

**Sample Customer Disciplinary Policy**

1. The Facility Management has authorized the lifeguards to suspend swimming privileges of those persons who are not following the rules for a period of up to the remainder of the day.

The lifeguards normally will follow a three-step procedure for swimmers who violate the pools rules:

* **First Violation**-Warning
* **Second Violation**-Staying out of the pool for up to ten minutes.
* **Third Violation**-Suspension of swimming privileges for the remainder of the day.

1. The Facility Management has authorized the pool manager who is on duty to suspend swimming privileges for up to ten days of those persons who are not following the rules.
2. Facility Management has the discretion to expel or suspend a customer's membership at its sole discretion for failing to follow facility rules and regulations

Serious violations may result in the guard, pool manager, or facility management imposing more serious penalties than those listed in the three step procedure.