

SACRAMENTO STATE
AQUATIC CENTER

A PROGRAM OF ASSOCIATED STUDENTS, INC.

**FRONT
OFFICE
MANUAL
2021**

**SACRAMENTO STATE AQUATIC CENTER
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IMPORTANT CONTACTS

<u>AC CORE STAFF</u>	<u>Positions</u>	<u>Cell Phone/Nextel</u>	<u>Aquatic Center</u>
Brian Dulgar	Director	(916) 496-0082	(916) 278-1111
Cindi Dulgar	Associate Director	(916) 496-0089	(916) 278-1112
Heather Wilhelmi	Operations Manager	(916) 496-2070	(916) 278-1110
DeDe Birch	Rowing Manager	(916) 496-2168	(916) 278-1122
Bob Whitford	Facilities Supervisor	(941) 224-4938	(916) 278-1108
Ross Garner	Waterfront Supervisor	(707) 246-1546	(916) 278-1106
Samantha Walker	Youth Program Supervisor	(916) 496-0090	

AC EXTENSIONS

ASI/CAMPUS

Front Office	(916) 278-2842	Front Office Direct Line	(916) 278-4052
Business Office	(916) 278-6277	AC Emergency Line	(916) 353-0911
Fax	(916) 278-1105		
ASI Executive Director	(916) 278-7290		
Campus Operator	(916) 278-6011		

STATE PARKS

Gold Field District Office	(916) 988-0205
Dispatch	(916) 358-1300
Emergency Dispatch	(916) 988-7322
Nimbus Flat Kiosk	(916) 608-9496

MEDICAL CARE

Folsom Mercy Hospital	(916) 983-7400
Folsom Mercy Emergency	(916) 983-7470
Urgent Care Center, Folsom	(916) 984-8244
Folsom Rapid Care	(916) 673-1200

HAZARDOUS MATERIALS

Sacramento County	(916) 875-8550
Sac County after Hours	(916) 875-6990

FISH & GAME

Dept. of Fish & Game	(916) 358-2877
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PHOTOGRAPHY

Cindy Sullivan	(916) 797-6313
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FOLSOM LAKE

Folsom Park & Rec	(916) 355-7304
Folsom Point Kiosk	(916) 985-7758
Folsom Lake Marina	(916) 933-1300

WHO SHOULD I CALL?

IF IT IS AN EMERGENCY, FOLLOW INSTRUCTIONS BELOW ON WHO TO CALL.

If you have an issue always try calling the program supervisor for that specific program/area first. If you cannot get ahold of them call Associate Director.

<u>Program/Area</u>	<u>Supervisor</u>	<u>Phone #</u>
Dock Masters	Ross Garner	Cell: (707) 246-1546 Desk: (916) 278-1106
Front Office	Heather Wilhelmi	Cell: (916) 496-2070 Desk: (916) 278-1110
Capital Crew	DeDe Birch	Cell: (914) 496-2168 Desk: (916) 278-1122
Youth Instructors	Samantha Walker (Cindi Dular in off season)	Cell: Desk: (916) 278-1106
Rowing (Classes, CCAP & Masters)	DeDe Birch	Cell: (916) 496-2168 Desk: (916)496-1122
Classes (All other)	Heather Wilhelmi	Cell: (916) 496-2070 Desk: (916) 278-1110
Facilities (Maintenance)	Bob Whitford	Cell: (941) 224-4938 Shop: (916) 278-1108
Facility (Bookings) Private Lessons	Heather Wilhelmi	Cell: (916) 496-2070 Desk: (916) 278-1110

AQUATIC CENTER EMERGENCY LINE:

916-353-0911

This is our emergency line and we will ALWAYS answer and assist or call EMS. This is for emergencies only; if people call this line with general questions direct them to call the front desk line and hang up. This line needs to stay open for emergency purposes. There is a notepad and pen located above the phone with spaces to take notes. Try to keep the caller on the line as long as possible and if possible have another staff member call EMS from the Operations Manager's desk line.

Please be prepared to get the following information:

- callers name
- caller phone number
- number of victims
- age of victims
- gender, conscious
- breathing
- pulse
- location of victim
- description of injury

There is an emergency notepad above the phone, guiding you on what questions to ask. The questions on the notepad go in the exact order that an EMS operator will ask the questions. Please make sure we get all the information on the notepad and any extra notes.

EMERGENCY RESPONSE CALL LIST

In the event of an emergency, the following people need to be notified in the order listed. Please remember to remain calm. You may use any phone in the back to make the call to 9-1-1 as to avoid customers listening in when they do not need to. There are notepads that list the questions 9-1-1 is going to ask and the order they will ask them. Try to get as much information as possible from the first responder (dock master, youth instructor, etc.) to relay to 9-1-1. Stay on the phone with 9-1-1 until they arrive. The meeting point for most emergencies is Nimbus Flat (helipad landing site) unless the incident is happening on the AC grounds or further down the lake. All staff involved in the incident (responding, assisting, calling 9-1-1, etc.) need to fill out an incident report immediately following the event to be reviewed by a supervisor.

See map on next page for specific meeting points for EMS, landmarks, urgent care and the closest hospital.

1. Call 911

2. Notify on-call Supervisor

- Brian Dulgar c: (916)496-0082 h: (916)939-0082
- Cindi Dulgar c: (916)496-0089 h: (916)939-0082
- Heather Wilhelmi c: (916)496-2070
- DeDe Birch c: (916)496-2168
- Bob Whitford c: (941) 224-4938

As a last resort – ASI Admin:

- ASI Finance Manager Mark Montalvo c: (916) 802-9407
- ASI Executive Director Sandra Gallardo c: (202)731-8300

3. Notify Appropriate Agency

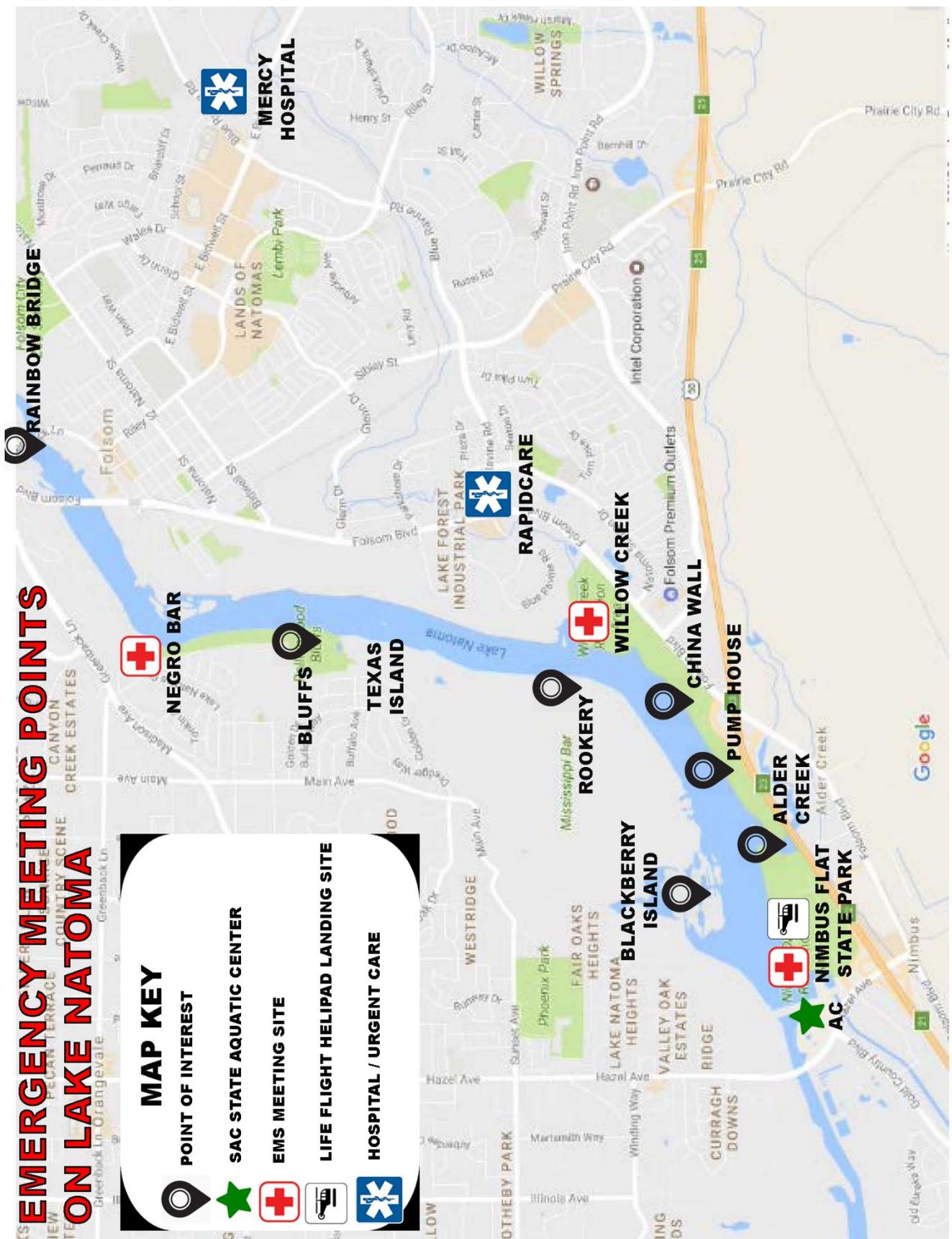
- CA State Parks Emergency (916)988-7322
- CA State Parks Dispatch (916)358-1300
- Sac State Campus Police (916)278-6851
- Bureau of Reclamation (916)988-1707
- Hazardous Material
 - Sac County (916)875-8550
 - After Hours (916)875-6990
- Animal Control
 - Sac County (916)452-3808

1. Sac Control Cancellation Code: #39
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EMERGENCY MEETING POINTS ON LAKE NATOMA

MAP KEY

-  POINT OF INTEREST
-  SAC STATE AQUATIC CENTER
-  EMS MEETING SITE
-  LIFE FLIGHT HELIPAD LANDING SITE
-  HOSPITAL / URGENT CARE



CALIFORNIA STATE PARKS- RULES AND REGULATIONS:

https://www.parks.ca.gov/?page_id=21300

California State Parks has rules and regulations to protect park areas for the enjoyment of future generations as well as for the convenience and safety of the park visitors. To ensure your visit is a pleasant one, please observe the following:

- **NATURAL SCENERY, PLANTS AND ANIMAL LIFE** are the principal attractions of most state parks. They are integral parts of the ecosystem and natural community. As such they are protected by Federal, State and Park laws. Disturbance or destruction of these resources is strictly forbidden.
- **LOADED FIREARMS AND HUNTING** are not allowed in units of the State Parks System. Possession of loaded firearms or air rifles is prohibited. Exceptions are for hunting in recreation areas that have been designated by the State Park and Recreation Commission.
- **DEAD AND DOWN WOOD** is part of the natural condition. Decayed vegetation forms humus and assists the growth of trees and other plants. For this reason the gathering of down wood is prohibited. Fuel is sold in the parks for your convenience. (When considered a hazard, down wood is removed by park personnel.)
- **FIRES** are permitted only in facilities provided for this purpose. This is necessary to prevent disastrous fires. Portable stoves may be used in designated areas. It is the responsibility of every visitor to use extreme caution with any burning materials, including tobacco. All fireworks are prohibited.
- **ANIMALS**, including cats, cannot be turned loose in park units. All animals, other than grazing animals, must be under immediate physical control. Dogs must be on a tended leash no more than 6 feet or confined in an enclosed vehicle, tent or pen. Unless posted to the contrary, dogs, other than those that assist the permanently disabled, are prohibited on trails, beaches, and wherever posted. Visitors with vicious, dangerous, noisy, or disturbing animals will be ejected from park units.
- **NOISE - ENGINE DRIVEN ELECTRIC GENERATORS** which can disturb others, may be operated only between the hours 10:00 a.m. and 8:00 p.m. Loud disturbing noise is prohibited at all times, and is disturbing those asleep between 10:00 p.m. and 6:00 a.m.
- **ALL VEHICLE TRAVEL** must be confined to designated roads or areas. The speed for all vehicles is 15 miles per hour in camp, picnic, utility or headquarters areas and areas of general assemblage. Parking is permitted only in designated areas. Blocking parking spaces is prohibited.
- **CAMPSITE USE** must be paid for in advance. To hold a campsite, it must be reserved or occupied. To prevent encroachment on others the limits of each campsite may be regulated by the District Superintendent. Checkout time is 12:00 NOON. In order to provide for the greatest number of visitors possible the CAMPING LIMIT in any one campground is 30 days per calendar year. **Note: The closest camp ground to Nimbus Flat is located at Beal's Point on Folsom Lake.**
- **REFUSE**, including garbage, cigarettes, paper boxes, bottles, ashes and other rubbish, shall be placed only in designated receptacles. Your pleasure and pride in your parks will be enhanced when they are kept clean.
- **PLEASE** clean up after yourself so that others may enjoy the beauty of these parks.
- **LEAVE ONLY FOOTPRINTS - TAKE ONLY MEMORIES**

CASH/MONEY HANDLING PRACTICES

PAYMENTS - GENERAL

- Due to COVID-19, the Aquatic Center is no longer accepting cash.
- All transactions are processed with through Cash Register or the Point of Sale in Park Pro.
- The Aquatic Center accepts check, and money order, Visa or MasterCard.
- Transactions must be processed immediately and payment must always be taken before the service is received*.
- Service is not given to any customer who has a past due balance.
- **Staff are to read the appropriate refund and transfer policy to all customers prior to taking any payment towards class or youth camp sign ups.**

**The only exception to this rule is equipment rentals where a deposit of an ID and keys must be taken and the rental will be charged at the end of the rental since it is based on time used.*

PARK PRO (CASH REGISTER) AND P.O.S.

