

THE  
**LANDING**

**Policies, Procedures,  
and  
General Information**

**October 2024**

# **I. The Landing Policies and Procedures**

## **1. Code of Conduct**

The Landing is a family-friendly organization. We expect all our guests to model the four values of **caring, honesty, respect, and responsibility** in their conduct and language. Guests are encouraged to take responsibility for their personal well-being and safety by asking any person whose behavior threatens their comfort to refrain from such behavior. Anyone who feels uncomfortable should report the behavior to a staff person or volunteer host. Notify a staff member or volunteer host if assistance is needed.

**The following actions and behaviors are not permitted and will not be tolerated:**

- Using or possessing illegal substances, drugs, alcohol, smoke products, tobacco products, or vapes.
- Harassment or intimidation by words, gestures, body language, or any type of menacing behavior.
- Physical contact with another person in an angry, aggressive, or threatening way.
- Verbally abusive behavior including angry/vulgar language, swearing, name calling, or shouting.
- Sexually explicit conversation or behavior.
- Theft or behavior that results in the destruction or loss of property.

## **2. Bouncy Blvd**

(FOR GUESTS 42" AND UNDER)

Please help us keep it safe and clean:

- Keep hands and feet to yourself.
- Remove shoes (this applies to all adults and children).
- Stay off all walls.
- Keep all food and drinks outside of Bouncy Boulevard.
- Keep foam pieces inside Bouncy Blvd.

### **3. General House Rules**

- We are a drug, alcohol, smoke & tobacco free (including vaping) facility.
- Stay off all ways.
- Sports such as baseball, lacrosse and hockey should be kept outdoors.
- Keep all ball play respectful of facility and guests, and only in the turf and gym areas.
- Stand on scooters are the only wheeled items permitted.
- Nerf Guns are allowed in the Gymnasium (Sport Court) during private rental times only.
- Certified service animals are permitted.
- Share all spaces if not privately rented.

The Landing reserves the right to ask any guest to leave the premises for any reason.

### **4. Emergency Procedures**

#### **ACCIDENTS**

- Should an accident, injury, or incident occur while you are at The Landing, contact a staff member or volunteer host.

#### **FIRE**

- If the fire alarm sounds or The Landing must be evacuated, all activities must stop and all individuals must exit the facility immediately.

#### **AED LOCATIONS**

- Next to The Happenings rack in the turf area and underneath the flatscreen TV in the middle of the lobby.

## **II. General Information**

### **1. Hours Of Operation**

#### **Free Play:**

Tuesday, Wednesday, Thursday  
10:00 am - 2:00 pm & 3:30 pm - 5:30 pm

#### **Rentals:**

Monday - Friday  
9:00 am - 9:00 pm

Saturday  
9:00 am - 4:00 pm

#### **The Landing Grounds (Coffee Café):**

Monday  
4:00 pm – 7:00 pm

Tuesday, Wednesday  
10:00 am - 7:00 pm

Thursday  
10:00 am - 6:00 pm

#### **Impact Services:**

Sunday  
9:00 am & 11:30 am

### **2. Observed Holidays**

- New Years
- Martin Luther King
- Memorial Day
- 4<sup>th</sup> of July
- Labor Day
- Thanksgiving
- Christmas

### **3. Our Websites & Socials**

#### **Websites:**

The Landing: [www.impactthelanding.com](http://www.impactthelanding.com)

Impact Christian Church: [www.impactpittsburgh.com](http://www.impactpittsburgh.com)

Impact School of the Arts: [www.impactschoolofthearts.com](http://www.impactschoolofthearts.com)

#### **Socials:**

Facebook: <https://www.facebook.com/TheLandingPGH/>

Instagram: <https://www.instagram.com/thelandingpgh/>

Twitter: [https://twitter.com/i/flow/login?redirect\\_after\\_login=%2FTheLandingPGH](https://twitter.com/i/flow/login?redirect_after_login=%2FTheLandingPGH)