

Montego Bay Civic Association
Guidelines for Dealing with Pool Rule Infractions

Most pool rule infractions will most likely be resolved with a verbal warning and a cease and desist action on the part of the guest. It is important for the pool staff to remain calm when responding to an incident and approach each situation in a profession, polite manner avoiding any physical contact with the guest. The following guidelines provide Montego Bay pool lifeguards, attendants, and monitors with action steps to take should a rule infraction situation escalate into an unruly/disorderly guest incident during regular pool operation hours.

- Step 1.** Advise the guest of the infraction and applicable MBCA Pool Rule.
- Step 2.** Politely ask the guest to immediately cease and desist.
- Step 3.** Advise the guest that failure to comply with the Pool Rules may result in a revocation of pool privileges.
- Step 4.** Should the guest comply, no further action is required.
- Step 5.** Draft a short report of the incident and deliver it to the office and management company at the conclusion of the shift.
- Step 6.** Should the guest fail to comply with the request to cease and desist, advise the individual that he/she is not complying with MBCA pool guidelines and must leave the facility immediately. No further personal contact is required. The staff member shall politely excuse him/herself and return to the staff area.
- Step 7.** If the guest does not leave the facility in a reasonable amount of time (5 - 10 minutes) or is creating a disturbance request assistance from the Ocean City Police Department advising of a disorderly guest who has been asked to leave for a rule infraction(s) and is now trespassing on Montego Bay property.
- Step 8.** Immediately following the call to OCPD, advise the management company and MBCA Office, or MBCA emergency contact person of the incident.
- Step 9.** There is no need to reengage the guest. Should the guest attempt to recontact the staff member, the individual shall continue to maintain a polite, professional demeanor and resolve the situation if possible.
- Step 10.** Upon arrival of OCPD, provide the details of the incident and ask to have the guest removed.
- Step 11.** The staff shall prepare a detailed written account of the incident and deliver it to the management company and the MBCA Office at the conclusion of the shift.