



MEMBERSHIP AND HOW WE OPERATE

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 Center Guidelines

Mutual respect between members, guests and staff are required at all times. Kroc 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 when visiting the Kroc Center. Children over the age of five must use appropriate bath and locker rooms or family restrooms.
2. No one under the age of 13 is allowed in the Fitness Area unless participating in a Kroc Center program or class. Ages 13-15 must take a fitness room orientation before they are qualified to access this area.
3. Appropriate exercise attire is required (workout clothing and closed-toed athletic shoes).
4. Shirts and shoes are required at all times in the Fitness Center and Gymnasium.
5. 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.
6. Please leave pets at home with the exception of service animals.

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

Aquatics: Ages 9-11 may be in the pool without a parent or guardian, but the parent or guardian must be on the premises. The child must pass a swim test.

Gym: Ages 9-11 may be in the gym as long as a parent or guardian is on the premises.

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. Accepted ID's include Driver's License, State Issued ID, Military ID, and Passport.

Registration Fee

This fee is payable at enrollment and is non-refundable.

Monthly Payments

Membership Fees may be paid monthly by automatic monthly payments on American Express, Discover, Visa, 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. Payments may also be made annually. Annual payments are non-refundable.

Day Pass

Day passes are available. 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 may also be purchased for our award winning Tennis Center. 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 17 and under.

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

Family (Up to 6 family members) memberships are for married spouses and their children.

Senior memberships are for an individual age 62 and older.

Senior Couple memberships are for two married spouses age 62 or older.

Membership Plans

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

Kroc Tennis 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 Tennis include **Kroc Standard** and **Kroc Tennis** membership benefits.

Kroc Cares Fund is a scholarship fund that will aid deserving individuals in the community reach their potential through Kroc membership and programing.

Membership Card

Cards are required to enter the facility, equipment checkout, register for activities as well as make purchases. Lost cards should be reported to membership staff. A nominal fee will be charged to replace membership cards.

Insufficient Funds

A fee (up to \$25) for any insufficient electronic funds transfer (EFT) may be charged. Membership will be in jeopardy if payments are declined, returned for insufficient funds, or cannot otherwise be processed.

Membership Cancellation/ Change

Members are asked to submit a minimum 30-day written, dated, and signed request to cancel or change membership. Requests need to 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, registration fees will be charged to reopen the membership account. There is no fee charged for cancellation. Forms are available at the Welcome Desk.

Medical Suspensions

Requests to suspend a membership for medical reasons should be submitted in writing and will be evaluated on a case-by-case basis. A medical notice needs to accompany the request for a medical suspension. Membership suspensions may be granted for a minimum of 2 and maximum of 3 months. The member/family members may not use the facility during this time. Requests must be submitted by the 10th day of the current month for review and confirmation for the suspension to become effective in the following month.

Refund Policy

Refunds are issued for courses/programs that are cancelled by the Kroc Center. Members who choose to cancel a course, may receive a refund in the form of a gift card. Gift Cards expire 18 months 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.)

Kroc Center Scholarships

A limited number of partially funded scholarships are available for Kroc Center memberships and programing. Financial needs must be demonstrated. Assistance is offered based on eligibility. Kroc Cares Fund recipients 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. Gift Cards expire 18 months from issue date.

Equipment

Athletic equipment, game room items, and board games are available for member use. A Membership card is required to check out equipment. Please see the attendant at the Aquatics 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 at the Welcome Desk for \$7.