

Welcome to Kroc Greenville



OPERATIONS HANDBOOK

Kroc Policy and Procedures

Kroc Greenville was tailored to the city's needs: a 74,000-square-foot building resting on 25 acres dedicated to recreation and sports, fitness, youth programs, education, and worship for members of all ages and backgrounds. We invest in you because the Greenville community invested in us.

To learn more, visit www.krocgreenville.org



**KROC
GREENVILLE**

YOU BELONG HERE.

Welcome to Kroc Greenville.

The Kroc Center encourages a diverse community of all ages to come together like never before. Togetherness means great things for our community. It can inspire, accomplish, heal, provide and enrich lives. It can also create a sense of purpose and self worth. With these goals in mind, we set out to encourage incredible centers of fellowship in our communities.

SCHOLARSHIPS

The Salvation Army Ray & Joan Kroc Corps Community Center is pleased to provide a scholarship program to help all people, regardless of their walk of life, gain access to The Kroc Center. It was Joan Kroc's vision and expectation that every individual have equal opportunity to grow his or her natural gifts and talents. Kroc Cares Scholarships are available for all memberships based on a sliding scale and eligibility.

THE SALVATION ARMY MISSION

The Salvation Army, an international movement, is an evangelical part of the universal Christian Church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.

CODE OF CONDUCT

In order to facilitate positive experiences while at Kroc Greenville, mutual respect between members, guests, and staff is required at all times. Failure to observe these policies will result in disciplinary action and/or termination of membership privileges. Kroc personnel have the right to refuse service to anyone displaying disruptive or abusive behavior.

The Kroc Center is privately owned, and individuals determined to be in violation of our facility rules or codes of conduct may be suspended from the facility or have facility usage privileges permanently removed.

SAFETY

- All members and guests are required to check-in at the Membership Desk upon each arrival to the facility. Membership card, or valid photo ID, is required. Photo ID is required to purchase a membership or day pass.
- Membership cards should not be shared with other individuals. Anyone attempting to share their membership account, or found utilizing another person's membership account, will have their membership terminated and/or may have facility usage privileges permanently removed.
- Shirts and shoes must be worn in all areas of the facility, except for Kroc Aquatics and locker rooms. Shoes may not be required in some Group Fitness classes.
- Kroc Greenville is a drug, tobacco, alcohol, smoke, vape and profanity free facility. Kroc Greenville reserves the right to deny admission to anyone who appears to be under the influence of alcohol or a controlled substance.
- With the exception of water, personal snacks and beverages should be enjoyed at the café tables only. Outside food is not permitted.
- Logos and messages on clothing must be acceptable in a family environment. Anyone wearing inappropriate or revealing clothing may be asked to coverup or change clothes.
- Parking is available at 424 Westfield Street and 355 Hudson Street. Parking is available for Kroc Greenville members and guests only. Kroc Greenville reserves the right to tow.
- Service animals are permitted. No other animals are allowed on Kroc Greenville property.
- Aggressive and inappropriate behaviors are prohibited. Kroc Greenville staff reserves the right to ask any individual to leave the premises.
- No solicitation by outside groups and organizations is permitted without the expressed consent of Kroc Greenville leadership.
- Kroc Greenville is not responsible for lost or stolen property. Please bring a lock when utilizing lockers.
- Registered sex offenders are not permitted on Kroc property. Kroc Greenville reserves the right to utilize public registries to ensure the safety of all staff, members and guests.

SAFETY CONTINUED...

- Video cameras are placed in various locations of the facility and may be used for surveillance.
- The Kroc Center Administration is the sole arbiter of what violates building standards – lists provided are to be considered examples and not necessarily a complete list of prohibited activities or actions.

FACILITY AGES

Please see separate rules regarding additional age requirements per all areas (Outdoors, Fitness, Aquatics, Gym).

