

Facility Rules & Regulations

3-1-2019

RISE management reserves the right to determine refunds on a case by case basis. Deposits to play in our league holds a division spot for a team or a roster spot for a player. Expenses are incurred once a team or player registers. Refunds will not be allowed. RISE may offer a credit for future use for individuals, but this is not guaranteed. RISE also reserves the right to charge a \$25.00 administration refund fee if a refund is granted.

RISE management has full control and discretion on team and player placement. Refunds will not be issued if a customer does not agree. RISE management has full control and discretion over the days and times our games will be played. We have the right to change the playing days as needed to complete a schedule.

1. Your RISE ID Card must be on you, at all times, during all practices and games.
2. No alcohol or drugs will be allowed on the premises, including the parking area. If anyone is suspected to be under the influence of drugs or alcohol the police will be dispatched.
3. There will be no profanity, littering or gambling permitted on the premises.
4. Please show respect for property, other patrons, and staff at all times.
5. Please do not chew gum, spit, or be in bare feet inside the building.
6. **HEELEYS AND HOVER BOARDS ARE NOT ALLOWED IN THE FACILITY AT ANY TIME.**
7. **SERVICE PETS ARE ALLOWED IN THE BUILDING BUT OWNER MUST HAVE THE APPROPRIATE DOCUMENTATION TO PROVE THAT IT IS A SERVICE PET. THEY MUST BE ON A LEASH AT ALL TIMES.**
8. Taps, metal plates, or metal cleats will not be permitted in the RISE facility.
9. Outdoor cleats are NOT allowed to be worn on inside the RISE.
10. Food and drinks may not be brought into the facility at any time. Special permission may be obtained for parties.
11. Apparel that advertises or depicts drugs, nudity, gang membership, obscene language or obscene graphics will not be permitted.
12. Tattoos must be covered if they violate rule #9.
13. Fighting will not be tolerated and will result in immediate suspension from the building.
14. All children must be accompanied by an adult 21 years or older unless in a supervised activity. Children of all ages MUST be supervised by their parents at all times. If RISE staff observes an unsupervised child, we will locate the parent and ask them to keep their child with them. We may also interrupt a game to enforce this rule.
15. All damages and/or injuries must be reported to the front desk manager immediately.
16. Patrons will not use any equipment that appears broken, malfunctioning, or defective or remove any signage indicating equipment is out of service or not to be used. Patrons will immediately discontinue use of any broken, malfunctioning, or defective equipment and report problem to front desk staff.
17. Patrons who violate these rules and regulations may suffer disciplinary action resulting in suspension from the building, fines and/or criminal trespass charges filed with the Rockwall Police Department.
18. Any person activating the fire alarm with false pretense will be fined \$500.00 and will be permanently banned from RISE. Failure to pay fine may result in a civil suit.
19. Any person who defaces any walls or windows anywhere in our facility will be subject to a \$500.00 fine plus criminal charges may be filled.
20. Spectators are not allowed on the basketball courts during league play or practices for basketball or volleyball.
21. Noisemakers of any kind will not be allowed before, during or after games.