on benches will be removed by staff and placed in appropriate storage areas (e.g., lockers or lost and found).
- Absolutely **NO CELL PHONE** use in locker rooms.

- Our facility is older, please be gentle when using hair dryers, shower curtains etc.
- Children 6 and over must use gender appropriate locker rooms. They may also use the family locker room if they are with a parent of the opposite sex.
- **Facility Exit:** Members have a 30-minute grace period after the pool closes to utilize locker room facilities for showering and changing. All members must exit the building by the final scheduled facility closing time.

Pool and Spa

The above General Guidelines apply to this space.

- Everyone must shower before entering the pool and spa. Please take a brief 1 minute shower before swimming.
waterandhealth.org - [Before Swimming Be Sure To Shower](#)
- Water temperature is between 90-92 degrees, air temperature is between 78-82 degrees and humidity is at 50%.
- All swimmers must check in at the front desk before swimming.
- There are 3 lanes in the pool; 2 lanes for walking and 1 lane for lap swimming.
- Swim/walk down on the right side of the lane and come back on the right side.
- When choosing a lane, choose one that fits your ability and speed. If directed by the Lifeguard, please change lanes as needed.
- Follow and respect all signage as posted.
- If you have to rest while walking or swimming, please rest at the end of the pool and to the side of the lane.
- You will need to bring a towel and a bathing suit or appropriate swim gear.
- Swim caps, water shoes, ear/nose plugs, and snorkel masks are allowed if preferred, but may be subject to approval by aquatics staff.
- Please do not hang on the lane lines.
- Class participants who do not have an active pool membership will be allowed to enter the pool 10 minutes prior to class and will be allowed 10 minutes to exit the pool and spa after class.
- Pool members who are not enrolled in a fitness class may not participate in a class.
- Participation in a fitness class by a non-enrolled member will incur a drop in fee per time
- No running, diving, jumping, eating, or smoking allowed on the pool deck.
- No lotions or oils in the pool

- Bottled water and sports drinks are permitted in the Fitness Center, provided they are in plastic or aluminum containers. All other food and beverages are prohibited.
- Patrons are not permitted to move or operate equipment (including lane lines).
- **Pre-Opening Access:** Members are prohibited from entering the pool or deck area until the facility is officially open and a **certified lifeguard is on duty and on deck**. For your safety, there is no unauthorized access to the aquatic area outside of supervised hours.
- **Prompt Departure:** All members and guests must exit the pool, spa, and surrounding deck area promptly at the scheduled closing time, or as instructed by facility staff.
- **Closing Procedures:** To allow staff to complete essential safety and cleaning protocols, lingering in the hot tub or pool after the closing announcement is not permitted. Intentionally delaying these procedures may result in a review of membership privileges or additional administrative fees.
- California State Law prohibits the use of the pool or spa by anyone under 14 years of age without supervision by a parent or legal guardian over 18 years of age
- **Minor Supervision and Swim Test Policy**
In accordance with applicable California state, county, and local regulations, all members under the age of 18 must be supervised by a parent, legal guardian, or a responsible individual who is at least 18 years of age while on facility premises.
- **Active Supervision Requirement:**
Minors who are unable to demonstrate adequate swimming ability must be actively supervised at all times. Active supervision is defined as the supervising adult being in the water and within arm's reach of the minor.
- **Swim Test Requirement:**
Minors may be permitted to swim independently only after successfully completing a lifeguard-administered swim test. The swim test must be conducted by authorized aquatic staff and evaluated according to facility standards.
- **Documentation:**
Completion of the swim test must be properly documented, and will be kept on client profile.
- **Post-Test Supervision:**
Minors who have successfully passed the swim test may swim without a guardian in the water; however, the supervising adult must remain on the pool deck and continue to provide active, attentive supervision at all times.

Failure to comply with this policy may result in restricted access to aquatic facilities or additional safety enforcement measures.