- Park Pro Admin and Point of Sale are where cashiers can run transactions for check, and money order, Visa or MasterCard. Each cashier has a unique user and password log-in to Park Pro and P.O.S.
- After five minutes of inactivity (Park Pro Admin), the cashier is logged out of and is required to log back in. This prevents two users from using each other's log in. In Point of Sale cashiers are required to enter a six digit pin before taking payment, this prevents two users from using each other's pin.
- Drawers are to be locked at all times. A drawer only opens when a transaction is completed, and immediately closed once the transaction is complete.
- Cashiers are allowed to use Park Pro/P.O.S. applications only while at a Park Pro/P.O.S. workstation.
- Closing reports are reconciled with drawer receipts, checks and cash and are included in the nightly drop to be reviewed by a supervisor.
- Drops are put directly in to the department safe each night.

PHONE PAYMENTS

- The only payment accepted over the phone are either Visa or MasterCard.
- Staff members process transactions and payments while on the phone with the customer.
 1. Pull up the payee's account.
 2. The terminal prompts for the following information: amount due, credit card number, expiration date, and CVC code.
 3. Staff member asks for the customer's credit card number, expiration date, and CVC code.
 4. Credit card numbers are entered directly into Park Pro/P.O.S. – Never write a CC number down on paper! Never read back any credit card information back to a customer [other people can hear you]!
 5. In the "Notes" section of the payment screen note the payee's name and that they are paying via phone. (Ex: Auth by Maria Riviera via phone.)
 6. When Park Pro prompts for a signature click skip signature. **Always confirm customer's email address and email them a receipt.**

MAIL PAYMENTS

Customers can pay with check, and money order, Visa or MasterCard with credit card authorization form (CC Auth Form) filled out via mail.

- Staff member processes transactions and payments immediately upon receipt. If for any reason the mail cannot be immediately processed the authorization form will be locked up in the cash drawer and an email will be sent to the front desk, Operations Manager and Operations Assistant explaining why credit card information has been left unprocessed in the drawer.
1. Pull up the payee's account.
 2. The terminal prompts for the following information: amount due, credit card number, expiration date, CVC code.
 3. Credit card numbers are entered directly into Park Pro.
 4. In the "Notes" section of the payment screen note the payee's name and method of payment. (Ex: Auth by Maria Riviera via CC Auth Form rec.'d by mail)
 5. If paying with credit card via CC Authorization form the terminal then prompts the customer to sign on the signature pad. Click skip signature.
 - 6. Staff member sends receipt to customer via email.**
 7. If customer paid with CC Auth Form, cut out the first 12 numbers of the credit card [leave last 4] and put in a small envelope labeled shred, with the current date. Staple the receipt to the CC Auth Form and keep locked in the drawer along with the small envelope containing the cut out numbers until the drop at the end of the night- they will be include in the daily drop.
 - a. Only one 'CC #s to Shred' envelope is needed for the whole day. You can add multiple cut out CC #s to this envelope.
 - b. When the daily drop is reviewed by the manager the cut out numbers will be shredded and logged on the S Drive.

FAX PAYMENTS

The only form of payment accepted via fax is a credit card through a credit card authorization form. Faxes are immediately processed. If for any reason the fax cannot be immediately processed, the fax will be locked up in the cash drawer to be processed at the earliest available time.

1. Pull up the payee's account.
2. Process the transaction.
- 3. Email the customer a receipt.**
4. After the transaction has been processed cut out the first 12 numbers of the credit card and put in a small envelope labeled shred, today's date. Staple the receipt to the CC Auth Form and keep locked in the drawer along with the small envelope containing the cut out numbers until the drop at the end of the night- they will be included in the daily drop.
 - a. Only one 'CC #s to Shred' envelope is needed for the whole day. You can add multiple cut out CC #s to this envelope.
 - b. When the daily drop is reviewed by the manager the cut out numbers will be shredded and logged on the S Drive.

CREDIT CARDS

WE DO NOT ACCEPT CREDIT CARD INFORMATION VIA EMAIL!

If a customer sends credit card information via email, write down their email and start a *new* email. Delete the original email from the inbox and trash folder. In the new email, let the customer know that we cannot accept credit card information via email and had to delete it. Inform them of other methods of payment. (Over the phone, in person, fax, and mail)

1. Pull up the payee's account.

2. The customer informs the staff member they intend to pay with credit card, the staff member verifies that the name on the credit card matches the name on their personal identification card (Sac State One Card, CA DMV ID, or Driver's License).
3. The staff member provides the customer with the total amount due.
4. The staff member uses the terminal they have been assigned to swipe the customer's credit card for information to be transmitted to Park Pro.
5. Process the transaction.
6. The terminal then prompts the customer to sign on the signature pad. Signature is then stored in Park Pro. The staff member can either print or email the receipt for the customer.
 - a. If for any reason the signature pad doesn't work, the cashier will print out a receipt and have the customer sign it. Cashier keeps the signed receipt in his/her drawer until the end of the work shift to be included in the daily drop. He/she keeps the cash drawer locked at all times when away from their assigned work space.
 - b. At the end of the day, the cashier prints the Payment Method Report- Credit Card from Park Pro which will show all credit card transactions for the day selected.

CHECKS

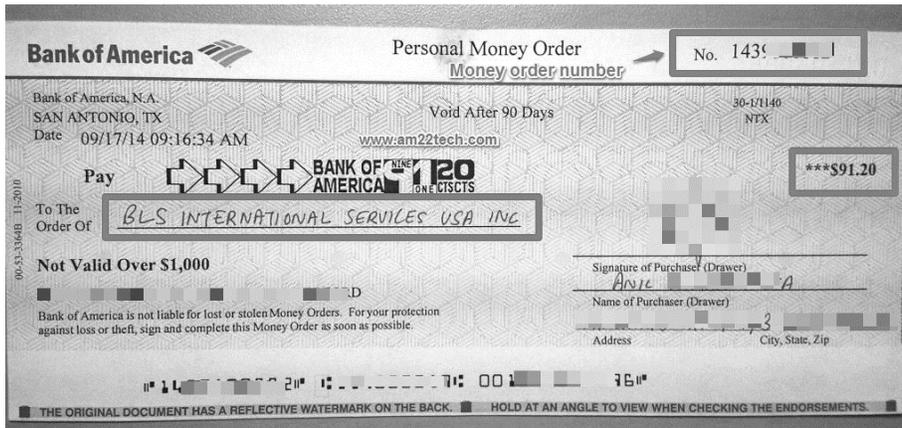
We do not accept checks written over the amount due for cash back.

1. Pull up the payee's account.
2. The staff member provides the customer with the total amount due.
3. Make sure the check is made out to 'Sac State Aquatic Center' and is for the correct amount.
4. Make sure the check has the customer's address in the top left corner. We cannot accept a check without this information for security purposes.
5. Enter the check number, located at the top right corner of the check.
6. Process the transaction. Stamp the check on the back with Check Stamp. Place in bottom of your cash drawer until the end of shift and reconcile checks totals with closing detail report.
7. Email or print a receipt for the customer.

Heather Test 1901 Hazel Ave Gold River, CA 95670	1/1/17	2400
	19	91-548/1221
PAY TO THE ORDER OF Sacramento State Aquatic Center		\$ 525.00
Five hundred and twenty five dollars 0/100----- DOLLARS		
FOR Capital Crew	<i>Heather Test</i>	
⑆ 222605278⑆	672430668⑆	2400⑆
Routing Number	Account Number	Check Number

MONEY ORDER

Money orders can be written by a bank, credit union or the post office. Follow guidelines for processing checks and process the same as a check, entering the money order number instead of the check number.



CASH

- Cash is accepted and immediately processed thru the cash register/POS.
1. Pull up the payee's account.
 2. The staff member provides the customer with the total amount due.
 3. Enter the amount of cash the customer has given you.
 4. Process the transaction.
 5. Count back the customers change, if any, and receipt.

PAYMENT LOCATIONS

Sacramento State Aquatic Center **Front Office**

Mail payment to the Sacramento State Aquatic Center

Fax credit card number and registration information to the Sacramento State Aquatic Center

REGISTRATION DEPOSITS / PAYMENTS

- **Classes-** 50% of the class fee is due at the time of registration. Balance is due 5 days before the first day of class.
- **Youth Summer Camp-** \$100 per child per camp is due at the time of registration. Balance is due one week before camp starts.
- **Youth Groups/Reservations-** 50% is due one week after the receipt of contract. This deposit is subtracted from the total due. Full amount must be paid two weeks (14 days) prior to the event except for when a purchase order has been received.

RENTAL PROCEDURES

RENTAL CHECK –OUT PROCEDURES

- Greet customers within 30 seconds of them walking in the door/or up to kiosk
- Ask what the name is on the reservation
- Confirm they arrived at their reservation time
- Double check that the reservation # and how many people are present are the same.
- How many are over 18?
- Let them know everyone needs to be present (in office or at kiosk).
- Grad a box and have them place ID and Keys in.
- Ask if they were able to print out the waivers. If yes, collect participant waiver, covid waiver for each rental, and equipment rental terms from the participants that are over 18.
- If they did not print out then have customer(s) fill out:
 - One rental Waiver is needed for every participant. Adults can sign the front. If a minor is participating, an adult needs to sign the back side of the waiver with their name and the name of the minor.
 - Covid Waiver for each participant. One adult and one minor can be on the waiver.
 - Everyone over the age of 18 must fill out the Rental Terms and Conditions. They will Initial down the left column and sign at the bottom.
- While customer is filling out rental contract make sure everyone has account information in Park Pro or pull up their account if they already have one.
- Make sure to check each equipment out to the person renting it.
- Collect the waiver and click on MARK WAIVERS signed in Park Pro.
- Put the box # on rental notes.
- Enter # of users if more than 1 person is on a piece of equipment.
- **Write equipment and box number on wristband** on hand wristband to each customer
- You must have them put on the wristband in front of you. Don't not allow them to walk away without first putting on their wristband
- Check out equipment in Park Pro.
- Please say the following
- "You will head around the side of the building. Each person needs a lifejacket, make sure it's buckled and it fits. Please pull up on the shoulders and if it goes above your ears it is too big. Tighten the straps. First rack you see if the kids lifejackets, 2nd is adults. Head across the grass to the docks, wait for the dock master who will help get your equipment out and send you on your way. Your time starts now, it stops when you check back in and we take 15 minute off your total time. We will charge you when you return. We prorate every 15 minutes and will charge you base on the time you are out for. We will take the \$10 reservation fee you paid off the total at the end. We close at __pm, so you need to be back before that. "

Note: We allow Sac State students free rentals for Spring 2021 but they must still follow all rental steps.

RETURN

- Ask for their last name.
- Pull up the rental in Park Pro.
- Ask if everything is back in.
- Ask them to remove their wristband and place in garbage.
- Check equipment in.
 - If only part of the group is back only check in who has returned. They may wait for the rest of the group to get back but will not get their IDs back until payment has been made.

- If they wish to pay for their equipment and leave, even though part of the group is still on the water, they may do so. We still need at least one set of car keys as a deposit for those who have not yet returned so they cannot take the keys unless they switch sets of keys or there is already another set left as a deposit.
- Please give them a Rental ID Pick-Up Slip to get their IDs back at the kiosk.
- Ask if they are a CURRENT Sac State Student or Paid Alumni. If so apply the appropriate discount.
- Add equipment to the cart.
- Complete sale.
- Have them use a popsicle stick to sign signature pad.
- If paying separately, **add all items to the cart** and enter the amount the first individual wants to pay.
- Then pull the account back up and click in Pay Dues owed.
- **Make sure all wristbands are cut off.**
- Retrieve the keys & ID from the boxes (only return the keys if they are checking all equipment in.)
- Give them back the ID and keys. If the kiosk is running they will need to show receipt or Rental ID Pick Up Slip at kiosk to get keys and/or IDs back.
- Sanitize the box that they keys and ID's where in and allow to sit for 10 minutes before putting back.

KIOSK

Set-up

You will need to pull out:

- a. Trash can
- b. ID/Key boxes
- c. Wristbands for today (to be put away in the office each night)
- d. Kiosk box
 - i. Keyboards & mice
 - ii. Batteries
 - iii. Extension cords
 - iv. Power strips
 - v. Phone
 - vi. Wi-fi router & cables
- e. Kiosk roller cart
- f. 4 staff computers (touch screens)
- g. 4 customer computers w/ mice and keyboards attached (all-in-ones)

Kiosk cabinets should be stocked every morning/night with:

- h. Sanitizer – both hand and spray for each station.
- i. Alcohol wipes for each station
- j. Catalogs
- k. Pens
- l. Sharpies
- m. Rental contracts
- n. Scissors
- o. Extra trash bags
- p. Extra equipment price signs

Wipe down all tables and a-frames.

Make sure kiosk is stocked with supplies.

Set up staff computers. Set out staff monitors, keyboard and mouse (each should be numbered.) Untangle power cord and plug in. Turn on computers. Open Park Pro on each, make sure everything works. *Cords should not drape in front of roller kiosk! Keep cords as neatly as possible, do not kink them or roll too tightly as cables can be damaged.

Put away roller cart in telephone room.

Pull out ID/Key boxes, wristbands and trash can.

Put ID/Key boxes on a fold up table behind station #3 (under the stairs) to be easily accessed by all kiosk staff throughout the day.



IMPORTANT INFORMATION:

- ALL ADULTS USING OUR EQUIPMENT ARE REQUIRED TO LEAVE A PHOTO ID (NO CREDIT/DEBIT CARDS).
- EACH GROUP IS REQUIRED TO LEAVE A CAR KEY AS A DEPOSIT. (a bike lock key or one of our locker keys with something of value locked in the locker are equivalent substitutes to the car key) **NO EXCEPTIONS.**



- Classes get priority of all AC equipment. Make sure you are aware of what classes we have and what equipment they need to use. DO NOT CHECK OUT EQUIPMENT IF A CLASS NEEDS TO USE IT (i.e. - keelboat class- do not rent out keel boats) Make a note in the calendar or in Park Pro if it helps you remember.
- Canoes only fit 3 people (two adults and one small child- approx. age 5 or younger)  NO EXCEPTIONS.
- Each year the engineering classes complete and build a concrete canoe. Those students who are participating in the project are allowed to come out and rent canoes for FREE at the AC. When these students come into the office have them fill out a rental contract as usual. Please note that these students are only allowed to rent canoes.
- Rentals are prorated by the ¼ hour after the first 30 minutes.
- We **will** allow Sac State Students to use their discount for anyone in their group. For example if a student comes in with 2 friends that are not students we will allow the two friends to get the discount. Please make sure to make this change when you are checking the equipment out. To change click on the fee button and click the green + next to the student rate. This does not apply to members or affiliates, the others with them must still pay the general public amount. For example a military, fire or police would receive the discount for the individual person but not for anyone else in their group. This keeps us in line with what we offer our members.

