



FACILITY OPERATING RULES

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.

FACILITY ETIQUETTE

1. Kroc Center personnel have the right to refuse service and deny entrance to anyone showcasing disruptive or abusive behavior.
2. All members and guests are required to check in at the membership desk.
3. Shirts and shoes are required at all times in all areas of the facility with the exception of the Aquatics Center and select Group Fit classes.
4. We are an alcohol, tobacco, smoke and profanity free facility.
5. With the exception of water, no food or beverage is permitted in the Gymnasium and Aquatics Center.
6. Any logos or messages on clothing must be acceptable in a family setting. Management has the right to prohibit any attire that may be deemed inappropriate and ask that the item be changed.
7. Parking is available at 424 Westfield St. or 355 Hudson St for members and guests utilizing the facility. Vehicles may not be left in parking lots outside of operation hours. Kroc reserves the right to tow.
8. All adult guests remaining on property are required to purchase a Day pass or Spectator pass.
9. Please leave pets at home with the exception of service animals.
10. Suspicious or inappropriate behavior reported to Kroc management will be investigated. Kroc reserves the right to ask members and guests to leave the premises.
11. Please read rules posted in select areas of the building.
12. An Incident Report is required for management to investigate lost, damaged or stolen property.

DAY PASS, TENNIS DAY PASS AND DAY + POOL PASS

Day Pass holders will have access to the Fitness Center, Gymnasium, select group fitness offerings and Tennis. Day + Pool Passes are available by selecting a 2-hour swim block time to utilize the Aquatic Center. Photo ID is required to purchase a Day Pass and an adult must sign in minors. Passes are available to be purchased online 96 hours before the beginning of a block time. Spectator Passes are available for purchase to adults who will remain with their minor in the Aquatics Center.

FACILITY AGE

1. Minors 12 and older may be dropped off at the Kroc Center without a parent or guardian onsite.
2. Minors 7 and under must remain with their guardian while utilizing the facility.
3. Minors 8-11 may use outside basketball courts and soccer field while guardian remains on premises. The child must pass a swim test administered by a lifeguard in order for a guardian to leave Aquatics Center.
4. Minors 13-15 may access the Fitness Center after completion of a Safety Orientation.
5. Minors 0-12 are prohibited from entering the Fitness Center.
6. Select Youth Friendly Group Fit classes are offered for minors 12 and up to participate in with a guardian.
7. Minors 6 and up must use gender appropriate bath and locker rooms or family restrooms.
8. Child Watch is available for minors 10 weeks - 10 years old while guardian is participating in a Kroc Program.

AMENITIES

Equipment

Athletic and game equipment including basketballs, soccer balls, footballs, game room items, and board games are available for member use. A Membership card or valid I.D. is required to check out equipment. Lost or damaged equipment may result in a fine.

Lockers

Lockers are available at no charge. Members and guests are responsible for supplying their own combination 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 may be purchased at the Membership Desk for \$7.

Family/Handicap Restrooms

Please be respectful of a 15 minute time limit in these restrooms.

QUESTIONS?

CALL: 864-527- 5948

ONLINE AT: www.Krocgreenville.org



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BUSINESS OPERATIONS

Gift Cards

Gift Cards are available in any amount for purchase at the Membership Desk. Gift Cards may 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.

Refund Policy

Refunds are issued for programs that are canceled by the Kroc Center. No refunds are given for Day Passes or membership fees.

Cancellation Policy

No refunds are offered for program and course cancellations. In the event of a cancellation, funds will be applied to a gift card which can be redeemable for future courses or programs at the Kroc or Tennis Center. All cancellation requests must be made prior to the first day of the course or program.

Kroc Center Scholarships

A limited number of partially funded scholarships are available. Financial need must be demonstrated. Assistance for select programming is offered based on eligibility. Please visit krocgreenville.org to apply.

MEMBERSHIP GUIDELINES

1. Registration Fee - This nonrefundable fee is required with purchase of a membership.

2. Monthly Payments - Membership fees are automatically paid monthly on the 20th of the month by American Express, Discover, Visa, or MasterCard. Annual memberships may also be purchased by cash, check, and credit or debit card.

3. Insufficient Funds - A fee (up to \$35) and membership may be terminated if payments decline, returned for insufficient funds, or cannot otherwise be processed.

4. Membership Cancellation/ Change - To avoid the following month's payment requests need to be submitted in writing 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 Membership Desk.

5. Medical Holds - Requests to suspend a membership for medical reasons must 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 hold. Membership hold 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.

6. Membership Card - Cards are required to enter the facility, checkout equipment, registration for activities, and purchases. Lost cards should be reported to membership staff. A nominal fee will be charged to replace membership cards. Cards may not be shared with guests for entry to the facility.

7. Wristbands - Must be worn at all times in designated areas of the facility.

8. Guests - Members who bring any guests that are not members must purchase a Day or Day + Pool Pass to enter the facility.

KROC UPDATES

Operation Hours are located online at krocgreenville.org. Closings and delays will be posted on local news, Facebook, Instagram and our community board in the hallway.

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