



MEMBERSHIP POLICIES AND PROCEDURES

Mission: In keeping with the mission of The Salvation Army, The Ray and Joan Kroc Corps Community Center provides facilities, programs, and services that encourage positive life-changing experiences for children and adults, strengthen families, and enrich the lives of seniors.

Kroc Corps Community Center Code of Conduct and Discipline Policy

In order to facilitate positive life experiences while at the Ray and Joan Kroc Corps Community Center, mutual respect between members, guests and staff are required at all times. Failure to observe these policies will result in disciplinary action and/or termination of membership privileges. Center personnel have the right to refuse service to anyone deemed disruptive or abusive.

1. Children under the age of 12 must be accompanied by an adult (18 years and over) when visiting the Kroc Center. Children over the age of five must use gender-appropriate bath and locker rooms.
2. Refrain from the use of foul language, abusive actions and inappropriate behavior.
3. Lost membership cards must be reported.
4. No one under the age of 13 is allowed in the Fitness Area unless participating in a Kroc Corps Community Center program or class. Ages 13-15 must take a fitness room orientation before access this area.
5. Appropriate exercise attire is required (workout clothing and closed-toed athletic shoes). Management has the right to address any attire that may be deemed inappropriate.
6. Shirts and shoes are required at all times in the Fitness Center and Gymnasium.
7. Any logos or messages on clothing must be acceptable in a family setting. Management has the right to address any attire that may be deemed inappropriate.
8. With the exception of service animals, pets of any kind are not allowed in any venue.

Facility Access: At age 12 a child can be dropped off at the Kroc Center without a parent or guardian on site.

Aquatics Area: Ages 9-11 may be in the pool without a parent or guardian, but the parent or guardian must be somewhere else in the building and the child must pass a swim test with an aquatics staff member.

Basketball Gym: Ages 9-11 may be in the basketball gym without a parent or guardian, but parent or guardian must be somewhere else in the building.

Fitness Center: Ages 13-15: may access the fitness center after completion of the Teen Fitness class. Ages 16 and older: may access the fitness facility without a fitness orientation.

Membership:

Applications

Membership applications are available at The Kroc Center Welcome Desk or online at www.krocgreenville.org. Applications must be submitted in person with proper identification at the Welcome Desk. The following types of identification will be accepted: Driver's License, State Issued ID, Military ID, and Passport.

Registration Fee

Registration fees are used to provide major repairs, equipment replacement, and contribute to the administrative costs of setting up and maintaining memberships. This fee is payable at enrollment and is non-refundable. One registration fee per household is owed at the time of joining.

One-time Annual Payment

Annual Payments may be paid in full. Memberships paid in full for the year will receive a 10% discount on the total annual fee. The Annual Fee is due at time of enrollment.

Monthly Payments

Membership Fees can be paid monthly by automatic monthly payments on Visa or MasterCard or by monthly electronic funds transfer from a bank account. To begin a monthly membership by electronic funds transfer, the applicant must provide a voided check from the specified bank account or present a letter from their bank listed the account and routing number.

Day Pass/Guest or Non-Member Daily Rate

Day passes can be purchased to visit the facility as needed. This is great for visiting friends and family or if you are in town on business. Day pass holders will have access to the fitness facility, gymnasium, swimming pool, and select group fitness offerings. Day passes can also be purchased for Tennis or Plus privileges. Photo ID is required to purchase a day pass and minors must be signed in by their legal parent/guardian.

Membership Types

Youth memberships are for an individual age 12 and under.

Teen memberships are for an individual between 13-17 years of age.

Adult memberships are for an individual between 18-61 years of age.

Household memberships are for the adults and children/dependents that can show proof of living in the same household. These memberships cover up to 5 people. ***Additional members listed on the membership will require an additional \$12.00 per person.***

Single Parent Household memberships are for a single parent and any kids or dependents living in the household under the age of 18. These memberships cover up to 5 people. ***Additional members listed on the membership will require an additional \$10.00 per person.***

Senior memberships are for an individual age 62 and older.

Senior Couple memberships are for two adults age 62 and older living in the same household.