AQUATIC CENTER KIOSK COVID-19 MORNING DIRECTIONS

Computers

Pull out Kiosk 1, Kiosk 2, Kiosk 3 computers from the telephone room.

Get the keyboard and mouse for each of the three computers.

All equipment is labeled.

The power cord and network cable are stored in the black box on the ground next to the stations. Please pull out the cords and attached to each computer.

Get signature pad and credit card swipe and place in front of the plexi glass on station 3 on the side nearest to the small table. This is so if you had a customer at the ADA table you go easily move it from the high table to the low table.

Kiosk #3 must be signed in as asi-aqu14 to make the signature pad work correctly.

Set Up

In the kiosk, you will find all the cleaning and sanitation items you will need. Each station will need 2 hand sanitizers, one for the staff and one for the customers.

To put Popsicle sticks next to the signature pad.

Get 3 trash cans and put in in front of each station

Get four key/id boxes from the front office and set up on the table behind the computers.

Get out 3 towels from kiosk with 2 Windex disinfecting spray. Place on table with the key boxes.

Get out pens place on kiosk table next to computer (DO NOT place on round tables, you must hand customer pen when they need it)

Place USED PEN bin on round table.

Get out wristbands for the day

Make sure you have waivers (equipment rental, participant waiver, covid waiver.) Make packets for the day with all three waivers in that order

During Shifts

Please spray down round tables after customers use them with Windex disinfecting spray and wipe with towel.

After customer takes belongings from box, please spray and place on towels to dry for 5 minutes.

Staff will come by at 11:00am, 3:00pm and 7:00 pm to sanitize the kiosk. Please make sure they wipe down round tables also.

Reservation Google Doc

- We are using the sacstateaquatic2@gmail.com account for the shared google doc for the reservation list. This list is to be shared with staff working the front gate. Please make sure the staff working the front gate have the google sheet and a Nextel.
- Once you are logged in the gmail account go to the  in the top right hand corner. Then choose the drive option. From there you can see the document Equipment Rental Reservation. Front desk is responsible for updating this throughout the day.
- To share the list with gate staff, be on the document and click the green SHARE button in the top right hand corner. Enter their email address and hit share. Sam did email this out to the youth instructor but in case they don't have it.

Viewing Reservations

- Please then sign into ParkPro, go to facilities, Calendar.
- On the right hand side pick "AC Administrative" in the first box and then Kiosk 1, Kiosk 2
- Then choose the date on the calendar and day and you can see the reservations for the day.

Closing Directions

Once the last rental check in at 6:45pm, please go ahead and start taking down kiosk #1 and kiosk #2.

Kiosk #3 will need to stay until the last rental checks back in.

Computers are unplugged and internet cables are all put back in the black boxes.

LOCKERS

We offer one time use lockers to patron at the AC, the cost is 50 cents ONE TIME USE ONLY. Each time the locker is opened they will need to pay 50 cents to lock it again. **If a customer is using a locker key as a deposit they must put something of value into the locker.** You must verify that they put something of value in the locker or we will not accept the locker key as a deposit.

To use a locker:

- Pick a locker.
- Open the door and put you belongings inside.
- Deposit 2 quarters into the slot in the side of the door.
- Make sure you can hear the coins drop (they are not stuck).
- Close the locker.
- Turn the key approx. 90 degrees to the right.
- Pull the key straight out. Do not turn the key back up, that re-opens the locker.

If a customer cannot get a locker to work you may assist them. Make sure they are using the locker correctly. If the locker eats the customers change you may look in the Operation Manager's desk for spare quarters. You may close the locker for the customer with this change.

Make a note on the Opening/Closing Report of a locker if it is not working so that we can fix it.

There is a \$25.00 fee to replace any lost/stolen or broken locker keys. It is in Items under Coin Locker.

POWER OUTAGES & RENTALS

If the power goes out at just the kiosk, try flipping the switch in the electrical box located in the telephone room. Sometimes the system gets overheated in the summer and just needs to be reset.

- Get the “crash kit” located on the kiosk during summer, in the front desk drawer in the winter. This kit contains magnets for all equipment we have and “old school” rental waivers. The magnets are used to keep track of equipment we have available and unavailable. The “old school” rental waivers are used to keep track of what equipment the customer has rented and how long they were out.
- Send a dock master down to the docks to take inventory of all equipment currently on the docks, this is what we have available. Use these numbers to make 2 piles of magnets; one- what we have on the docks available to use and two- what we have rented out unavailable.
 - When a customer comes back, move the equipment they are checking back in to the available side.
- Use the large whiteboard in the front office. Place the alphabet magnets A → Z at the top. Use the inventory list from the dock master; all equipment unavailable needs to go on the left hand side before the alphabet. All available equipment should go under the first letter of the last name of the group with their contract. Use the magnet to hold up the contract.
- When the group returns, get their contract and magnet. Use their contract and calculate how long they were out and their price. Remember we prorate every 15 minutes after the first ½ hour. Yes, this means you have to do math. Feel free to use a calculator if you need one. This will take longer than normal to check out- please be patient and thank the customer for their patience as well.
 - Normal price / 4 = price per 15 minutes.
 - Price per 15 minutes * how many ¼ hours they were out = rental price

WATER FLOWS

RESTRICTIONS

7,000+ CFS – Check w/ front office on wind condition and boaters ability level

10,000+ CFS – AC closes “Go” and “Sac” docks – **NO RENTAL EQUIPMENT**

15,000+ CFS – Small rowing shells allowed for experienced/approved rowers (check w/ Rowing Manager)

18,000+ CFS – No outrigger canoes

20,000+ CFS – no boats other than 4+s and 8+s accompanied by a coaching launch

30,000+ CFS – **LAKE NATOMA CLOSED TO ALL BOATERS**

CFS = cubic feet per second. This is how much water is flowing thru the dam at any given point.

Water flows can be checked here: https://waterdata.usgs.gov/usa/nwis/uv?site_no=11446500

AQUATIC CENTER FRONT OFFICE COVID-19 **INFORMATION**

Make sure you have signed in on the sheet and clock in.

Rowing Members

- Please check the email for an email from DeDe for the rowing list for the morning. Please print out 3 copies: 1 for the front gate, 1 for FD#1, 1 for FD#2
- If you cannot find it you can also go to: <https://volunteersignup.org/> and follow the directions below:
 - Then go to sign in: aquaticcenter@csus.edu
password:
 - You will then see the Sculling Time Slots, click on the day and you can see the sheet and print out 3 copies for the day. 1 for the front gate, 1 for FD#1, 1 for FD#2
 - Please use the check-out logger to check out the rowing members in parkpro
 - If this is a member first time here you will need to reactivate their member
 - Please go to memberships and search their name
 - Click on their name, a new screen will open. You will see the ON-HOLD on the right hand side
 - Click on the ACTIVE option
 - Then update their expiration date – add four months to the end of their current expiration date
 - Then hit SAVE MEMBERSHIP
 - Now you can check them out in the membership logger
 - Please give them an updated parking pass with the new expiration date.

Viewing Reservations

- Please then sign into ParkPro, go to facilities, Calendar.
- On the right hand side pick “AC Administrative” in the first box and then Kiosk 1, Kiosk 2
- Then choose the date on the calendar and day and you can see the reservations for the day.

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- To share the list with gate staff, be on the document and click the green SHARE button in the top right hand corner. Enter their email address and hit share. Sam did email this out to the youth instructor but in case they don't have it.
- All staff (both front desk & kiosk) are responsible for updating this throughout the day. Please make sure you are updating this so that the gate staff know who to let in.

Reservation Emails

- Please make sure to respond to all Equipment Rental Reservation email. You will need to look up the customer from their email (easiest way is to just copy and paste the customer number next to their name) Look up their email account, copy it.
- Then go into the sent folder on the email find the “Information for your Rental Reservation” email and forward.
- Paste the email address, remove the FW on the subject line and any text about the AC logo.
- Send to the customer.
- You can also send these in a group in the morning by putting all email address in the BCC.

Duplicate Reservations

- If you see that a customer has requested two time slots, please look up their receipt and look at the answers for how many people are in the group. If they have more than 5 then they do need to have both time slots reserved.
- If they only have it listed that they have two people, then please call the customer and ask if they are going to have more than 5 people. If they are not, please explain to the customer that they only need to book one reservation time for up to five people. Ask them if they would like to place the extra \$10 as an account credit to be used for the reservation or if they would like us to refund. After you have received how the customer would like to proceed, then please email me the following:
 - Customer Name:
 - Date of Reservation:
 - Reservation time:
 - Refund or account credit:
 - Explanation: Please let me know what happened?

Refunds or Transfers for Reservation:

If a customer calls and would like to transfer, make sure it is two hours before their schedule time and look to see if the date/time is available? If yes, then go ahead and change the reservation. Go to the calendar, double click on their reservation and you can see the date/time listed, change to the new date/time and hit update rental. You are done! ☺

For refunds, the customer will need to fill out the web form on our website. The webform will be emailed to the aquaticcenter@csus.edu email. Once you received this, go to the calendar, double click on their reservation and click REMOVE EVENT. Then forward the web form to me (or Ashley in my absence)

Life Jacket Rentals

If customer calls and request to rent just a lifejacket, make sure they are recreating at Nimbus Flat and let them know we can let them come check out a life jacket. They will need a photo ID, which we will hold onto while they have the life jacket. Get their name and add it to the google doc so that the gate staff will let them in. They will come to the front office, fill out all 3 waivers and leave their ID. Please put them in the rental system for the PFD and check them out. Then follow the rental process. When they are done they can check back into the front office.

Staff Rentals

- If staff would like to come in and rent equipment they are welcome to do so. If it is before or after their shift they DO NOT need to make a reservation.

- If is on a day they do not work then they need to make a reservation. We registered all staff for a staff membership, so it will not charge them to make a reservation.
- Please note, that staff do receive free rentals but friends/family do not. You may apply the affiliate rate for friends and family but they do still need to pay.

Website

We have changed the link for the Register Online button on the front of the website, this now goes to a new Online Reservation System page to inform the customers how to make a reservation. The register online button is on the bottom of this page.

Door System

Front Desk #1 will need to be logged in as asi-aqu1 every morning and then open velocity door system. The password to asi-aqu1 can be found locked in front drawer #1.

CLASSES

As a part of the Front Office Staff, be familiar with ALL of the classes we offer here at the Aquatic Center and be able to give information about each class to customers. (See catalog for class descriptions) Know which classes require a prerequisite and what classes do not require a prerequisite. Know that the prices differ for Sac State Students, Sac State Faculty and Family members, Affiliates, and General Public.

REGISTERING FOR CLASSES

- There are four ways to register for classes; in the office, over the phone, by filling out the class registration form (mailing in), and online.
- When registering a customer for any class they must pay a 50% deposit at the time of registration in order to hold their spot in the class.
- If it is a class with a prerequisite, make sure the customer has completed the correct course by looking at their account or their waiver card.
- Remind customer to come to the Front Office 15 minutes early on the day of the class in order to fill out waiver and check in for the class.
- If the class is on a busy summer weekend let customer know it might take some more time to check in for the class and to come straight to the office. **THEY DO NOT HAVE TO WAIT IN LINE.**
- Make sure to read the refund and transfer policy to everyone before processing class sign ups.

DAY OF CLASS

- Double check that instructors have been assigned and they are aware they have a class coming up.
- Double check that a classroom is assigned if required—make sure classroom is stocked with the appropriate tools (whiteboard maker, eraser, ect.)
- **Opening staff should print out one (1) advance list—total due, one (1) attendance list and one (1) basic class list—birthday/age.** Keep them in that order, paper clipped at the front desk. Write the name of the instructor and classroom (if one) at the top of each form.
- Highlight names students who have balances due on the advanced list—total due sheet. This sheet stays at the front desk. All balances must be paid prior to attendance to class; do not forget to double check this list when checking in students. This should stay on the top of the other forms for quick reference. Make sure to put a ✓ next to each name as the students check in.
- For students with balances they **MUST** pay before the class starts. After they have paid, please write “PAID” next to their name.
- The basic class list is to stay at the front desk along with the advanced list.
- The attendance list is to be given to the instructor prior to the start of the first class. They will be given back to the front desk at the end of the last class.
- Opening staff need to pull waivers for those students who have taken a class with us already. Make sure we have plenty of blank class waiver forms for new students to fill out.
- Every student needs to sign a class waiver form (don’t forget about the backside!) Some may already have one on file.
- Give each student a parking pass to put in their vehicle.
- Give each student an AC T-shirt. If we do not have their size t-shirt give them a t-shirt voucher. If it is a sunset paddle give them a glow stick.
- Keep waiver cards folded inside the basic class list and stored in the “In Process” folder in the waiver cabinet until the end of the last class.
- Send them to the proper classroom upstairs (or wherever the instructor is meeting them)

- If someone did not show up—check with the instructor to see that everyone has checked in at the front office. If you did not find that person give them a call and make a note on the advanced class list; also notify the instructor.
- After class checks in put the Advance Class list in the leisure class binder at the front desk.

COMPLETED CLASSES

Use the labels in the Leisure class binder and place one on the Advanced Class list. Initial next to the items you complete. When the instructor turns in the attendance sheet then complete that item. Once all items are complete then turn in all forms to Operations Assistant. If you are unable to complete all checklist items then place back into the ongoing class section of the waiver cabinet. Staff should go thru this cabinet daily and complete class as quickly as possible.

CLASS WAIVERS / CERTIFICATIONS

At the end of each class instructors need to sign the attendance sheet for those students who have passed. The pass/fail certification should also be noted on the attendance sheet. In Park Pro – go to programs, search the class. Click on the little people button. Now you can enter the following information: pass/fail, attendance.

PASS/FAIL

Choose the Pass/Fail option and check the box next to each customer’s name that was checked out on the equipment. Initial the Pass/Fail, and the date on the Advanced Class List so everyone knows it has been done.

