

MEMORIAL UNIVERSITY RECREATION COMPLEX INC.  
OPERATIONAL POLICY

## **OP. 12 Lockers – Rentals and Per Visit**

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### **PURPOSE**

This policy establishes guidelines for the administration of the locker rental service for lockers in the Physical Education change rooms and for Per Visit use lockers at the Aquarena and Field House.

### **SCOPE**

This policy applies to all customers of The Works; however priority for “locker rentals” is given to students attending Memorial University and employees of MUN who purchase a membership at The Works. Per Visit lockers are available for use by Customers of The Works while using the facility.

### **POLICY STATEMENT**

The Works may allocate a limited number of lockers in the male and female change rooms in the Physical Education Building for rental. All other lockers are on a “per visit basis”.

#### *Locker Rental Service*

The rental of lockers is administered at the Field House Customer Service Desk. Students will present their student identification card and MUN faculty and staff will present their employee card in order to rent a locker.

Following the deadline for student/staff rentals, other members of The Works may have the option to rent a locker, depending on availability.

There are a limited number of lockers available for Varsity Athletics. Varsity Athletics will provide The Works with a list of the varsity players who should be assigned lockers for the upcoming varsity season. Sections of the locker room are reserved for Varsity Athletes for a full year ending August 31. Those athletes’ assigned lockers will complete locker rental forms at the Field House Customer Service Desk. Locker rentals for Varsity players are subject to renewal in September of each year by completing the necessary locker and rental forms. Locker rentals for Varsity players are free of charge.

At the end of a semester, notices will be placed on those lockers on which rents are soon to expire to notify customers that their rental agreement must be renewed if they wish to continue renting the locker. If the rental agreement is not renewed & the customer has not removed his/her belongings from the locker by the deadline, a procedure will be in place to have the locker “Locked-Out” with appropriate follow up to the customer.

Note: Lockers that have been “locked out” in excess of 7 days may be subject to further action which may include the customer lock being removed and the contents of the locker stored. In this case, the Manager responsible for this policy (See Authority) will oversee such removal and will follow established procedures for removal and storage of locker contents.

#### *Per Visit Locker Use*

Lockers are available to customers using The Works facility on a per visit basis. These lockers are referred to as “Per Visit Lockers”. Customers are required to bring their own locks and use the “Per Visit” section in the Physical Education locker room or other areas where lockers may be provided.

Customers are permitted to store their belongings in the per visit lockers during the time they are using the recreation facilities at The Works.

Locks left on the lockers in the per visit section at closing time or for an extended period when the customer is not using the facility may be tagged and locked-out by the Supervisor on duty. A notice of explanation will be left on the locker for the customer. The Works will have a procedure in place to manage lockers that have been “locked out”.

The Manager of Fitness and Student Services will ensure proper documentation of lockers that are “locked-out” and any subsequent follow up. This record will be updated when the locked-out system is removed for the customer.

Note: Lockers that have been “locked out” in excess of 2 days may be subject to further action that may include the customer lock being removed and contents of locker stored. In this case the Manager responsible for this policy (See Authority) will oversee such removal and will follow established procedures for removal and storage or locker contents.

## **AUTHORITY**

The Manager of Fitness and Student Services is responsible to the Director/General Manager for the management of this policy. This includes but is not limited to establishing guidelines for the sale and administration of locker rentals and all other procedures as referenced above.

## **RESPONSIBILITY**

Receptionists working at the Field House Customer Service Desk are responsible for communicating locker rental policies to customers along with handling the sale of locker rentals.

Supervisors are responsible for ensuring the appropriate procedures are followed.