Membership Plans

Kroc memberships (Standard) include access to the fitness facility, gymnasium, swimming pool, select group fitness offerings and discount admission on select shows, events, etc.

Kroc Tennis memberships (tennis only) include access to the Kroc Tennis complex, priority court reservations and discounted rates on select clinics, workshops, etc. (Priority reservation can be made up to 7 days in advance.)

Kroc Plus memberships include Kroc Standard and Kroc Tennis membership benefits.

Kroc Cares Fund is a scholarship fund that will aid a deserving individual in the community teach their potential through services at the Kroc Center. Kroc Care.

Membership Card

To insure the safety of our patrons and facility, members should possess their cards at all times. Cards are required to check into the facility, check out equipment, enter into member only areas, register for activities as well as make purchases. Lost cards should immediately be reported to membership staff. A charge of \$10 is required for membership card replacement.

Insufficient Funds Policy

The Kroc Center reserves the right to charge a fee (up to \$25) for any insufficient electronic funds transfer (EFT). Memberships will be cancelled if payments are declined, returned for insufficient funds, or cannot otherwise be processed. This places your membership inactive until payment is received. Memberships that lapse for more than 30 days will incur the appropriate registration fee and may need to reapply for membership. Scholarship/Income Based recipients will need to reapply to receive funds.

Membership Cancellation/ Change Policy

Members must submit a minimum 30-day written, dated, and signed request to cancel or change memberships. Requests must be submitted by the 10th day of the current month for it to become effective in the following month. If a cancellation request is received after the 10th of the month, the member will be responsible for the following month's membership fees. If a member cancels or if membership payments lapse for more than 30 days, the appropriate registration fee will be charged to reopen the membership account. There is no fee charged for cancellation. Forms are available at the Welcome Desk.

Membership Suspension

Requests to suspend memberships for medical or other reasons must be submitted in writing and will be evaluated on a case-by-case basis. A doctor's note must accompany the request for a medical hold. Membership suspensions may be granted for a minimum of 2 and maximum of 3 months. Suspension requests require 30 days processing time. A pro-rated membership fee may be applicable.

Holding fee suspensions are available as well. Written requests must be submitted to the Membership Department for approval and may take up to 30 days for processing. For a fee of \$10 a month a membership can be put on hold for up to 3 months. (The members may not use the facility during this time). These are evaluated on a case-by-case basis.

Refund Policy

The purpose of our refund policy is to allow the Ray and Joan Kroc Corps Community Center to maintain quality programs and proper course ratios while maintaining flexibility for members and guests. Refunds are only issued for courses/programs that are cancelled by the Ray and Joan Kroc Corps Community Center. Members who choose to cancel a course, will receive a refund in the form of a gift card. Gift Cards expire one year from the date issued. Please see staff at the Welcome Desk for further information. No refunds are given for day passes or membership fees.

Course/Activity Cancellations

Cancellations prior to the first course/program: full refund is issued on a gift card that can be redeemable for another course or program at The Ray and Joan Kroc Corps Community Center. Cancellations after the start of a course/program: refunds will be issued on a gift card for the number of remaining classes in the course session. (This does not include sessions missed prior to the cancellation of the course/program.)

Financial Assistance/Scholarship Program

A limited number of partially funded scholarships are available for The Ray and Joan Kroc Corps Community Center memberships. Financial need must be demonstrated and assistance is offered based on eligibility. Kroc Cares Fund recipients can receive assistance with memberships, registration for classes, workshops and other offerings.

Gift Cards

Gift Cards are available in any amount for purchase at the Welcome Desk. Gift Cards can be used by the recipient to pay for memberships, class and program fees, facility rentals, and merchandise. Gift cards cannot be used for vendor events, or non-Kroc sponsored events.

Schedules, pricing, programming, promotions and policies are subject to change without notice.

Equipment

Athletic equipment, game room items, and board games are available for member use Membership ID is required to check out this equipment. Please see the attendant at membership desk near the pool.

Lockers

Lockers are available at no charge. Members/guests are responsible for supplying their own locks and clearing the locker after each use. Any locks remaining on the lockers at the close of business will be removed by Kroc personnel. The Salvation Army is not responsible for lost or stolen property. Locks are available for \$7.