ATTENDANCE LISTS

Attendance lists are to be completed and returned to the front office. Enter the attendance for each class in Park Pro. Initial and date that this was done on the label.

POST CARDS

Post Cards are to be sent out at the end of every class by Front Office Staff. To print labels for post cards go to Reports → select Program Reports in the left hand column → look up the program in the Program/Session toolbar → select print address labels. Stick the labels on the post cards (center of right hand column). Bundle them together and put a sticky note on the front including the instructors name, class and section. Give this to the instructor or in their box. The instructor is to write a note on each post card and return it to the front desk to stamp and mail out. If the instructor is not available the front desk may write a personal note for them and then mail them out. Once you have mailed out the post cards for that class make sure to initial and date that this was done on the label in the Advanced Class List sheet.

Sample note “Thank you for taking a class at the Aquatic Center! We hope to see you again soon.”

WHEN ALL FORMS ARE COMPLETE

Make sure you have input attendance and certifications into Park Pro. Put both the Advanced Class list and attendance list into Operations Assistants box.

CLASS EVALUATIONS:

Class evaluations are anonymous and optional. Provide each student with the opportunity to fill out a class evaluation form. These are to be turned into the front office. Please place the evaluations into the Director’s mailbox. It is then the Director who will give them to the Operations Assistant to scan and file.

ONLINE CLASS REGISTRATION - DIRECTIONS FOR CUSTOMERS

1. Customers will go to our website. <http://www.sacstateaquaticcenter.com/>
2. Click on the yellow register online button. You can also follow this link to go directly to the registration page: <https://bluerec2.bluerec.com/php/onlinereg/#/csusac-acint/login>



3. They will then need to make an account. If they already have an account, they need to log in by entering their username and password.
4. If they have an account and do not remember their password they can reset it by clicking



5. Once they have logged in/created an account they can view all programs by clicking



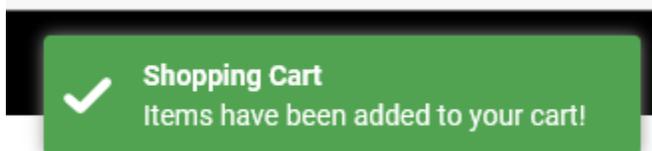
Search Activities

Keyword/Code: <input type="text"/>	Category: <input type="text"/>	Location: <input type="text"/>	Sort: By Name <input type="text"/>
Starts On/After: MM/DD/YYYY	Starts On/Before: MM/DD/YYYY	Min Age: <input type="text"/>	Max Age: <input type="text"/>

6. They can click through the different sessions to expand for more information or click on More Information to view more details. Once they have found a program they wish to register for they need to select participants and then add to cart.

SUP013	AC Administrative	May 24th - May 24th	Fri (5 - 8 PM)	5 avl	\$55.00	<input type="button" value="+"/>
Registration		Fees		Register		
Reg Starts:	02/01/2019	Affiliate:	\$50.00	<input type="text" value="Kylie Taylor"/>		
Registration End:	05/16/2019	General:	\$55.00			
Late Registration:	No Late Period	Student:	\$40.00			
		Facility/Staff:	\$50.00			
Location(s)		Times				
AC Administrative 1901 Hazel Avenue Gold River, CA 95670		F: 5:00 - 8:00 PM				
		Eligibility				
		10 and up				
<input type="button" value="More Information"/>		<input type="button" value="Add to cart"/>				

7. They will then see a pop-up in the top right corner of their screen.



8. They can then click on their cart and checkout. It will prompt them for their t-shirt size and to agree to our refund and transfer policy. If they want to do a payment plan (pay only the deposit) they

simply check the box.

Payment Plan Options			
AC Stand Up Paddling payment options for Kylie Taylor			
<input checked="" type="checkbox"/> Click here if you wish to enroll in the payment plan listed below			
Pay Now	Payment	Due Date	Fee(s)
<input checked="" type="checkbox"/>	AC Stand Up Paddling Payment #1	On Registration	Student \$20.00
<input type="checkbox"/>	AC Stand Up Paddling Payment #2	05/12/2019	Student \$20.00

9. They can now click proceed. Park Pro will then prompt them for their credit card information. Each time they register, they are emailed a receipt and an informational flyer about the program automatically.

WAITLISTS

If a program is full, a customer can be added to the waitlist. Waitlisted customers are called by the Front Office Staff when a spot in the program opens. A waitlist will be printed when a customer withdraws or transfers to a different class and space opens. Call & email customers in order of the list (double check that list is in date order of when added to the waitlist) and give them 72 hours to call us back and let us know if they would like to participate in the program. If calling a customer on the waitlist the week before the program starts, give them 24 hours to call us back otherwise the next customer on the waitlist will be called and given the same opportunity at the open spot. When a customer calls back to be added to the program follow the below registration steps below.

REGISTERING SOMEONE ON THE WAITLIST FOR A PROGRAM

1. Pull up the program in Park Pro.
2. Click View Registrants.
3. Click Waiting List.
4. Click the green + icon next to the customer's name.
5. Pull up the customer's account and take payment in full for fees due.
6. Email the customer a receipt.

AQUATIC CENTER MEMBERSHIPS

HOW TO SIGN UP NEW MEMBERS

1. **Membership Application Form:** Once they have decided on the membership they want have them fill out the appropriate paperwork. *PLEASE make sure this form is completely filled out.*
2. **Membership Policies:** Go over membership policies and have customer(s) sign it. Make a copy for the customer to keep.
3. **Waivers:** make sure we have completed waiver filled out for each member. The waivers must be signed on the back by the participant or guardian if the participating member is under the age of 18.
4. **Data entry:** While the customer is filling out the waiver cards, enter their information from the membership paperwork into park pro.
5. **Review Account Details:** Confirm that all contact information is current. Make any changes as necessary.
6. **Process:** To process a customer's membership you would pull them up in Park Pro and then click on the Memberships tab. Then change the Facility Name to the corresponding Front Counter you are at. Then select the membership they would like. If they are adding family members make sure to check off their names by clicking the household members bar and adding the members. Then click the add tab at the bottom and complete the sale. **Be sure to print a receipt.**
7. **Pictures:** Take photo of each new member.
8. **Receipts: Staple all receipts: Membership description, payment receipts, copy of membership policy and give it to the customer(s). Also give them an affiliate parking pass.** Each family membership gets two parking passes.
9. **Overview** of the membership check-in process. If they are a rowing member or part of Capital Outrigger they will sign in and out on the clip board and also check in with front office staff. All other memberships need to check in with front office staff and get wristbands. Please explain this is for boat inventory processes.
10. **Facility Orientation:** Show the new member(s) the facility to include the weight room, locker room (day use lockers only), showers and erg loft.
11. **Conclusion:** Answer any final questions; conclude with customer(s).
12. **File** membership paperwork in the corresponding binder with the waiver attached .
YOU ARE DONE!!!! 😊

NEW MEMBER CHECKLIST

1. Clarification: Make sure the membership has been fully explained to customer(s) and it is the correct one that they want.
2. Have Customer(s) fill out Membership Application Form
3. Go Over Membership Policies
4. Have customer(s) fill out waiver(s)
5. Enter Customer(s) information into PARK PRO
6. Process Membership(s)
7. Give customer(s) Receipts, Parking Pass
8. Overview of the member check-in process
9. Facility orientation
10. Conclude with customer(s)
11. File membership application
YOU ARE DONE!!!! 😊

HOW TO SIGN UP RETURNING MEMBERS

*****NO GUEST POLICY*****

1. **Review Account Details:** Confirm that all contact information is current. Make any changes necessary. Have them fill out a New Membership Packet. Membership Packets have new terms and conditions as of March 2019.
2. **Membership Waiver:** Every time a member renews their membership, they need to fill out a new waiver. Their waiver is only good for the duration of their current or previous membership.
3. Please check membership end dates when renewing memberships, if the member either has boat storage or is part of Masters or Outrigger that they do not have any lapse in their membership. *Ex. John Smith's membership expired February 24, 2013, John comes in to renew his membership on March 15, 2013. You need to make sure that you start John's membership on February 25, 2013 so there isn't a lapse in membership. Ex #2 Jane Smith membership expired February 19, 2013, Jane participated in Masters in February and has already paid for masters fee's for March. Jane comes in to renew her membership on March 20, 2013. You need to start her membership from February 20, 2013 since she participated in Masters in February.*
4. **Process:** Renew the membership in Park Pro and take payment. To renew a customer's membership you would pull them up in Park Pro, click on the memberships tab, change the facility name to the corresponding drawer you are on, choose membership, add family members if necessary, and add to the cart. Then complete the sale.
5. **Receipts:** Staple all receipts: Membership confirmation, payment receipts, copy of membership policy and give it to the customer(s). Also give them an updated parking pass.
6. **Conclusion:** Answer any final questions; conclude with customer(s).

RETURNING MEMBERS CHECKLIST

1. Clarification: Make sure to update the member of any changes to their membership or Aquatic Center policies
2. Review/Update Account Contact information
3. If it is a rowing member, check if they have participated in Masters or have boat storage
4. Process renewal of Membership
5. Give customer Receipts & New Parking Pass.
6. Conclude with customer

MEMBER CHECK-IN

1. All members need to sign-in to their appropriate log and check-in with a front office staff.
2. Add the member to the check-in logger in Park Pro, and verify they have a valid membership.
3. Hold member's keys until they return. Hang member's keys on the rack next to front desk one.
4. Paddle and Sail membership require wristbands when renting equipment.

LAPSE IN MEMBERSHIPS

1. Capital Outrigger and SAC Masters require that individual participating in the program maintain good standing as an Aquatic Center Member the entire time they are on the team. If a member comes in to renew their membership, and are a part of either of these programs, it is important that we make sure there is no lapse in their membership.
2. To check for a lapse in membership, follow the steps below:
3. Renew their membership following steps outlined above.
4. Click Memberships
5. Search for the customer's account using their first and last name.
6. Click the notepad and pencil icon to the left of the customer's name.

7. In the bottom table, click the Membership Renewals tab. You will be able to see here if there is any lapse in membership. If there is a lapse in membership, proceed to next step. If there is no lapse, you are done.
8. Change the Start Date of their membership to the day after their last membership expired.
 - a. Example: Heather Test is a Masters Rower and came in to renew her membership. Her last membership expired 3/4/17 however, she did not come in to renew her membership until 3/31/17. Make sure the Start Date of her membership is 3/5/17; she cannot have a lapse in her membership because she is a Masters Rower.
9. If applicable, change the Expiration Date of the membership.
 - a. Example: Heather Test just renewed her ¼ year rowing membership on 3/31/17. Her last membership expired 3/4/17 so you changed her Start Date to 3/5/17. Her Expiration Date needs to coincide with her start date, so it should read 6/4/17.
10. Now that there is no lapse in membership, click Save Membership.

OUTRIGGER MEMBERSHIPS

We will be offer a senior discount for outrigger memberships ONLY!

We will be offer the discount for outrigger members that are currently 65 and older and only on individual memberships, there is no discount for family memberships.

For members that are 65 and older, you will need to verify by checking their Driver’s License or CA photo ID and making a scanned copy. This scanned copy will then be uploaded to their park pro account. Please make sure to verify their date of birth before you sell them the membership, they must be currently 65 to receive the discount.

In Park Pro this is set up as a discount and you can choose this option in the membership screen:



When you receive questions from other members why we are only offering the senior discount for outriggers, you can explain that Outrigger has the lowest overhead and equipment of all our programs. If you need any assistance with a member that has questions please get a supervisor to help you. We know that this may be a challenge and we want to help the front office with unhappy members about this new discount.

Outrigger Day Pass Membership

\$25.00

5 times a year only. They cannot continue to register for a day pass membership. Please always check the customer’s account if they have had either an outrigger 5 day pass membership or an outrigger membership, then you cannot register them for a Day Pass membership.

[OUTRIGGER VISITING CREW PASS](#)– must be current member of another club

This is ONLY for customers that are members of another outrigger club. They must be pre-approved thru the Associate Director.

We also will start printing out the membership roster on Monday, Wednesday & Fridays for the lead instructor to take to practice with them. This should help on any confusion and if someone has a current membership. You can print this from the reports tab in Park Pro.

Reports -> Membership Reports -> click "select none" -> click all outrigger membership types (including tryout membership) -> unclick "On-hold", "canceled" and "Use start date" -> Print membership report

CAPITAL CREW MASTERS

This program is geared strictly towards competitive rowing. Workouts will focus on technique, strength and conditioning, cardiovascular training, diet and nutrition, flexibility, psychology of sports, and racing. Racing opportunities will be the decision of the coach. The competitive rowing season begins in late spring and ends in November. Our competitive program competes at several regattas every year, including those that allow us to travel as a team. This level requires an attendance commitment as individually indicated by the Head Coach to each athlete. Due to COVID-19, Masters will be holding practices over Zoom for erg workouts three times a week.

FEES

Zoom Fees- This cost covers the cost of coaches and workouts over Zoom. We are allowing both Members and Non-Members to join the workouts. The cost for Members is \$30.00/month and Non-Members is \$50.00/month. If a Member signs up for both the Zoom workout and the Video advice apply a \$10.00 discount to one of the registration fees.

Membership Fees- All Masters Rowers are required to be in good standing as an Aquatic Center member. If they lapse in their membership we must backdate their new membership so that their membership stays consistently current the whole time they are on the team.

Racing Fees- Masters Rowers who race may have to pay travel and entry fees. These prices vary depending on the event and who may attend. Their coach will provide them with the pricing information and they will pay in the Front Office.

CAPITAL CREW COVID TRAINING (CC)

Capital Crew is a junior rowing program that the Aquatic Center offers to all high school students in the Sacramento Area. Capital started in 1988 and is the oldest established junior rowing program in Sacramento. Capital Crew is a no cut program. Capital is for both young men and women.

We have only been accepting return athletes to the training program. Any new athletes will need to send their information to DeDe.

Good things to relay to parents when inquiring about Capital Crew:

Practices are Monday-Friday 3:30-6:00pm

Athletes should come to every practice (if they can't due to other sports or school they need to communicate with their coach)

Capital is a great way for high school athletes to learn time management before going off to college.