- Timpany Center will determine the music selection on the center's sound system.
- Lifeguards have the right to expel anyone who does not adhere to the above rules and regulations.
- Access to the fitness class area is restricted to the ladders or by moving along the perimeter walls for entry and exit.
- Please do not sit or stand in front of the lifeguard, any emergency equipment, or the office door. We need immediate access to these areas in case of an emergency.
- Swimmers who require assistance in the water or dressing room must be accompanied by their own caretaker; aquatic staff are unable to serve as attendants.
- Prior to lane sharing, notify the other swimmer before entering the lane to prevent potential collisions. Mutually determine the most effective method for sharing the space, ideally with an individual of a comparable skill level.
- Swimmers are expected to choose a stroke and pace that matches lane conditions. If a swimmer's stroke is not suitable for the number of people in the lane and creates congestion or safety concerns, lifeguards may ask the swimmer to adjust their swimming style.

Fitness Class Attendance Code of Conduct

To ensure a safe and effective environment, all fitness classes have a maximum capacity and are limited to registered participants.

- Drop-In Attendance: Drop-ins are allowed only if space is available and must check in and pay the applicable fee before joining.
- Waitlist: Waitlisted participants may join only if space becomes available and they receive staff approval; the applicable fee must be paid prior to participation.

Arthritis Class Exception

Due to enhanced safety protocols and participant health considerations, drop-in attendance is not permitted for Arthritis classes. Waitlisted participants must receive staff confirmation to attend; without confirmation, participation is not allowed.

All participants are expected to follow these guidelines to support a safe, fair, and organized class environment.

Swim Lesson Code of Conduct

- Cancellations: A minimum of 12 hours' notice is required. Late cancellations will incur a fee.
- Pool Access: A valid pool membership is required for use of the pool outside of scheduled lessons.
- End of Class: Students must exit the pool immediately after their lesson.
- Expectations: Arrive on time, follow staff instructions, and be respectful to others.

Gym/Fitness Center

- The above General Guidelines apply to this space.
- The rules and regulations are established to ensure the Fitness Center remains a safe, and inclusive environment for all members.
- All individuals are required to adhere to fitness center etiquette and maintain a courteous demeanor towards others at all times.
- Bottled water and sports drinks are permitted in the Fitness Center, provided they are in plastic or aluminum containers. All other food and beverages are prohibited.
- The Fitness Center staff will determine the music selection on the center's sound system. Personal headsets or earbuds are welcome as long as the volume is not disruptive to others. If listening to one's own music, headphones are required.
- Proper fitness attire is required. Appropriate SHIRTS and SHOES must be worn at all times.
- Kindly ensure that all equipment is sanitized immediately following its use and prior to transitioning to an alternate workout station.
- To maintain the safety and organization of the facility, kindly ensure that all equipment is returned to its designated storage area. Equipment may not be removed from the fitness center without explicit staff authorization.
- Always use a weight you can safely manage for your exercises, or ensure you have a spotter.
- All equipment malfunctions and concerns need to be reported to the staff immediately.
- The Fitness Center is not responsible for personal property that is lost, stolen or damaged.
- Violations of these rules and regulations can result in suspension and/or termination of your Fitness Center privileges and membership.

- California State Law prohibits the use of the fitness center or basketball gym by anyone under 18 years of age without supervision by a parent or legal guardian over 18 years of age.
- Use of the fitness center is restricted to individuals aged 18 and older. Land memberships registered in the name of a minor permit exclusive access to the basketball gymnasium, provided that a parent or legal guardian is present throughout the duration of use.

Personal Training Code of Conduct

- Clients are expected to arrive on or before their scheduled session time to receive the full benefit of their training. Sessions will begin and end as scheduled; late arrivals will result in a shortened session without extension.
- Clients without a membership may warm up and cool down 15 minutes before and after their sessions in their designated spaces.
- All sessions must be paid in full prior to the first session.
- Any and all cancellations or changes to pre-scheduled appointments with a trainer must be made a minimum of 24 hours in advance. Failure to do so will result in the loss of said scheduled session.

