



Parks & Recreation Department

Contract Instructor Manual

The information in this manual is intended for current Recreation Contract Instructors and those who are interested in becoming Recreation Contract Instructors.

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Welcome!

Thank you for your interest in partnering with Holly Springs Parks & Recreation to provide exceptional experiences for our community! Your knowledge, expertise and involvement will complement the diversity of programming and contribute to the success and mission of our department.

Holly Springs Parks & Recreation Mission Statement

To facilitate healthy and active lifestyles for Holly Springs residents and visitors by offering exceptional experiences, accessible recreation & cultural activities, and quality parks, facilities, and greenways.

Recreation Contract Instructor Information

How to become a Recreation Contract Instructor

Instructors are hired on a contractual basis. Potential Instructors may submit a [Contract Instructor Proposal Form](#) for consideration. Instructor proposals are accepted year-round. Partially completed proposals will not be considered. The Recreation Program staff will review all proposal forms and communicate with Instructors regarding the status.

In addition to submitting the proposal form, potential Instructors will also be required to provide the following information:

1. Proof of general liability insurance listing the Town of Holly Springs in the amount of \$2 million aggregate and \$1 million per occurrence in order to protect the Instructor and Town.
2. Instructor must comply with applicable workers' compensation laws and provide a certificate of workers' compensation insurance if 3 or more personnel are employed for program instruction.
3. Instructor must provide all necessary information for a criminal background check. In the event that the Instructor employs any individuals or subcontractors, then the Instructor is responsible for performing criminal background checks on such persons and providing the results to Holly Springs Parks & Recreation.

Independent Contractor Agreement

The Town of Holly Springs requires that all Contracted Instructors working with the Parks & Recreation Department enter into a Vendor Contract Agreement. The Vendor Agreement form is standard and cannot be altered or changed. Instructors act as independent contractors and not as agents or employees of the Town of Holly Springs. Although not employees, Instructors do represent the Town of Holly Springs and must conduct themselves in a professional manner and act in accordance with Town policies.

Program Development

Program development will be determined in partnership with the Recreation Program staff and Instructor based on appropriate program content, identified needs of the community, and available resources. Activity schedules will be negotiated considering Instructor availability, facility resources and the market groups being served.

Holly Springs Parks & Recreation operates on a seasonal cycle with the following annual schedule for program delivery:

- Winter/Spring Season – includes programs offered between January through April
- Summer Season – includes programs offered between May through August
- Fall Season – includes programs offered between September through December

Program enrollment will be managed by Holly Springs Parks & Recreation. Instructors may not accept registration payments. Registration will be available one month in advance of the start of each season. (ex. registration will open on December 1 for programs being offered in the Winter/Spring season). Registration periods may be adjusted if determined appropriate by the Recreation Program staff. Registrations are accepted online at www.reconnect.us or in person at any Parks & Recreation facility and will be processed on a first come, first served basis.

Program Fees

Program/activity fees will be established mutually by the Instructor and Recreation Program staff with consideration for factors including but not limited to Instructor expenses, equipment costs, demand, demographic served, market value, department cost recovery requirements, etc.

Equipment & Labor

Instructors are required to furnish all tools, equipment, apparatus, supplies, and materials necessary for programming unless otherwise agreed upon by the Recreation Program staff. Instructors assume all risk of loss, damage, or harm to such equipment or materials in connection with providing their services. Instructors are not allowed to distribute and/or sell personal items or equipment without prior approval from the Recreation Program staff.

Supply Fees

The Instructor is responsible for providing supplies required for programs or calculating the supply fee to be paid by participants. Supply fees should be determined during program development and confirmed in advance of program delivery in order to be published in all program marketing. All supply fees will be paid directly to the Instructors and will not be collected by Holly Springs Parks & Recreation. Instructors should be prepared to produce receipts for audit to verify supply costs.