It is also a competitive sport and what you put into it you will get out of it.

*****All new athletes are Novice regardless of their age*****

Capital Crew is a class that the Aquatic Center offers, being a member of Capital Crew is not a membership. **Capital crew athletes are only allowed to use the facility during their practice times.**

Athletes are never allowed to use the locker rooms. If athletes want to continue training at the Aquatic Center during non-practice times then each athlete would need to purchase a rowing membership or day passes.

PRACTICE

Practices are held each day, Monday thru Friday from 3:30-6:00pm. The training season starts for returning athletes (Varsity) in late August. For new athletes (Novice) they will start in mid-September. The rowing season is broken up into two parts; the fall is from mid-September to mid-December, spring is from January-May. During the fall our athletes learn to row, improve their rowing and work on conditions through various land and water workouts. The spring semester starts in the beginning of January and continues until the Southwest District Championships in the beginning of May. Some Varsity may qualify at Southwest District Championships to compete at the US Rowing Youth Invitational Regatta in June.

RACING

Fall semester consists of longer races, known as "head races" and are approximately 5,000 meters in length. Spring semester races or sprints are 2,000 meters in length. Capital participates in several races in the fall season. During the spring, Capital competes in league races and regattas. Some travel may be required depending on the regatta.

REGISTERING AN ATHLETE:

1. They must be preapproved by DeDe first and placed in a group.
2. Make sure they have the Capital Crew Packet.
3. The Capital Crew packet **MUST** be signed by their parents before they can practice
4. If registering for a payment plan make sure the form is completed. If any portion of the form is incomplete, the form will not be processed.
5. Make sure the athlete has an account, if not create one for them.
6. Register the athlete for the appropriate program
7. Collect fees in full or register participant for the payment plan.
 - a. CCTM for the men's team
 - b. CCTW for the women's team

BOOSTERS

<http://www.capitalcrewboosters.org/>

Capital Crew Boosters Club (CCBC) is a [501\(c\) \(3\) non-profit organization](#) that is comprised of volunteer parents who support the Capital Crew program that is managed by Sac State Aquatic Center.

Capital Crew Boosters club dues are \$180 per semester and these funds materially assist the program in the following areas:

Provide full breakfast and lunch to all Capital Crew Athletes and Coaches during all home and away races
Assist the Aquatic Center in supplementing any budget shortfalls to purchase new uniforms and equipment, as needed.

Pay entry fees for the Athletes to compete in regattas and races

Organize Staff and Volunteers for home and away regattas and races

Pay for travel and meals for athletes and coaches at away regattas, races and Championship races.

Supplement Coaches' salaries with a year-end bonus

Oversee various fundraising events, including the ordering and sales of Capital Crew Logo Wear.

NOTE – Tuition the athlete's pay to the Sacramento State Aquatic Center to join the program is completely separate from Booster Club dues.

Without the Booster Club and the ability to generate dues and additional fund raising monies, the team's ability to attend away regattas and races, and to successfully compete on a Regional and a National Level, will be restricted significantly.

Capital Crew Boosters Club dues are **NOT** tax deductible. Contributions are tax deductible because the Booster Club is for the benefit of many athletes and not for personal benefit. The uniforms supplied by the Booster Club are for the benefit of the team as a whole and not for individual benefit. The team must have matching uniforms in order to compete and be identified as a team.

The Booster Club is incorporated as a 501(c) (3) organization for tax purposes. This means that the Booster Club is exempt from paying taxes.

As the purpose of the Booster Club is to support various team levels, donations to the Booster Club will be tax deductible by you on your personal tax return as a "Charitable Contribution" on Schedule A if you itemize since all contributions are designated for a team and not an individual.

Sponsorships obtained from businesses will be tax deductible to the businesses. Since they are a 501(c) (3) organization all contributions CANNOT be returned. This would be in violation of Federal Income Tax Law.

Join us to have fun, meet fellow CC parents, and know you are ultimately helping your Athlete, and the program, as a whole.

Correspondence / CCBC Membership & Donation Checks by mail:

Capital Crew Boosters Club

PO Box 2031

Fair Oaks, CA 95628

SCHOLARSHIPS

1. Due to COVID 19 we are not offering scholarships for the Capital COVID training program

REFUND AND TRANSFER POLICY

****Be sure to read this policy to all registrants at time of registration**

EQUIPMENT RENTALS

Cancellations for reservation must be made 24 hours before the rental. Customer can submit the refund request form online.

For transfers for reservations, they must be done 2 hours before the reservation. Transfers must call and be done over the phone with a customer service representative.

CLASSES

Cancellations made less than two weeks (14 days) prior to the class are not eligible for a refund. There is a Cancellations made two weeks prior than your schedule class must submit a refund request form. This form must be received by the Aquatic Center 14 days prior to the class to be eligible for a refund.

There is a \$10.00 fee for all cancellations, transfers and refunds.

Transferring classes may be made if the request is received at least 5 working days before your scheduled class.

Should the Aquatic Center cancel a class, we will issue a transfer, credit or full refund. Reasons may include severe weather or participant numbers. Classes must meet the minimum enrollment.

There are no make-up sessions if you miss a class. Failure to attend a class in which you are registered will result in forfeiting all fees paid.

Medical emergencies will be considered for a refund within 14 days of the class. A medical note from a doctor is required and the Aquatic Center must be notified in writing prior to the class that you cannot attend due to a medical emergency. Refund request form and medical note must be submitted within 30 days of the class or camp.

YOUTH CAMPS

Cancellations made less than two weeks (14 days) prior to camp are not eligible for a refund.

Cancellations made two weeks prior than your schedule camp must submit a refund request form. This form must be received by the Aquatic Center 14 days prior to the camp to be eligible for a refund.

There is a \$10.00 fee for all transfers and refunds.

Minimum \$100.00 deposit per child, per camp is required for all registrations. Full payment is due 7 days prior to camp start.

Camps are cancelled if minimum enrollment is not met.

Transferring classes may be made if the request is received at least 5 working days before your scheduled camp.

There are no make-up sessions if a child misses a day and no refunds will be issued.

Medical emergencies will be considered for a refund within 14 days of the camp. A medical note from a doctor is required and the Aquatic Center must be notified in writing prior to the class that you cannot attend due to a medical emergency. Refund request form and medical note must be submitted within 30 days of the class or camp.

MEMBERSHIPS

All memberships are non-refundable and non-transferable. Once a membership is purchased it cannot be upgraded or altered.

VOID POLICY

Aquatic Center staff may only void items on the date of the transaction. All voids must be completed by a Supervisor. Permission levels are set by Park Pro software on which staff members have permission to void transactions.

VOIDS MAY ONLY BE DONE WHEN THE FOLLOWING OCCURS:

1. Customer was rung up incorrectly
 - a. Item was not purchased
 - b. Wrong customer was registered
 - c. Amount of purchase was incorrect
 - d. Discount was not applied
2. Facility Booking's
 - a. Facility booking may be voided due to changes or inaccuracies in the booking.
3. Customer doesn't want the service
 - a. Customer may have registered and then realized they cannot actually take the program. If this happens on the same day, we will allow the customer to have their transaction voided.

STAFF MEMBERS ALLOWED TO VOID:

Secondary Admin Role
AC Admin Assistant Role
Program Manager Role

A void report will be run at the end of every shift and included in the nightly drop.

1. . If you had a void done during your shift, you will need to print out a change transaction report.
 - a. The supervisor who processed the void will need to sign this report.
2. At the end of every night a transaction report will need to be included in the drop.
3. To print the report: Go into Park Pro → go to reports → transaction reports → Choose admins (select all front office staff that works that day) → select start date and end date → print transaction change log (only voids) report

Example:

A Program of:
ASSOCIATED STUDENTS
ACRAMENTO STATE

Transaction Change Logs
Date Range: 10/09/2019 to 10/09/2019

Page 1 of 1
Printed: 10/17/2019 11:23:39 AM

Date	Trans ID	Admin	Original Admin	Paid	Log Text	Reason
10/09/19 12:34PM	358432	Jean Sanchez	Tyson Spand	\$5,075.67	Voided transaction	Rung in incorrectly - (UIK in context to Rec #358432)

Reviewed By: Jean Sanchez Date: 10/17/19

If a void needed to happen after the transaction date an Aquatic Center Supervisor must contact the Business Office to complete, with documentation on why. It is then up to the Business Office to approve and complete the void.

PRIVATE LESSONS

The Aquatic Center offers Private Lessons in windsurfing, sailing, rowing, kayaking, canoeing, stand up paddling, water skiing, wakeboarding and jet skiing. Private lessons are designed for individuals, or groups of up to four people, who prefer one-on-one instruction or who are not able to attend a scheduled class. A 50% deposit is required for any private lesson. **Private lessons are offered on an appointment only basis, and a request form must be submitted.** All private lesson requests are submitted to the Front Office. All private lessons must check in at the Aquatic Center Front Office.

WAKEBOARD, WATERSKI, PWC “JET SKI”

See wakeboard, waterski, PWC section for private lesson information. – not offering at this time

WHEN YOU RECEIVE A PRIVATE LESSON

1. FO Staff will email customer that we have received their request and that our Operations Manager or instructor will get back to them within **one week** to schedule the lesson. FO, please make sure to CC Operations Manager on this email.
2. FO scan the request form and save to Q:\AQUATIC CENTER DOCUMENTS BY PROGRAM\0301 ADMINISTRATION INFORMATION\ADMINISTRATION INFORMATION\Private Lesson Requests
3. Title according to the following template: Date Submitted, First Initial, Last Name, Type of Lesson (Ex: 12-1-16 H. Wilhelmi – Rowing)
4. Original request form will still go into the private lesson request binder.
5. Operations Manager will contact customer to book lesson and assign instructors accordingly.
6. Once scheduled, calendar event will be made by Front Office for the FO calendar with the following information: lesson type, customer name, instructor name. FO, please color code events once in calendar based on categories in calendar, i.e. red for rowing, green for sailing, etc.

The screenshot shows a Microsoft Outlook appointment window titled "Private Lesson - Elissa Cassella - Appointment". The ribbon includes FILE, APPOINTMENT, INSERT, FORMAT TEXT, and REVIEW. The appointment details are as follows:

Category	Rowing
Subject	Private Lesson - Elissa Cassella
Location	Rowing w/ Rudy
Start time	Sun 11/27/2016 9:00 AM
End time	Sun 11/27/2016 9:30 AM
Reminder	30 Min checkout

Ex:

7. Scanned copy of original request will be included in calendar event.
8. Front Office will fill out the bottom portion of the request form (Lesson date, time, instructor)
9. Private Lessons will also be listed on the class instructor schedule.
10. On the day of the lesson customer will check in at the front office, fill out waiver and leave a photo ID during the lesson.
 - a. FO will pull the private lesson request form from the binder, paperclip the waiver and photo ID to it and place clear plastic while the lesson is taking place.
11. After the lesson the instructor will walk the customer back to the office, inform the front office staff how long the lesson was and give the customer and evaluation form.
12. FO staff will ring up the customer, take payment and evaluation form. FO will print a receipt for the instructor, paperclip the evaluation and place in the instructor's box.
13. FO will then fill out the remaining bottom portion of the private lesson request with: amount, receipt #, waiver (certification entered) and evaluation (completed).

14. Instructor to then fill out their commission form and attach the receipt. Please place in the file folder under the time clock.
15. If a customer has already had a lesson and would like to schedule another please make a note on the follow up section on the bottom of the form and email Operations Manager.

WHEN THE CUSTOMER COMES OUT FOR THE PRIVATE LESSON:

1. Have the customer fill out a class waiver.
2. Pull the original request and keep it with the waiver along with customer's ID under the front counter plastic mat.

WHEN THE LESSON IS COMPLETED:

1. Complete the sale for the private lesson in items.
2. Print a receipt for the instructor and put it in their box.
3. Fill out the section on the bottom of the private lesson request form.
4. File in the Completed section of the Private Lesson Binder.

PRIVATE LESSON "CHALLENGE CHECK-OUT"

- Cost = \$35.00
- For customers who have previous experience on our specialty equipment, a 30 minute check out can take the place of a longer private lesson or class.
- The user will be acquainted with the vessel, equipment, location, care, and safe use.
- The number of hours of private lessons can differ based on the individual's skill in using the desired equipment – to be determined by Aquatic Center instructor.
- The customer must pass a mandatory swim test and written exam in order to rent equipment.
- Sailors will be expected to take and print out the certification of completion of the U.S. Sailing online test for "A Sailing Primer: Before You Begin" and "Small Boat Course" and bring these to the check-out lesson.

BOAT USAGE

The Aquatic Center has a private boat storage bay for single and double rowing shells only. We have very limited space and strict rules apply. Customers must maintain good standing as an Aquatic Center Member Customers as well as purchase a Boat Usage Membership, which covers fees for storing their boat. Individuals are first placed on a waiting list and contacted once a space becomes available.

WAITLIST

Have the customer fill out a Waitlist Application (Q:\AQUATIC CENTER DOCUMENTS BY PROGRAM\AFFILIATES-SAILING-ROWING-PADDLING MEMBERS\Storage) to place their name on the waitlist. They will be placed on the list the day we receive their application; that date will determine what number they are on the list. Completed Waitlist Applications are to be put in the Operation Manager's mailbox.

When a space becomes available they will be sent contract, invoice and policy form via mail. They have two weeks (14 business days) to return signed copies to our office along with payment and proof of insurance for their equipment. If the Aquatic Center does not receive a signed contract and payment from by the end of the 14 days, their name will be removed from the waitlist.

Everyone who stores a personal boat at the Aquatic Center is required to maintain good standing as an Aquatic Center member. Customers are not required to purchase a membership until a contract is signed and storage begins.

Customers may be removed from our waiting list at any time by contacting our Operations Manager, Heather Wilhelmi via email at hheieck@csus.edu.

