



Duke Recreation & Physical Education

Member Suspension Policy

Updated Spring 2025

Purpose of Member Suspension Policy

The Member Suspension Policy is designed to uphold the safety, respect, and overall quality of the facility for all members and staff. By addressing violations of rules or conduct, the policy ensures accountability and fosters a positive environment. Suspensions serve as corrective measures to prevent further misconduct and reinforce the importance of adhering to membership and facility policies.

Outcomes:

- Behavior Correction: Suspended members are encouraged to reflect on their actions and make necessary changes before returning.
- Safety Assurance: Immediate suspension helps safeguard other members and staff from disruptive or harmful behavior.
- Policy Enforcement: Consistent application of suspensions reinforces the importance of following facility guidelines.
- Facility Harmony: Maintaining standards ensures a welcoming and enjoyable space for all members.

Facility/Membership Policies

- Members must adhere to access guidelines:
 - Valid Rec & P.E. Membership or Guest Pass
NOTE: Digital images or emails of memberships do not provide access to facilities or in-person programming.
 - Valid DukeCard, Mobile DukeCard, MyRec Mobile ID or Guest Pass Barcode to scan in at our touchless scanners.
- Proper attire must be worn; this includes athletic clothes (shirt, shorts, pants, leggings, etc.) and close-toed, rubber soled shoes that cover the heel. No street shoes, slippers, sandals, flip flops, etc. Jeans or pants with buttons, metal rivets, belts and belt loops are not permitted.
- Bags and apparel may not be left on the floor in workout areas. These items should be placed on provided wall hooks or in provided lockers.
- With any barbell lift, safety collars (clips) must be used regardless of weight of plates on barbell.
- Bikes/skateboards/roller skates/rollerblades are prohibited. These items may be left at the designated stands outside of the building.
- Food and drink are permitted in designated common areas. Water in a closeable container is permitted around equipment in cardio area, weight room, functional training space, multi purpose rooms, and basketball courts.
- Items that are available for check-out in the facility must be returned to the front or weight room desk by closing of the facility. Items may not be removed from the facility.

- Headphones are required for personal music or listening devices.
- Strollers and baby carriers are prohibited on the cardio level, weight room, climbing wall and pool areas.
- Pets, other than service animals, are prohibited.
- Unauthorized filming and photos are not permitted in the facilities.
- Recreation and Physical Education employees have the final say in policy interpretation and enforcement. Failure to comply may risk in suspension or termination of membership

Violations

Membership Violations:

Improper access to facility or use of membership

- Improper credentials
 - Acceptable:
 - Duke ID (physical or mobile DukeCard)
 - MyRec Mobile App
- Accessing without membership or ID
- Assisting someone with access who does not have membership, acceptable ID or guest pass.
- Falsified documentation- screenshot of receipts of guest passes or memberships.
- Violations of Membership Agreement (one-time payments, payroll deduct, LFL, etc.).
- Violations of Guest Pass Policies and procedures for bringing a guest.

1st Offense	2nd Offense	3rd Offense
Meeting with Director of Facilities/AD of Memberships AND 2-week facility suspension	Meeting with Director of Facilities/AD of Memberships AND 4-month facility suspension	Meeting with Director of Facilities/AD of Memberships AND One year facility suspension

*Any situation that requires DUPD to be called to either deescalate or handle a situation, will result in an indefinite suspension until a meeting can be arranged with Member Services and Facilities staff.

Facility Violations:

Behavior and Improper Use in Facility

- Conduct towards members of Duke Rec & P.E. Staff

- **Respect and Courtesy:** All individuals must treat facilities staff with respect, including speaking politely, listening to instructions, and avoiding hostile or abusive language.
- **Following Directions:** Members should adhere to guidelines or rules set by staff, as they are responsible for maintaining a safe and organized environment.
- **Conflict Resolution:** If disagreements arise, members should address them constructively or escalate them to the appropriate management level instead of engaging in confrontational behavior.
- **Assistance Requests:** Members should make reasonable and respectful requests when asking for assistance, such as equipment maintenance or facility-related issues.
- Conduct towards other members in facility
 - **Respectful Interaction:** Avoid disruptive behavior such as shouting, using offensive language, or invading others' personal space.
 - **Shared Spaces:** Be considerate of others by sharing equipment, respecting time limits on machines, and cleaning up after use.
 - **Safety Practices:** Ensure actions do not endanger others, such as improper use of equipment or engaging in horseplay.
 - **Inclusivity:** Create a welcoming environment by refraining from discriminatory remarks or actions based on race, gender, religion, or other protected characteristics.
- Improper use of equipment
 - **Equipment Care:** Members must use equipment only for its intended purpose, avoiding modifications or creative uses that could lead to damage or injury.
 - **Safety Rules:** Avoid overloading, misusing, or tampering with equipment, as this can create risks for everyone.
- Intentional damage to equipment
 - **Accountability:** Intentional actions that cause damage, such as slamming weights, vandalism, or improper storage, are prohibited.
 - **Financial Responsibility:** Members responsible for deliberate damage may be required to cover repair or replacement costs.
 - **Community Impact:** Treat equipment and facilities with care, as damage affects the experience and access for all members.

