

Park District Policies



For the safety and enjoyment of everyone, please review and follow the Park District Policies. Thank you for your cooperation.

For emergencies: call 911

For non-emergency issues: call Mundelein Police at 847-968-4600

Park District Main Number/policy issues: 847-566-0650

Parks Policy

- Parks are open daily, dawn to dusk (unless otherwise posted)
- Be courteous of others sharing your parks
- Supervise children at all times
- Leave nature as you found it for others to enjoy and dispose of litter in proper receptacles
- Pets are not permitted in the parks (*service animals permitted*)
- Golfing is permitted only at Steeple Chase Golf Club (**for tee times, call 847-949-8900**)
- Vehicles must park in designated areas and stay on roads and driveways
- Vehicles left after closing will be towed at owner's expense
- Report any vandalism to the Parks Department, **847-566-0650, ext. 30**
- Alcohol is prohibited

Program Registration Policy

All programs require a minimum number of participants five business days before the class begins. A maximum number is also listed to ensure quality instruction. Classes may be combined and times modified to facilitate better programs. Receipts are mailed to those enrolled in programs. If you register during random registration, we cannot guarantee a participant's request to register with another individual. We are sorry for any inconvenience, however, the computer does not recognize these requests.

Safety is a Priority

Safety is a top priority. We place an emphasis on safety to ensure that you, as park and facility patrons, have a safe and fun experience. To ensure your parks and facilities are as safe as possible, we need your help. If you see or hear about something that may be unsafe, i.e. broken playground equipment, an animal hole by an athletic field, or anything else that you feel may be hazardous, please call us at **847-566-0650, ext. 30**.

Insurance

The Park District is unable to assume responsibility for injuries or accidents occurring at programs, activities, parks and facilities. Carrying medical insurance for participants would make the program user fees prohibitive.

Photo/Video Policy

Participants of programs and special events permit the taking of photos and videos of themselves and their children for potential publication in Park District printed materials as well as online/electronic media. All photos and videos taken on Park District property are for Park District use and become its sole property.



Care for Your Parks

Preserve the natural beauty around you. Please don't climb trees, cut branches, pick plants or flowers, or approach animals or their nests. Dispose of litter properly.

Oops!

Occasionally, there may be an error that appears in print or online regarding days, times, requirements, fees or other information. When such errors occur, the Park District will do everything possible to correct the situation promptly.

Residents/Non-Residents (NR), Defined

The term "resident" refers to Park District residents who live within Mundelein Park & Recreation District boundaries and who contribute financial support to the Park District through property taxes. Some residents with a Mundelein mailing address may not be residents of the Mundelein Park District. Please contact our office at **847-566-0650, ext. 14**, if you need residency information.

The non-resident fee structure is in place to ensure fairness to our residents. Residents of the Park District contribute financial support to the District through property taxes. The Board of Commissioners has elected the non-resident fee structure to make non-resident use of our programs and facilities equitable to our residents.

Family, Defined

A family is defined as no more than two adults and their unmarried children, up to age 21, residing within the same household, full time. Children ages 22 years and older, other relatives and/or individuals in the same household are not included in this definition.

Discipline Policy

A positive approach is used regarding discipline. Staff periodically reviews rules with participants during program sessions. If inappropriate or unacceptable behavior occurs, prompt resolution will be sought and the **Behavior Code of Conduct** will be followed. The Park District reserves the right to remove a participant whose actions endanger the safety of himself or others.

Behavior Code of Conduct

The Behavior Code of Conduct is used as a guideline.

- Show respect to all participants, staff and volunteers
- Follow direction from staff and volunteers
- Show respect to equipment, supplies and facilities
- Will not use inappropriate, abusive or foul language
- Will not show any disruptive or aggressive behavior (hitting, punching, slapping, kicking, biting, etc.) regardless of whether behavior is initiated or in retaliation

Termination of Participation

The Park District reserves the right to terminate participation of any individual in any Park District program, event or facility, for disruptive behavior or if it is considered by the Park District that the continued participation of the individual is not in the best interest of the participant or others who are involved in the program.

Refunds

- A full refund will be issued if the Park District reschedules or cancels a class. A refund will be issued automatically by the Park District (a form is not required).
- To withdraw from a program, a refund application must be completed. All refund requests must be made by filling out a [refund application](#). Forms must be submitted at least five days before a program begins. Completed forms can be dropped off or mailed to: Mundelein Community Center, 1401 N. Midlothian Road, Mundelein, IL 60060. Refund requests made less than five days before the program begins will be charged a \$5 service fee per registrant, per program.
- Refund requests received after the program begins will be prorated and a \$5 service fee per registrant, per program, will be charged. The \$5 fee is waived if the request is due to a medical reason and a physician's note is attached to the form.
- Refunds for cash or check payments will be made by check. Please allow two to four weeks for processing. Refunds for credit card transactions will be applied to the card used.
- No refunds will be given once a program or session has ended.
- All program refunds are subject to Superintendent of Recreation's approval. Refunds will not be approved on aquatic passes, fitness punch cards (Passports), or Park View memberships. Passes/cards and memberships are non-transferable.



Rain Policy

Barefoot Bay, Spray Park and Diamond Lake Beach

Safety is our top priority. Therefore, the pool, water areas and the beach may close temporarily during severe weather conditions. If a facility closes for the day due to weather, you may be eligible for a **Rain Pass**.

In order to take advantage of our **Rain Pass Policy**, you must present your receipt when requesting a pass. In order to receive a pass, you need to have been at the facility for **less than 2 hours** before the decision was made to close for the day. A rain pass will not be issued without a receipt. Rain passes will only be issued once and will not be re-issued if lost or misplaced.

Temperature

If the temperature outside is below 70°, the Park District's outdoor aquatics facilities will remain closed.

Rain Check Policy

Steeple Chase Golf Club

If the golf course closes due to inclement weather and golfers must leave the course, a rain check is issued (prorated) for the number of holes outstanding/not completed in their paid round. Golfers can redeem the certificate for play at a later date. More details are available at the course or by calling **847-949-8900**.

Recreation/Program Scholarships

Scholarship assistance may be available for those in financial need. For more information or to see if you qualify, call **847-566-0650, ext. 16**.

TTY Use

If you use a TTY device and want to contact the Park District, the Communications Assistant (CA) will voice your typed words to the person using a standard telephone and type the standard phone users words to you.

1. **Dial 7-1-1 or 1-800-526-0844**
2. When the Communications Assistant (CA) answers, type the telephone number of the person you want to call.
Example: 555-1212 PLS.
3. When the person answers, proceed as you would with a regular TTY call. Direct your conversation to the person you are calling, not to the CA.
4. Type "GA" when you are ready for the other person to respond.
5. When you are finished with your conversation, end the call by typing "GA or SK" (stop keying) giving the person you are calling an opportunity to continue or end the call.