BOAT USAGE CONTRACT INFORMATION

Taken directly from the Boat Usage Contract

"Fees for storage are billed once a year for the period from January 1 through December 31. **Boat usage patrons must maintain an Aquatic Center membership at all times.** Fees will be prorated from initiation of storage up to the end of the current billing cycle. Storage fees are due upon receipt of invoice and users will not be permitted to use the facility until fees are paid. Should the user default in the payment of the storage fees as outlined above, the users equipment may be held in lieu of past due payment amount, may be disposed of as unclaimed property, or may be moved off the premise. This agreement cannot be sublet nor reassigned.

The storage patron will be responsible for their equipment throughout the life of the contract. The user agrees to use their assigned space solely for storing the equipment listed in this agreement, and agrees not to keep on the property any articles or material which may be deemed hazardous. Determination of hazardous material shall be the right of the Aquatic Center. **The user realizes the Sacramento State Aquatic Center does not maintain property or liability insurance pertaining to the user's equipment.** The Aquatic Center requires that the storage patron maintain property and marine liability insurance coverage. **A copy of the current insurance must be submitted to the Aquatic Center.**

Any changes to boat/brand must be provided in writing to the Aquatic Center. **A storage patron who wants to remove their boat and end the storage contract must notify the Aquatic Center in writing. The Aquatic Center reserves the right to terminate this contract for any reason. The Aquatic Center will give a 30 day notice before termination of a storage contract, at which time the storage patron must remove their boat from the facility.**

The storage patron agrees to the terms of the Boat Storage Usage policy and will sign a copy of the policy to be submitted to the Aquatic Center prior to use.”

PERSONAL BOAT STORAGE POLICY

Taken directly from the Boat Storage Policy

“Sacramento State Aquatic Center (SSAC) has a limited number of racks available for storage of personally-owned sculling boats. In order to ensure that these racks are being used by scullers who are actively using their boats, SSAC has adopted the following policy for both those who are currently renting SSAC racks and for those who are on the rack space waiting list.

Please note that this policy is subject to change with notice. Should SSAC determine that we are no longer able to store private boats, for any reason, rack users will be given a minimum of 30 days’ notice to remove their equipment and their rack space fees will be returned on a prorated basis.

Personal Boat Storage (PBS) Requirements:

- 1. Maintain SSAC affiliate membership status.*
- 2. PBS members must represent SSAC when they race the boat they rack at SSAC at regattas.*
- 3. Rack space may not be lent or sub-leased.*
- 4. All PBS scullers are required to log out and in each time they row using the log book located in the SSAC front office.*
- 5. All PBS scullers must have a swim test and a signed waiver release form on file with SSAC.*
- 6. Maintain boat owner’s liability insurance with proof of insurance on file with SSAC.*
- 7. All storage fees must be paid.*
- 8. All personal boat storage boats must be rowed a minimum of 13 times a year.*

Boat Use Requirement:

SSAC has implemented a usage requirement of a minimum of 13 rows per year per boat. It is the responsibility of each PBS sculler to sign the log at the time of each use. If your boat is not rowed the minimum of 13 times per year, you will receive a warning of non-compliance from SSAC. If usage does not meet the minimum within the next quarter you will be given a 30 day notice to remove your boat and forfeit your rack space and the rack space will be offered to those on the waiting list. If the PBO (Private Boat Owner) is unable to row their boat the minimum 13 rows they may assign a current SSAC affiliate member to use the PBO’s boat and count it toward 50% of the boat usage requirement. Similar policies are in practice with other rowing clubs, and they have had great success in assuring that the limited space is put to the best use.

If there are special medical or personal circumstances that will prevent a PBO from meeting their usage requirement, the PBO must notify the SSAC Rowing Manager immediately if they want special consideration regarding the boat usage requirement. Notice after the fact will not be considered.

Rack Space Waiting List

SSAC will maintain a wait list for rack space. Scullers who wish to obtain a rack:

- 1. May place their name on the wait list at any time by filling out the PBS request form.*
- 2. Must be an affiliate member of SSAC.*
- 3. Upon being notified by SSAC of an available rack space, a sculler will have 14 days to respond to the offer and pay for the rack before SSAC moves on to the next person on the list.*
- 4. Upon accepting and paying for the rack, the sculler has another 14 days to move their boat into SSAC or provide SSAC with a copy of a receipt for the purchase of a new boat. (This is in recognition that many people on the wait list will not order a boat until they have rack space.)*

Rack Space Allocation

Rack space is determined by SSAC. If you would like to change your spot you need to submit a written request to be given to the Rowing Manager. This request must include your current location, your desired location, reason for the requested change, and a log of your last 3 months of boat usage. Your request will be responded to within 30 days of your request. We will do our best to accommodate your needs and are aware that we will not be able to do so in all cases.”

EMAIL / OUTLOOK

Our email: aquaticcenter@csus.edu, password will be given to you by supervisor

The email system that we use is called Outlook. When you open outlook it will automatically take you to the inbox.

You will receive an aquatic center asi-aqu email address to use at work only. You must check both emails at the beginning of every shift!

RESPONDING TO AN EMAIL

- Respond to each email by addressing the customer. Make sure you clearly answer their question. Double check your spelling and grammar before sending the email. Sign YOUR name at the bottom of EVERY email you send.
- If you are sending an email out to multiple people make sure you use BCC: (blind carbon copy) not CC: (carbon copy) to keep customer's information private.
- Include Capital Crew coaches in all Capital Crew emails sent out.
- If you are not sure how to respond to an email ASK YOUR SUPERVISOR. Do not let emails sit in the mail box.
- Once you have responded to an email, file it. **Make sure to file the email in the appropriate file folder in Outlook.**
- **DO NOT DELETE ANY EMAILS!**

HOW TO FIND A STAFF MEMBER'S INFORMATION IN OUTLOOK

- Open Outlook
- Click on the folder at the bottom of the left margin
- Scroll all the way down and click Public Folders>All Public Folders>ASI> Aquatic Center

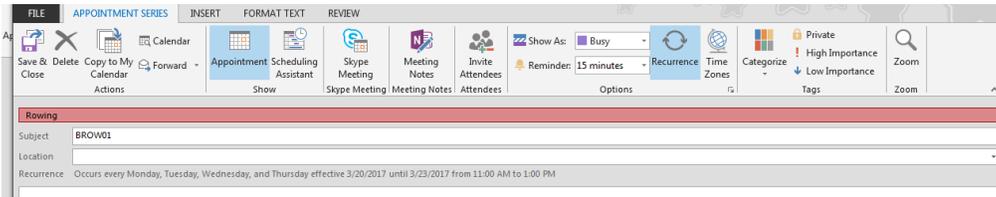
OUTLOOK CALENDAR

- All events are scheduled in our calendar. We use Outlook for our calendar. To view it open outlook and click the calendar tab in the left margin.
- You can change the view of the calendar by clicking week, month or day
- All events (special events, classes, youth groups, facility reservations, etc.) get imputed in the calendar. To create new events double click on an open space. You may now edit the new event in the pop-up window.
- When instructors email or notify of Private Lesson dates, please add into calendar and pull request form from binder that morning. Be sure to check for pre-existing waiver before they check-in.

HOW TO ENTER EVENTS INTO OUTLOOK

1. Open outlook calendar.
2. Please make sure you are looking at "Aquatic Center Calendar1". It will have a checkmark in the box next to the name.
3. Click the "New Appointment" icon. A new window will pop-up. Enter the course title (BSAIL001, KINS14, BROW019, etc.) in the subject line.
4. Click on the "Recurrence" icon. A new window will pop-up. Under Appointment Time - enter the start and end time for the course. Then under Recurrence Pattern check the box next to the days the course occurs (ex. Mon – Thurs class you would check the box next to Monday, Tuesday, Wednesday, & Thursday.) In the last section, Range of Recurrence, enter the start date of the class. Click the bubble next to End by date and enter the last date of the class.
5. Click OK.

- Now you need to categorize the class. Click the “Categorize” icon and select the appropriate category.
- Double check that all information is correct: subject, recurrence and category.
- Click “Save & Close” icon.
- Here is an example for BROW01:



TASKS / PROJECTS

Projects are assigned by Operations Manager or Assistant through Outlook.

- Open Outlook.
- When a new task has been assigned an email will be sent to the front desk. Click accept in the email body. This will notify whoever assigned the task that you have accepted the task and it will automatically be added to your Task List.

✓ Accept ✗ Decline

Sample Task

AC Operations Assitant (Kylie Taylor)

Assigned by ASI AC Requests on 1/24/2019 6:21 PM.

Due date None

Status Not Started

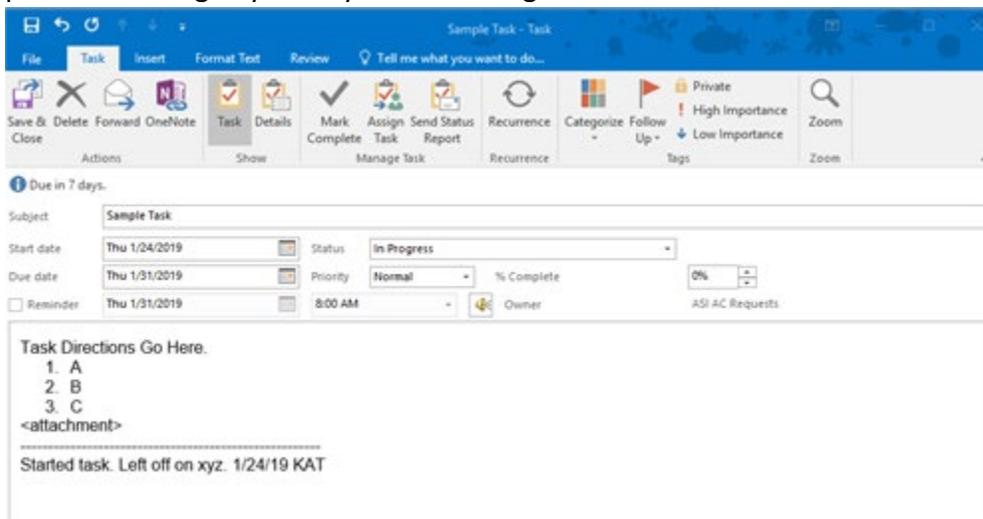
Priority Normal

Complete 0%

- To see current tasks click on the Task List Icon at the bottom left of the screen.



- You will then see the list of all assigned tasks to the front office.
- When you open a task you can see any directions or notes that have been made by a supervisor or peer. Please log any work you do relating to the task in the notes section as seen below.



6. Once the task has been completed click the mark complete icon. This will notify whoever assigned the task that it has been completed.

NEXTELS

Nextels are the phones that staff use to communicate. Managers have their own Nextel and other staff members must check out a Nextel as needed. Front Office Staff are the only staff who check out and check in Nextels. Summer Camp Staff and Dock masters must wait to receive or return a Nextel to a FO Staff member. They are not allowed behind the green wall.

Staff must leave a CELL PHONE or car keys with the Front Office to get a Nextel. NO EXCEPTIONS.

Waterski / Wakeboard / PWC staff must check out a Nextel before leaving for Folsom Lake.

ALL STAFF MEMBERS TAKING A LAUNCH KEY MUST CHECK OUT A NEXTEL.

USING A NEXTEL

- Wake up the Nextel by pressing a button.
- Go to Contacts.
- Scroll through the contacts list and highlight the person you wish to call.
- Press the alert button and then press the black/yellow button on the side to page them.
- You must press and hold the black/yellow button on the side while talking, release the button to hear what the other person is saying.
- To end a call press the end button.

TO CHECK OUT A NEXTEL

- Receive a **cell phone** from the staff member.
- Write down on the Nextel check in/out sheet which Nextel you are giving them and where the staff member is going. **Make sure it is fully charged and turned on.** Note the time they checked it out. If they are taking a launch key write down which key they are taking. For summer camp make sure to write down what camp/ group they are with.
- Give the Nextel to the staff member.

TO CHECK IN A NEXTEL

- Receive the Nextel from the staff member.
- If they took a launch key make sure to get back the launch key.
- Give them their keys/cell phone back.
- Mark on the Nextel check in/out sheet the time it was returned.

Note: We do not have enough Nextels for each summer camp counselor to check out their own Nextel. Each group gets one Nextel. If multiple groups are going together or a group is particularly large they may take another Nextel if we have enough. It is the responsibility of the summer camp counselors to make sure they check out the appropriate number of Nextels and launch keys.

AQUATIC CENTER PHONE SYSTEM

TRANSFERRING LINES

- Press TRANSFER.
- Select the phone line you wish to transfer to.
- Press COMPLETE.
- Make sure you can hear the other line ring; then you may hang up.

PUTTING SOMEONE ON HOLD

- Press the Hold Button—the light above the line you are on will blink this means that the line is on hold.
- To resume simply press the button next to the line you wish to pick up.
- **Remember which line you have on hold and be aware of other lines coworkers may have on hold. Remember what the customer is calling about. Return to each call in a timely manner.**
- **If the office is busy and you cannot get back to them in a timely manner let them know that *our office is very busy at the moment.***

VOICEMAIL

- When the *message* button is glowing red, we have a new voicemail.
- To access the mailbox call x84455 from any office phone.
- If prompted for a security code press *
- When prompted for your mailbox number enter 2784052.
- When prompted for you're the security code 1901
- Log each voicemail in the Voicemail Log binder. Highlight once customer has been contacted.

