

NEVADA FIELD HOUSE FAQ AND IMPORTANT INFORMATION

Below are some important FAQ regarding the Nevada Field House. For additional information, please visit please visit the following websites.

*[Nevada Field House Website](#)

*[Nevada RecDesk Facility, Pass, and Program Registration Information](#)

*[Field House Access/Rates Information](#)

Check In Procedure: Everyone entering the facility must check-in with an appropriate pass. Check in at the computer Kiosk to the right after entering the facility. Scan User Cards for EVERYONE entering the facility. If there is a problem with your account or pass, the computer will alert you. Make sure you have an appropriate pass. A search by last name check-in is allowed but as a last resort. Carry your RecDesk card with you. As a backup, you can take a picture of your card and keep it on your phone in the event you forget your card.

Facility Door Credentials: Door credentials are ONLY to be used by adult users with door access credentials. Holding the door open for others, although kind, is not allowed and may subject you to termination of facility access. If you hold a door open for someone without proper access you will be held responsible for those persons, their safety and actions.

Unattended Children in Playground: Unattended children in the play area will not be allowed. Any child left unattended will lose playground privileges and returned to their parent or care giver.

Evening and Weekend Hours and Use: During weekday evenings and on weekends, facility users must have a proper paid pass and accompanied by those with active door credentials. Move and Play Passes are not valid during these times. Move and Play Passes are only allowed M-F 8:00 AM to 5:00 PM.

Pass Renewals: If you are a monthly or yearly pass holder, please follow the instructions below for options in renewing your pass. **Do not create a new pass.** This will potentially cause interruptions to your facility access. Be sure to complete either of these options prior to your pass expiring.

Option 1: Set up automatic payments

- Go into your RecDesk account profile.
- Select Manage Payment Options and Add Payment Option
- Add your preferred payment and **save**.
- Once you have saved your payment option, contact Nevada Parks and Recreation to activate automatic payments for your pass. If you ever wish to stop automatic payments, you must contact us prior to your pass expiring. You will receive an expiration email notification regarding your pass. Emails are sent 7 days prior to expiration for monthly and 30 days prior to yearly pass expiration. Pass holders are responsible for automatic payments after expiration.

Option 2: Stop in or call and we will renew your pass with payment information provided. Please note, this can only be done when the facility is staffed.

Day Passes

In order to better serve Adult Access Pass Holders bringing in guests to the Nevada Field House, we have set up a fairly simple way to purchase a day pass. Within your RecDesk Account, please complete the following:

- Add Household Member
- First Name: Guest (If you have a popular last name, add a special character or number) For Example: Guest*
- Last Name: Your Last Name
- Date of Birth: Today's Date
- Gender: Either
- Complete any other necessary information
- **Press Submit**
- **Once the Guest Household account is created, complete the following:**
- Go to passes
- Select Field House Day Pass
- Enroll in Field House Day Pass
- Membership Name: Day Pass (from drop down menu)
- Fee Type: Select desired number of day passes (from drop down menu)
- Members: Select Your Guest Name
- **Push Save**
- Go to Check Out
- Accept Waiver
- Process Payment
- **When using Purchased Day Passes**
 - **Option 1:** Get user card at the facility during open hours and scan card separately for each guest using the pass.
 - **Option 2:** Type in **your** last Name and select the name (Guest) – check in under guest first name separately for each person using the day pass.