Supervision and Care of Participants

Instructors administering programs for minors under 18 are responsible for the care and supervision of participants at all times during activity sessions. Participants must not be left unattended. Instructors are not permitted to leave program participants in the care of alternative staff or individuals not associated with the program. Participants may only be released to the care of a parent or guardian. For concerns regarding responsibility of participant supervision, communicate with the Recreation Program staff.

Safety as a Priority

It is the responsibility of the Instructor to ensure that all programs are being administered with safety as a priority, in accordance with Holly Springs Parks & Recreation standards and the expectations as outlined in the executed vendor contract. Any issues or concerns identified by the Instructor should be communicated immediately to the Recreation Program staff. All incidents or accidents that occur during program delivery, no matter how minor, must be documented. Instructors will be expected to complete an accident/incident report within 24 hours of occurrence.

Instructional Contact

As best practice, Instructors should use words and demonstration without contact for providing instruction. In some circumstances, instructional contact may be useful as a teaching tool. Instructional contact is any physical touch made between instructor and participant that is used for the purposes of realizing the outcomes of the activity. Examples include adjusting alignment/positioning, demonstrating body placement, partnering for demonstrations, etc. Holly Springs Parks & Recreation adheres to a consent-based approach for instructional contact. Physical touch or contact of *any* kind should be guided by consent-based practices.

Note: Instructional touch is different from touch made to prevent or minimize injury in an emergency. In those situations, all participants should act immediately to reduce harm or risk in accordance with their safety training.

Program Refund Policy

All activity refund requests must be submitted in writing and addressed to the appropriate Recreation Program staff at least fourteen (14) days prior to the start date of the activity. The request letter should state reason for refund. Refunds requested less than 14 days prior to the program in which the participant is enrolled will not be refunded. All refunds are assessed a \$15 service charge per participant per activity. For amounts under \$15, no refund will be issued unless refund is due to department cancelling. Late fees are non-refundable. Requests for medical related refunds will be evaluated on a case by case basis. If the Parks & Recreation department cancels a program, the total amount will be refunded. Refunds will only be authorized by Recreation Program staff. Instructors should be familiar with the refund policy in order to communicate effectively with participants.

Program Changes or Cancellations

Upon development and approval of programs, activity schedules will not be changed unless in the case of illness or emergency. Schedule conflicts should be communicated with the Recreation Program staff as soon as possible to determine options for updates, reschedules or cancellations. If the Instructor cancels or reschedules a program, they are responsible for communicating updates to the participants. In the event that an Instructor employs a substitute in order to avoid cancellation, the substitute Instructor must have completed all the contract Instructor requirements. Holly Springs Parks & Recreation reserves the right to cancel or make changes to any program at any time when necessary. If the department cancels a program, the Recreation Program staff will notify participants of the cancellation.

Marketing and Advertising

Holly Springs Parks & Recreation will be responsible for advertising and promoting programs and activities. Program marketing opportunities include publication in the HURRAHS quarterly program guide, monthly e-newsletter, social media promotion, website engagement, and other resources as appropriate. Instructors are encouraged to engage in their own program promotion using branded and approved marketing materials. Solicitation and marketing of goods, programs or services that are not sponsored by Holly Springs Parks & Recreation to program participants will not be permitted.

Facility Usage

Appropriate set up and clean up protocols for programs will be determined by the Recreation Program staff and dependent on the location of the activity. As a standard, program areas must always be left in a clean, acceptable condition. Any damage that occurs to property during a program should be reported immediately.

Instructor Compensation

Recreation Program staff will negotiate with Instructors to determine an appropriate payment model. Instructors may be compensated with a flat rate per activity or participant, or by receiving a percentage of the program revenue collected. Payments will be processed at the completion of each program session, unless otherwise established by the Recreation Program staff. The terms of payment will be finalized in the vendor contract.

Program Evaluation

To ensure a quality level of service, Holly Springs Parks & Recreation will perform routine analysis of programming to include participation assessments, instructor observations and evaluations, surveys, and other tools. Recreation Program staff will regularly monitor activities to provide support and feedback to instructors.