CHANGING THE HOURS ON VOICE RECORDING

1. Go to: <https://telapp.csus.edu/login.jsp> Login using username/password provided by supervisor.
Username: aquaticcenter
Password:

Network & Telecommunications Services

Please login:

Username	<input type="text" value="aquaticcenter"/>
Password	<input type="password" value="••••••••"/>
<input type="button" value="Login"/>	

2. Click on “Envox Applications Management”

• NTS APPLICATIONS

[Envox Applications Management](#)

[logout](#) | [re-login](#) | [change password](#) |

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3. Click on “Application Details”

Telecommunications Services

Envox Applications Management

- [Application Accounts On VFM](#)
- [Application Details](#)
- [Office Hours Set](#)
- [System Reports](#)

4. Find what you want to change. Note the voice ID # and phrase name.

Telecommunications Services

Application Details

[Documentations Download](#)

Application ID: 46
 Application Name: **Sacramento State Aquatic Center**
 Department: **Aquatic Center**
 Max Department Series Numbers:
 Phone Directory Dial Type: **No Implement**
 Online Transfer Type: **None**
 Online Transfer Extension:

Max Phrase Length(Seconds):
 Greeting: 120 Menu: 120 Bulletin: 120 Prompt: 120 Directory: 30

Phrase Description(Documentations Download):

Voice ID	Phrase Name	Speech Description	Actual Length	Recording Phone	Recorded Date
5000	Name	Sacramento State Aquatic Center	3	81120	2016-08-18 15:02:47.0
5001	Greeting 1	Business Hrs - Thank you for calling the Sacramento State Aquatic and Boating Safety Center. For more information, please listen to our menu options, after all options have played you will be given the option to speak to a customer service representative.	12	81102	2019-03-01 08:47:24.0
5002	Greeting	After Hrs - Hello. Thank you for calling the Sacramento State Aquatic and Boating Safety Center. We are currently closed. Please listen for our menu	10	84052	2018-04-27

5. From any CSUS phone dial 82000. From any non-CSUS phone dial 916-278-2000. The VFM will response your call and prompt you a login ID and a pin number. Once you input correctly your login ID and pin, you will get to log in.
6. After login you will get the main menu that has three options: To manage the application, press 1.
7. You will then be prompted to select which phrase name you want to edit.

Press 1 – To manage the name

Press 2 – To manage the greetings

Press 3 – To manage the menus

Press 4 – To manage the bulletins

Press 5 – To manage the prompts

Press 6 – To manage department directory

8. Enter the voice ID number for the recording you want to change.

Press 1 to update

Press 2 to make another selection

Press 3 to silence this message

[VOICE RECORDING SCRIPTS](#)

CHANGE IF WE CLOSE EARLY!!!

Business Hours:

To edit: 82000 → 1 → 2 (greetings) → 5001

Script: Hello. Thank you for calling the Sacramento State Aquatic and Boating Safety Center. For more information, please listen to our menu options. After you listen to all the new menu options, you will be given the opportunity to speak to a representative.

PA SYSTEM

The PA (loudspeaker) will only work if the light switch in the key watcher room is turned on. The mic is located in the back of the FO. To speak press and hold the button on the bottom of the mic, release when done. If you are addressing the public make sure to say *Attention Aquatic Center Patrons...* prior to speaking. Make sure to always repeat the announcement twice. Every night front office staff should make an announcement 30 minutes prior to closing stating *“Attention Aquatic Center guests, the Aquatic Center will be closing in 30 minutes. Again the Aquatic Center will be closing in 30 minutes.”* At the time of closing please get back on the PA and state *“Attention Aquatic Center guests, the Aquatic Center is now closed please make your way out of the facility. Again the Aquatic Center is now closed please make your way out of the facility.”*

KEYS

- Keys for all operations of the Aquatic Center are kept in the Key Watcher located in the telephone room.
- When hired, staff should receive a code and training on how to use the Key Watcher from the Operations Manager.
- If you check out keys you are responsible for them. Do not pass them along to other staff members. You must return them first, then the other staff members can sign them out.
- All keys should be returned to the key watcher at the end of your shift.
- If keys are lost or damaged while checked out in an employee's name, that employee is responsible for replacing them.
- Keys may not be duplicated except by the Director or Associate Director.
- Lost keys must be reported to the Director, Associate Director or Operations Manager and an incident report must be completed by the staff member.
- The Master Front Office keys may NOT leave the front desk, unless a front office staff member uses them.
- Front Office staff can lend out the "small keys", front office #2 keys to other staff members. That staff member is responsible for returning small keys to the front desk as soon as they are done with them.
- If you have any issues or problems with keys or the key watcher, please see the Operations Manager.

GETTING READY FOR THE UPCOMING WEEK:

WHITEBOARD CALENDARS

- Update weekly calendar (behind green wall) with the upcoming week's schedule of classes, reservations and special events. Please color coordinate expo marker color w/ Outlook Calendar color. You can print a weekly calendar to use as a reference directly from Outlook
- Update weekly staff schedule calendar (on side of green wall next to Cindi's office). Please color coordinate expo marker color with what department the employee is working. Use FO staff calendar located on Heather's desk. Use Dock Master Calendar located on back desk or in Cindi's office. For rest of staff use the *Monthly Staff Calendar* binder usually located in Cindi's office

GENERAL

- If camps, classes or other programs need to use equipment make sure we are aware and have enough for that program to use... as in don't rent out all the hydro bikes if we have Thursday night family night because they will use them all.
- If there are any people on a waitlist and spots have opened up, call them and let them know. Continue down the waitlist until all spots have been filled.
- Make sure enough rental contracts have been printed. Print more if needed.

CLASSES

Openers should be doing the following day, but if you have free time beforehand you can help get things ready for classes.

- Print class rosters (first day of class only):
 - Attendance List
 - Advanced Class List (Total Dues)
 - Basic Class List (Birthday/Age)
- Check for any drops or transfers. If spots are open, contact members on the Waitlist. (*See Waitlist: Registering Someone on the Waitlist*)
- Make sure t-shirt cabinet is stocked or print t-shirt vouchers if we do not have enough.
- If we have a sunset paddle coming up make sure we have enough glow sticks and ties.
- Pull waivers for students who have participated in a prior class.
- Make sure we have enough blank waiver cards.
- For last week's completed classes.
 - Make sure attendance has been put into Park Pro.
 - Make sure Thank You post cards have been sent out.
 - Make sure instructor has signed waivers and certification have been imputed into Park Pro.
 - File waivers away in the waiver cabinet.

CLOSING INDIVIDUAL DRAWERS

DO NOT USE WHITE OUT ON CLOSING FORMS! Strikethrough and initial any errors.

- Get out a DROP FORM – fill out your name, today’s date and what counter you are at

NAME:	
DATE:	
Counter #	

- Count out each denomination of money and record it in the top section of the Drop Form. Write the \$ amount, not the # of bills.

<table style="width: 100%; border-collapse: collapse;"> <tr><td style="padding-right: 5px;">Penny:</td><td style="border: 1px solid black; background-color: #cccccc; width: 100px; height: 20px;"></td></tr> <tr><td>Nickel</td><td style="border: 1px solid black; background-color: #cccccc; width: 100px; height: 20px;"></td></tr> <tr><td>Dime</td><td style="border: 1px solid black; background-color: #cccccc; width: 100px; height: 20px;"></td></tr> <tr><td>Quarter</td><td style="border: 1px solid black; background-color: #cccccc; width: 100px; height: 20px;"></td></tr> <tr><td>Other Coin:</td><td style="border: 1px solid black; background-color: #cccccc; width: 100px; height: 20px;"></td></tr> </table>	Penny:		Nickel		Dime		Quarter		Other Coin:		<table style="width: 100%; border-collapse: collapse;"> <tr><td style="padding-right: 5px;">One:</td><td style="border: 1px solid black; background-color: #cccccc; width: 100px; height: 20px;"></td></tr> <tr><td>Five</td><td style="border: 1px solid black; background-color: #cccccc; width: 100px; height: 20px;"></td></tr> <tr><td>Ten</td><td style="border: 1px solid black; background-color: #cccccc; width: 100px; height: 20px;"></td></tr> <tr><td>Twenty</td><td style="border: 1px solid black; background-color: #cccccc; width: 100px; height: 20px;"></td></tr> <tr><td>Other Dollar:</td><td style="border: 1px solid black; background-color: #cccccc; width: 100px; height: 20px;"></td></tr> </table>	One:		Five		Ten		Twenty		Other Dollar:	
Penny:																					
Nickel																					
Dime																					
Quarter																					
Other Coin:																					
One:																					
Five																					
Ten																					
Twenty																					
Other Dollar:																					

- Cash – after you count each denomination of bills and coins, add them all up for the Grand Total of Drawer.

Grand Total of Drawer

\$

- Fill out the Drawer section of the Drop Form
 - Cash - Grand Total minus base amount for each drawer (\$200=winter, \$500=summer).
 - Credit Cards - Reference the Payment Method Report for Credit Card (CC)
 - Park Pro: Reports → Payment Method Reports → Logins = Select All, Facility = the drawer you are closing, Ledger Numbers = Select All → Payment Method = Credit Card (CC) → Select today’s date → Print Payment Method Report
 - You do not need to print this report, just pull it up in Park Pro to get the \$ amount for credit cards.
 - Checks – add up total \$ amount for all checks in the drawer.
 - Gift Certificates – write gift card sold amount
 - Credit Vouchers- write any refunds done for the day.
 - Add up Cash, Check, Credit Slip, Gift Certificates and Credit Vouchers for the TOTAL.

Cash Deposit Total:	
Check Deposit Total:	
Credit Slip/Receipt Totals:	
Gift Certificate Totals:	

Credit Vouchers (Subtract):

-

TOTALS:

\$

□ INDIVIDUAL EXPANDED CLOSING REPORT

- Print this report for your drawer
- Park Pro: Reports → General Ledger Report → select only your computer under facilities → select today's date → click print closing report → click expanded report
 - Make sure "All" is selected for user
- Use the Individual Expanded Closing Report to fill out the Park Pro column of the Drop Form

	Drawer	Park Pro Software
Cash Deposit Total:		
Check Deposit Total:		
Credit Slip/Receipt Totals:		
Gift Certificate Totals:		
Credit Vouchers (Subtract):	-	-
TOTALS:	\$	\$

- **Make sure the Drawer column and Park Pro column match**
 - Note: If your drawer is over or under they will not match. Make sure to write over/under and the \$ amount at the bottom of the Drop Form. If you are over or short please call Operations Manager and follow up with an explanation in an email for documentation purposes.
- Fill out the bottom section of the Individual Expanded Closing Report, initial that the information is correct.

Actual Cash Total: _____

Actual Check Total: _____

Total Bank Deposits: _____

Overage/Underage: _____

Actual Bank Deposits: _____

Credit Card Total: _____

Total Revenue: _____

- Record the entire drop totals (cash, checks, credit slips) on the bottom of the Closing Report, write how much is left in each drawer and initial that the information is correct.

□ CASH IN-OUT SHEET

- Take out the Cash Deposit Total amount from the drawer. This is your Grand Total of Drawer minus the base amount, NOT what Park Pro says for cash. Set aside to include in the drop.
 - Please pull large bills and odd coins (not quarters) first.

- Remove any checks, receipts, credit card authorization forms and anything else that needs to be dropped, set aside with cash deposit total.
- After the cash drop is removed from the drawer, count the cash left in the drawer and record each denomination on the Cash In-Out Sheet under the PM column (the last column on the right). On the bottom portion write your name, cash drop amount and remaining drawer total (\$200=winter, \$500=summer).
- Make a packet for your individual drawer:
 - **Staple all forms listed below together, in the order listed.** Fold cash, checks, credit slips and anything else in the middle of the packet you just made. Set aside to be dropped into safe.
 - Drop Form
 - Individual Expanded Closing Report
 - Cash In-Out Sheet
 - Summary Cash Report (from previous employee if any)
 - **Repeat for each drawer, even if there were no transactions on the drawer.**

NEW Starting today Friday January 5, 2018 the Aquatic Center will have a new policy for daily deposits. If a front office staff is closing by themselves they will need a 2nd staff member to count the drop and sign that the amount being dropped is correct. Front office staff will complete the forms and have everything counted then call in a dock master, who will only need to count the cash and make sure the amount matches what is on the drop form. Both staff members will sign the drop form, place in the envelope, sign the envelope and place in the safe in Brian's office.

Closer's signature of review: _____ 2 nd reviewer print name: _____ 2 nd signature of review: _____

CLOSING COMBINED REPORTS

DO NOT USE WHITE OUT ON CLOSING FORMS! Strikethrough and initial any errors.

- Print the closing combined reports:
 - Combined Summary Report
 - Park Pro: Reports → General Ledger Reports, Select Drawers 1-4, office and office manager under facilities, Select today's date → Print closing report → Summary Report
 - Total the cash, check and credit card amounts for all drawers. Totals of all drawers should match up to the amount listed on combined report.
 - Fill out the Combined Summary Report.

Actual Cash Total:	_____
Actual Check Total:	_____
Total Bank Deposits:	_____
Overage/Underage:	_____
Actual Bank Deposits:	_____
Credit Card Total:	_____
Total Revenue:	_____

- Credit Card Payment Method Report:
 - Park Pro: Reports → Payment Method Reports → Select drawers 1-4, office and office manager, Select today's date, Select Credit Card (CC) under method of payment → Print Payment Method Report
 - The total for Credit Cards for all drawers should match the total on this report
- Currently Rented Report:
 - Park Pro: Cash Register → Rental Equipment, Select AC Administrative under facilities → Print Currently Rented
 - There should be NO RENTERS!!!
- Make a combined report packet:
 - Staple the Summary Report and Payment Method Reports together.
 - Fold the currently rented report behind these.
 - Make sure there are no renters out!
 - Make sure all drawers are even (if drawers are not on, notify supervisor immediately)
 - Make sure all reports are filled out completely.

PREPARING THE DROP

- Take the individual drawer packet(s) and closing combined reports along with any cash, credit slips, receipts and anything else that needs to be dropped into the safe; put them in an envelope.
- On the outside of the envelope write the date, what drawers are in the envelope.
- Tape the envelope shut and have all closers initial over the tape.
- Put the envelope in the safe located in the Director's office, lock the door behind you when you leave.



IF YOUR DRAWER IS OVER OR UNDER

1. Recount your drawer. This is to see if there was a human error. If your drawer is still off proceed to step 2.

2. Note this on the Drop Form.

OVERAGE/SHORTAGE:

(credit vouchers should not be included when calculating overage/shortage)

\$ _____

3. Note this on your Individual Expanded Report.
4. Note this on the Closing Summary Report.
5. Note this on the Credit Card Payment Method Report (if your CC #s are over or under.)

