



**Our Pledge to Customers**

At UHSTSE, we regard customer satisfaction as our top priority. To show how much we care about providing excellent customer service, we pledge the following:

- You will be treated with respect and courtesy at all times by our team of caring, enthusiastic, and qualified staff.
- We will deal with your comments, suggestions and complaints promptly and fairly.
- We will offer a diverse and vibrant program of sporting and recreational activities suitable for everyone.
- We will do everything possible to provide a family oriented environment that is safe, clean, and enjoyable.
- We will continually monitor the standard of service we provide in our strive for excellence.

If you feel at any time we are failing to honor our pledge to you, please do not hesitate to report your concerns to any member of staff. We will treat your comments seriously and promptly.

**Parking**

Parking is permitted only in areas marked as parking spaces. Handicap parking spaces are reserved only for vehicles that have proper handicap identification. All other vehicles will be towed at the owner's expense.

**Behavior**

Team coaches and managers are responsible for ensuring that individuals, including spectators, observe all UHSTSE rules, regulations, and policies associated with their team.

UHSTSE reserves the right to expel any individual or team from UHSTSE property, without refund, for misconduct committed therein.

**Parents or Legal Guardians are responsible for their children's behavior.**

Actions by spectators, coaches, and/or players may result in on the field penalties, suspension or termination of a match, and in some cases forfeiture of the match. Any individual may be ordered to leave the UHSTSE property for any reason at any time. Any match in progress may be suspended and possibly forfeited unless said person leaves the premises (including parking lot and all UHSTSE property).

Verbal and/or physical abuse of UHSTSE referees and/or staff will not be tolerated.

**Prohibited Activities/Substances**

- Bringing alcohol or tobacco products on to UHSTSE property.
- Bringing outside food or drinks into UHSTSE at any time. Food and drink purchases may be made at the concessions area and the various vending machines located throughout the facility.
- Bringing gum, candy, or food onto the field or into team bench area.
- Bringing glass containers into the team areas.
- Passing, and/or handling of soccer, lacrosse or other balls in the concourse area. Balls will be confiscated.
- Running, jogging, or engaging in similar warm-up activities on the facility concourse (warm-up is only

permitted once the team has taken the field or in the warm-up area).

- Shirts and shoes must be worn at all times.
- Spitting is not permitted in the indoor facility
- Pets are not allowed.
- No open flames or fires are permitted on the grounds (grills, barbeques, and heaters).

**Lost and Found**

UHSTSE is not responsible for lost, stolen, or damaged articles. Lost and found storage is located in the UHSTSE main office. Items will be retained for a short period of time only. Lost water bottles, socks, towels, and other frequently abandoned or lost items will not be retained.

**Arcade/Vending Machines**

UHSTSE is not responsible for monies lost in arcade games or vending machines.

**Spectator Etiquette**

Persons are not permitted to lean over the balcony railing. Refrain from game watching or coaching from behind goal areas. Spectators will be directed to the upper mezzanine.

**Complaints**

Players, coaches, and spectators wishing to voice complaints should do so in writing. Forms are available at the front desk.

**Injuries/Medical Emergencies**

Participants must sign a facility waiver form before participating in any activity. It is recommended that managers and coaches, at each game, carry medical release forms, blood kits, medical kits, and extra uniforms (as a player with a bloody uniform may not continue). In the event that a parent/guardian cannot be reached in an emergency, UHSTSE reserves the right to seek emergency care for the injured player, including ambulance assistance or hospital care, as may be deemed necessary under the circumstances at that time.

**Assumption of Risk**

Participants and parents/guardians of, acknowledge and agree that attending or participating in sports may be hazardous and may result in injury. Participants and guests assume all risks of injury incurred or suffered while upon the premises or as a result of using the facilities or equipment therein.

**Photography and Video Recordings**

Photographs and/or video are occasionally taken of program and event participants at Unity Health System Total Sports Experience. These photographs are used to promote future programs and events. If you prefer that you or your child not be included, please notify the photographer.

**Contact Information**

Address: Unity Health System Total Sports Experience  
880 Elmgrove Rd  
Rochester, NY 14624

Phone: 585-458-4263  
Fax: 585-458-2996

Website: [www.totalsports-experience.com](http://www.totalsports-experience.com)