1 st Offense	2 nd Offense	3 rd Offense
Meeting with Director of Facilities/AD of Memberships AND 2-week facility suspension	Meeting with Director of Facilities/AD of Memberships AND 4-month facility suspension	Meeting with Director of Facilities/AD of Memberships AND One year facility suspension

Equipment Check In/Out and Use:

- **First Notice:** Members who fail to return a borrowed item by the end of the day will receive a communication informing them of the overdue item. They will have one week to return it, during which time their ability to check out additional equipment will be suspended.
- **Second Notice:** If the item is not returned after the initial one-week period, a second communication will be sent. The member will have another one week to return the item, and their equipment checkout privileges will remain suspended.
- **Final Action:** If the item remains unreturned after two weeks, the member will face an indefinite suspension. This suspension will remain in effect until the item is returned or restitution is made. Continued failure to resolve the matter may result in escalation under the “**Thefts and Other Criminal Activity**” policy.
- **Members are expected to use equipment for intended activities and purpose.**

Tobacco, Alcohol, and Illegal Substance:

- Duke Recreation and Physical Education adheres to Duke University’s [Alcohol and Other Drugs Policy](#).
- Violations of the described policy will result in a suspension based on the chart below:

1 st Offense	2 nd Offense	3 rd Offense
Meeting with Director of Facilities/AD of Memberships AND 2-week facility suspension	Meeting with Director of Facilities/AD of Memberships AND 4-month facility suspension	Meeting with Director of Facilities/AD of Memberships AND One year facility suspension

*Depending on the severity of the action, the Assistant Director of Memberships may determine an outcome outside of the prescribed outcomes listed above.

*Any situation that requires DUPD to be called to either deescalate or handle a situation, will result in an indefinite suspension until a meeting can be arranged with Member Services and Facilities staff.

Fighting or Threats

This section is intended to address any aggressive physical contact with a patron before, during or after any Duke Rec & P.E. activity or event; aggressive contact with any Recreation & PE staff; specific threatening comments or actions towards a Recreation & PE staff member or patron. Such actions will result in immediate removal from the facility site and surrounding area. The individual will also receive a suspension from Duke Rec & P.E. facilities and programs based on the chart below:

1st Offense	2nd Offense	3rd Offense
Meeting with Director of Facilities/AD of Memberships AND 2-week facility suspension	Meeting with Director of Facilities/AD of Memberships AND 4-month suspension	Meeting with Director of Facilities/AD of Memberships AND Indefinite suspension

*Depending on the severity of the action, the Assistant Director of Memberships may determine an outcome outside of the prescribed outcomes listed above.

*Any situation that requires DUPD to be called to either deescalate or handle a situation, will result in an indefinite suspension until a meeting can be arranged with Member Services and Facilities staff.

Thefts and Other Criminal Activity

This section is intended to address any thefts or other criminal activity occurring within any Duke Rec & P.E. managed spaces. Such actions will result in immediate removal from the facility site and surrounding area as well as immediate notification to the Duke University Police Department. The individual will also receive a permanent suspension from Duke Rec & P.E. facilities and programs based on the chart below:

1st Offense	2nd Offense	3rd Offense
Meeting with Director of Facilities/AD of Memberships AND 2-week facility suspension	Meeting with Director of Facilities/AD of Memberships AND 4-month suspension	Meeting with Director of Facilities/AD of Memberships AND Indefinite suspension

Refund of Membership

If a member is suspended for any reason, they will not be eligible for a refund under any circumstances. This policy applies to all types of memberships as well as guest passes, regardless of the remaining duration or usage status.

Suspension Review Process

- **Incident Report Submission:** Staff members submit written reports detailing infractions.
- **Review & Investigation:** The Assistant Director of Member Services reviews reports, gathers evidence, and may interview involved parties.
- **Decision Making:** The Assistant Director of Member Services deliberates and determines an appropriate course of action.
- **Notification:** A formal notice of the decision is sent to all relevant parties.

Suspension Guidelines

- **Minor Violations:** (e.g., failure to follow facility rules, minor misconduct) – Verbal or written warning; possible short-term suspension.
- **Moderate Violations:** (e.g., repeated rule violations, disorderly conduct) – Suspension ranging from two weeks to 4 months (one academic semester).
- **Severe Violations:** (e.g., violence, harassment, damage to property) – Long-term suspension or permanent ban.

Confidentiality & Record Keeping

- Suspension records will be maintained for a specified duration as per facility policies.
- Personal data and sensitive information will be protected according to applicable laws and regulations.

This document serves as a framework for fair and consistent decision-making in matters related to member suspensions, ensuring a safe and enjoyable environment for all facility users.

This document is subject to change based on various factors, including but not limited to changes in legal or regulatory requirements, operational adjustments, security or safety concerns, technological advancements, external factors, etc., and may be updated accordingly.