Actual Cash Total:	_____
Actual Check Total:	_____
Total Bank Deposits:	_____
Overage/Underage:	_____
Actual Bank Deposits:	_____
Credit Card Total:	_____
Total Revenue:	_____

6. **Notify your supervisor in immediately in writing (email), follow up with an email with documentation of details about the overage or shortage.**

CLOSING CHEAT SHEET

Reports for the drop:

Your individual drawer – Closing Expanded Report

Reports → General Ledger Reports

Select only your drawer in Facilities

Select today's date

Print closing summary → Expanded Report

Combined Report – Closing Summary Report

Reports → General Ledger Reports

Select drawers 1-4, Office and Office Manager under Facilities

Select today's date

Print closing report → Summary Report (Grouped)

Combined Report – Payment Method Report

Reports → Payment Method Reports

Select drawers 1-4, Office and Office Manager under Facilities

Select today's date

Select Credit Card (CC) under method of payment

Print payment method report

Combined Report – Currently Rented

Cash Register → Rental Equipment

Select AC Administrative as Location under Facilities

Screenshot currently rented.

Invoice List

Cash Register → All payment plan invoices

Select Date Range & today's date

Location = AC Administrative

Click Search Payment Plan Invoices

Click Print This List

If blank: screenshot

If not blank: print & include w/ combined reports packet

Make sure to put these form in the correct order for the drop. Staple packets separately. Individual drawers must be signed by the individual closing the drawer and the other closer.

Combined reports must be signed by all closers. Fold the cash, checks and credit slips to be dropped in the respective drawer's packets.

Individual Drawer Packets [staple]:

1. Drop Form
2. Closing Expanded Report
3. Cash in-out sheet
4. Summary Report (if one)

Combined Report Packet [staple]:

1. Closing Summary Report
2. Payment Method Report

Email:

1. Closing Checklist Screenshot
2. Equipment Currently Rented Screenshot
3. Invoice Screenshot*

DONATIONS

We receive an overwhelming number of requests for sponsorships and donations benefiting many worthy causes. Requests which follow the procedures listed below will be reviewed individually and receive equal consideration. Proposals that do not follow request procedures will not be reviewed.

REQUEST PROCEDURE

1. Requests must be made in writing

Requests must be on official letterhead, listing the following information:

Full name of organization

Name and title of contact person

Complete mailing address

Phone number

Non-profit or tax identification number

A brief summary of the organization, including a clear description of its purpose or mission, those who benefit from it and the geographic area in which it operates.

Details of the event, including its date, purpose, expected attendance and beneficiaries.

2. All requests must be received a minimum of 4-6 weeks prior to when you need the donation for your event. A written response will be provided with in that time advising whether or not we can grant the donation request.

3. The Sacramento State Aquatic Center does not donate monetary amounts of any kinds, for any event.

4. Written requests can be sent to:

MAIL: Sacramento State Aquatic Center

Attn: Donation Requests

1901 Hazel Avenue

Gold River, CA 95670

FAX: 916-278-1105

EMAIL: aquaticcenter@csus.edu

HOW TO PROCESS A DONATION REQUEST:

1. Make sure we have all of the needed information listed above.
2. Email the individual/group letting them know that the request has been received. (Drive/AC Docs by Program/1650 Front Office/Forms/Scripts)
3. Give the request to Associate Director for approval. If it is approved they will sign *Boating Family Fun Pass* and give the request and pass back to you.
4. Fill out the Boating Family Fun Pass Letter with the recipient's information, paperclip the pass to the front of the letter. Have Cindi Dular sign the letter. (Q:Drive/AC Docs by Program/Donations)
5. Now mail the Letter, Pass and this year's catalog to the recipient.
6. Log each donation sent in the Donation Log- name, date mailed. (Q:Drive/AC Docs by Program/Donations/Fiscal Year)
7. File the original request (most recent request first) alphabetically in the Donation Request Binder.

HOW TO PROCESS A MONETARY DONATION:

1. Find out what the donation is for.
2. Pull up payee's account in Park Pro. If they do not have an account make one for them with as much information as we have.
3. Go to items.

- a. Select appropriate item. If you are not sure what item to pick, please ask!!!

Program Area	Item Name	Item Code
Capital Crew	AC Capital Crew Cash Donation	Cccash
Capital Outrigger	AC Capital Outrigger Cash Donation	COCash
Youth Programs (ex: summer camp)	AC Cash Donations Youth	ACCD
Front Office	AC Front Office Donations	ACFOD
General Admin	AC General Administration Donations	ACGAD
Rowing (NOT Capital Crew or Capital Masters)	AC General Rowing Donations	ACGRD
Wakeboard/ Waterski	AC General Water Ski Donations	SKId
Capital Masters	AC Masters Donations	MASTERDONATION
CSUS Men's Crew	AC Men's Crew Donations	CSUSMENdonation
Sailing	AC Sailing Donations	SAILdonation
Youth Group	AC Youth Group Donations	YOUTHdonation

4. Change item price to match the amount the payee is donating.
5. Process transaction.
 - a. In the comments section note what the donation is for. Ex: Cash donation for CC women's V8.
6. Print a large receipt.
7. If paid with check, make a copy of the check. Original goes in cash drawer.
8. Make a packet and give to supervisor so they can complete a GAF form and file.
 - a. Packet:
 - 1) Receipt
 - 2) Copy of check
 - 3) Any other forms related to donation (emails, invoices, donation forms, etc.)

SERVICE ANIMALS

Under the ADA, State and local governments, businesses, and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is normally allowed to go.

Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices.

When it is not obvious what service an animal provides, only limited inquiries are allowed. Staff may ask two questions: **(1) is the dog a service animal required because of a disability, and (2) what work or task has the dog been trained to perform.** Staff cannot ask about the person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.

A person with a disability cannot be asked to remove his service animal from the premises unless: **(1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken.** When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.

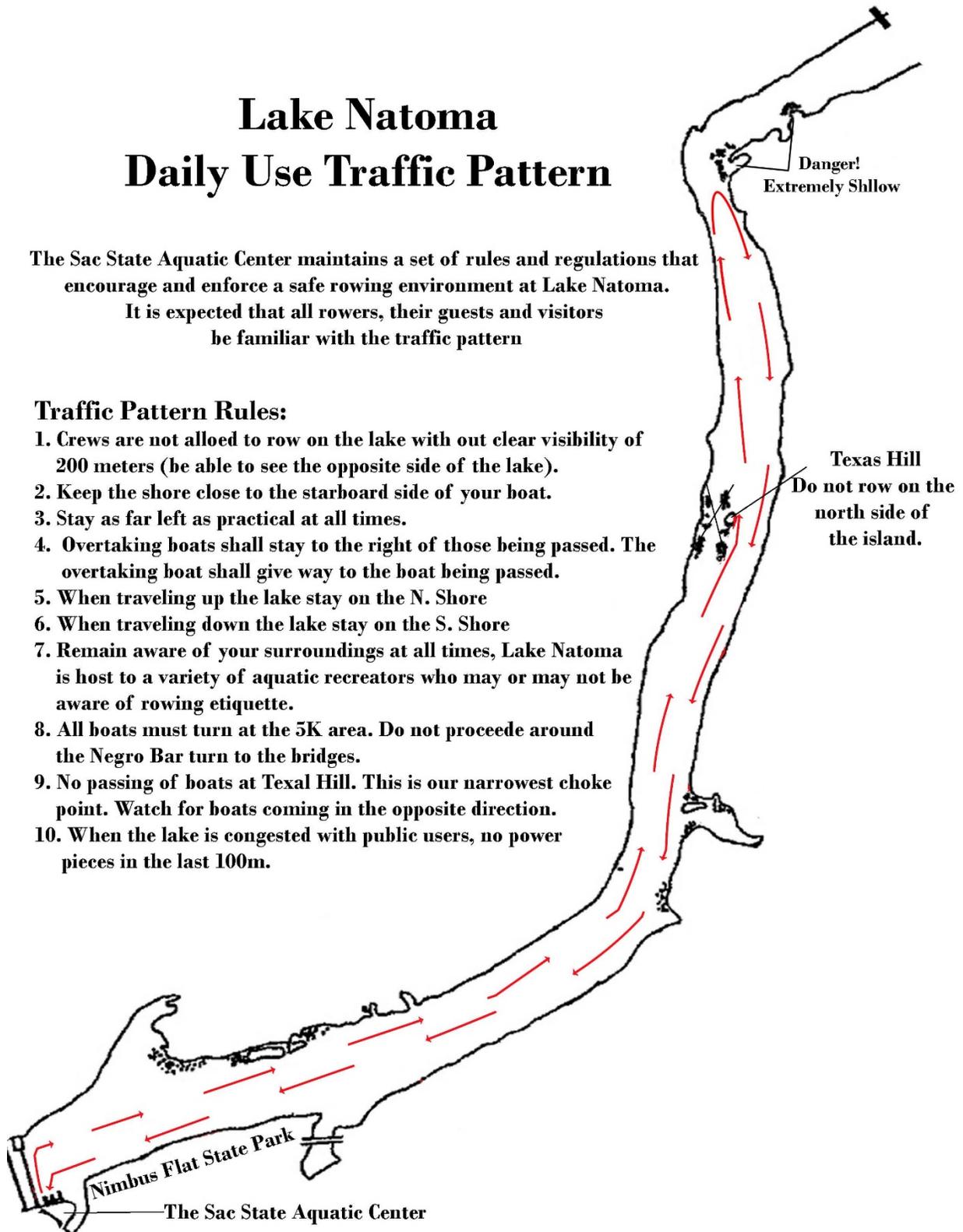
LAKE NATOMA DAILY USE TRAFFIC PATTERN

Lake Natoma Daily Use Traffic Pattern

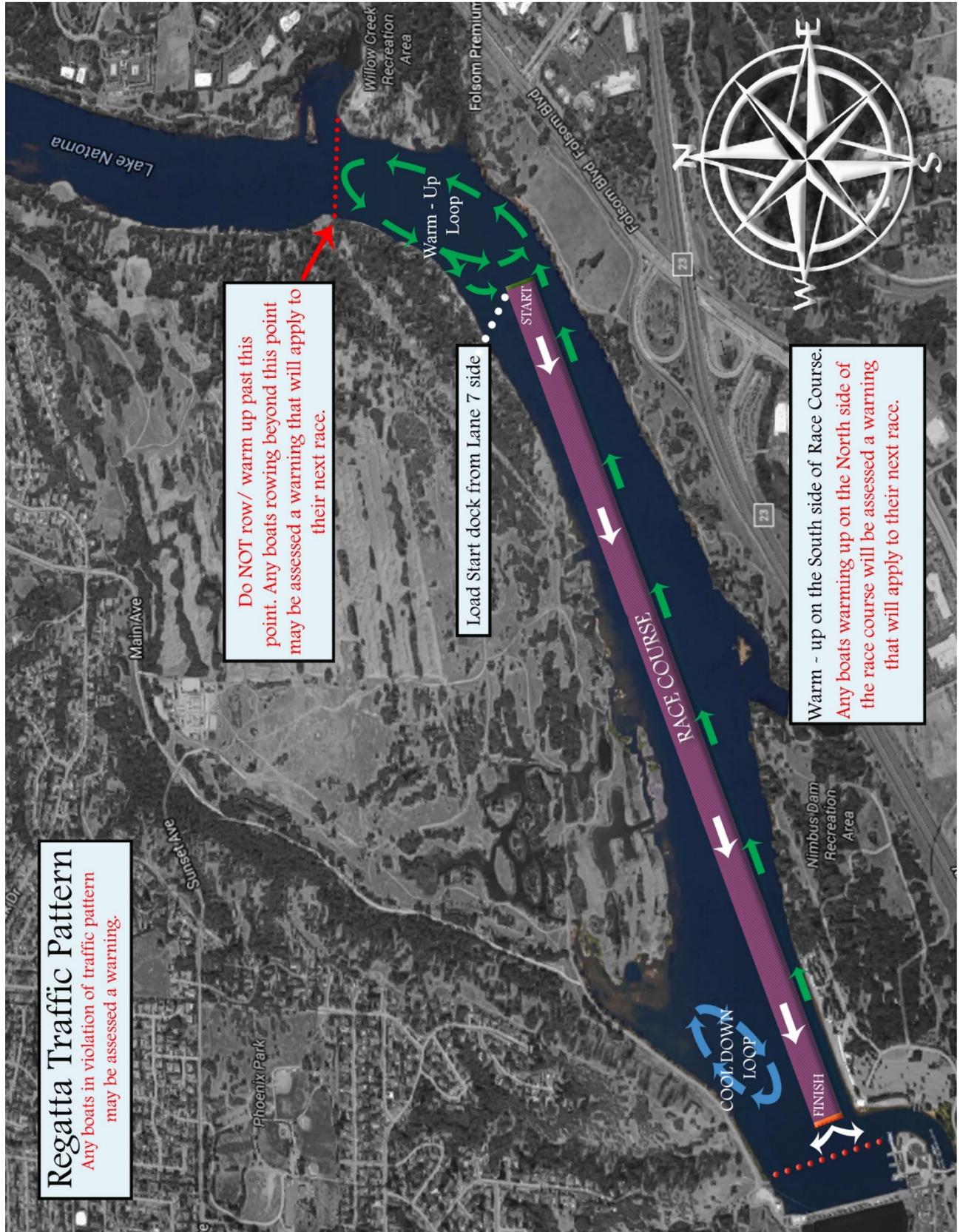
The Sac State Aquatic Center maintains a set of rules and regulations that encourage and enforce a safe rowing environment at Lake Natoma. It is expected that all rowers, their guests and visitors be familiar with the traffic pattern

Traffic Pattern Rules:

1. Crews are not allowed to row on the lake with out clear visibility of 200 meters (be able to see the opposite side of the lake).
2. Keep the shore close to the starboard side of your boat.
3. Stay as far left as practical at all times.
4. Overtaking boats shall stay to the right of those being passed. The overtaking boat shall give way to the boat being passed.
5. When traveling up the lake stay on the N. Shore
6. When traveling down the lake stay on the S. Shore
7. Remain aware of your surroundings at all times, Lake Natoma is host to a variety of aquatic recreators who may or may not be aware of rowing etiquette.
8. All boats must turn at the 5K area. Do not proceed around the Negro Bar turn to the bridges.
9. No passing of boats at Texal Hill. This is our narrowest choke point. Watch for boats coming in the opposite direction.
10. When the lake is congested with public users, no power pieces in the last 100m.



LAKE NATOMA REGATTA TRAFFIC PATTERN



LAKE NATOMA BIKE TRAIL MAP