For Vendors/Renters ONLY

- General Guidelines apply to this space.
- A current San Jose State University Research Foundation Master Agreement must be in place to be considered a vendor of the Timpany Center.
- Vendors assume responsibility that their staff and participants will comply with all applicable rules and regulations set forth by SJSU Research Foundation and Timpany Center.
- Vendors must dress and act professionally. Failure to do so will end in the vendor being asked to leave and being charged full rental amount.
- Vendors are required to wear identifying clothing/name tags etc. to distinguish them from Timpany Center Staff and check in with the front desk when entering the facility.
- If an accident occurs (fecal, vomit etc.) in the pool (when renting pool space) during the vendor's swim lesson/training session the vendor will incur a cleaning charge of \$300. If this incident occurs due to vendor negligence (allowing improper clothing, knowingly allowing a sick patron in the to pool etc,) then the incident charge will be \$500.

- If equipment is damaged by a vendor or student of said vendor then the vendor will be billed the appropriate amount to replace the damaged item.
- If vendors wish to use the TC equipment and storage additional fees will be incurred.
- Vendor space will be limited to what is outlined in the master agreement. Any additional space used will incur additional fees. No additional furniture or equipment will be placed in Timpany spaces unless specifically outlined in the original agreement.
- Vendors will stay in designated areas and out of TC staff spaces unless given specific permission by TC staff (this include the pool office). Vendors will enter and exit the pool spaces through TC member entrances and exits.
- Vendors will NOT use the Timpany Center address as a business or shipping address. All mail sent to TC will be discarded and deliveries will be refused.
- When renting a gym, any damage to gym flooring will be charged back to the vendor. Spaces should be cleaned up. If TC staff need to provide additional cleaning after the class/event, vendors will be billed accordingly.
- Any and all equipment needed by the vendor shall be provided by the vendor. If additional equipment belonging to TC is needed, a fee shall be incurred.

For Vendors Entering and Exiting the Rental Space

- Please refrain from entering the gym until your designated rental time. The groups that rent before you will be able to exit quicker if the incoming group is out of their way.
- The leader (coach/manager) is **required** to sign in at the front desk in the visitor log.
- Due to the nature of the population of our facility we ask that all renting parties park in visitor parking or along the street in the open parking areas.
- Parents who are waiting to pick up their children should not take more than 10 minutes in the loading zone spaces.
- Parking lots are patrolled by the local sheriff and a Timpany Center Parking Permit is required at all times. Rentals are not eligible for Timpany Center Parking Permits.
- When exiting the facility, please be sure to take all personal belongings and equipment. The Timpany Center is not responsible for lost or stolen articles, and reserves the right to dispose of unclaimed articles at any time.
- Return all tables and chairs when applicable (including the ones in the hallway to their original position).
Place all trash and recyclables in the proper receptacles.

- Timpany Center is not responsible for injuries or illness that take place within rental activities (basketball, VHP land classes, etc.).
- Activities that require coaches must have an adult coach present, if coaches are under 18 years old there must be a designated adult responsible for supervision.
- Rental groups will supply their own first aid kit in case of minor emergencies. In the case of a major emergency, please call 911.
- If there is another group in your rental space at your time of rental, please notify the front desk. Vendors should stick to their rental times and be out of the space when appropriate.

For basketball rentals:

- Do not bounce balls outside of the gym (outside the facility is ok)
- Do not start playing until participants from the program before yours have left the room.
 - The Timpany Center caters to those with varying disabilities which may include balance issues. While bouncing the ball may seem harmless, a “lost” ball could do serious damage to some of our population.

For Group Exercise Rentals

- Please limit the volume of the aerobic music. According to OSHA standards, a decibel level above 105 over the course of 1 hour is considered dangerous and can cause hearing loss.