- Minors ages 7 and under must remain with their guardian while utilizing the facility.
- Minors ages 8 – 11 may use specified facility areas (outdoor areas and pool) while a guardian remains on premises.
- Before 3:00 PM, non-members ages 12 and older may be dropped off at Kroc Greenville without a parent or guardian onsite. After 3:00 PM, non-members ages 17 and under may only visit Kroc Greenville when accompanied by a legal guardian.

Waivers signed by legal guardians are required.

MEMBERSHIP CATEGORIES

- **Kroc Standard Membership** provides access to the Fitness Center, Aquatics Center, Gym, Outdoor Playground, Field, Kroc Fit, and Group Fitness Classes.
- **Kroc Plus Membership** provides access to Kroc Tennis, as well as areas listed under Kroc Standard Membership.
- **Kroc Tennis Membership** provides access to Kroc Tennis.
- **Kroc Field Membership** provides access to the Field and Outdoor Playground.
- **Kroc Travel Pass Program:** Kroc Standard, Kroc Tennis and Kroc Plus Membership may include access to other Kroc Centers throughout the nation. Call ahead to the Kroc Center you intend to visit to find out more about membership access and usage benefits beforehand.

HOUSEHOLD MEMBERSHIP

Household Members must reside with the primary member. All adults (18+) must show proof of address via ID. Family membership includes parent(s) or guardians (2), and dependent children (ages 21 and under). Adults may only include children for whom they are the legal guardians.

MEMBERSHIP OPTIONS

- Youth + Teen (17 and under) - Tennis Only
- Teen (12-17)
- Young Adult (18-22)
- Adult (23-61)
- Family
- Senior (62+)
- Senior Couple (Married Spouses with no dependent children)

INSURANCE BENEFIT MEMBERSHIPS

Kroc Greenville is proud to offer SilverSneakers, Silver&Fit, Active&Fit and Renew Active Memberships.

Youth are not included on insurance plan memberships. Adults on insurance plan memberships may purchase a separate membership for children (ages 0 – 17) in their custody at the Teen Membership rate per child.

To join with an insurance plan membership, guests will need to bring their insurance activation codes to the Kroc. Please reach out to the insurance provider ahead of the visit to retrieve the code.

Kroc memberships will become active once Kroc Greenville enrollment is completed through the insurance provider. Membership activation may be delayed without a proper activation code.

MEMBERSHIP PAYMENTS

Membership Fees are paid monthly via recurring credit card charge. Prorated fees will be due at time of enrollment and will vary based on enrollment date. Membership fees are withdrawn on the 20th of each month for the following month.

Declined payments must be made by the 1st of the following month to keep the membership active. If payment is still not made by the end of the month, the membership will be terminated. Registration fees will be required to rejoin.

Example: Payment for July membership will be withdrawn on June 20. Declined payments must be made by June 30 to keep the membership active. Beginning July 1, the membership becomes inactive and facility usage will not be permitted.

If payment is still not made July 31, the membership will be terminated and registration fees will be required to rejoin.

Annual payments may be paid in full by cash, check, or major credit/debit card. Fees are equivalent to 12 monthly payments. The annual fee is due at time of enrollment.

Membership Change/Cancellation Forms must be submitted to the Membership Desk by the 10th of the month to process cancellation or to make billing changes before the next payment. If submitted after the 10th of the month, cancellation will not take effect until the end of the following month.

Example: Membership Cancellation Form is turned in on June 2. Member will not be charged on June 20. Membership termination will take place on June 30.

Example: Membership Cancellation Form is turned in on June 15. Member will be charged on June 20. Membership will remain active for the entire month of July and will be terminated on July 31.

Medical Holds must be requested in writing and will be evaluated on a case-by-case basis. Membership holds may be requested for a minimum of 2 months and a maximum of 3 months. All individuals on the membership may not use the facility during the holding period. Requests must be submitted by the 10th day of the current month for the hold to be reviewed and confirmed for the following month.

DAY PASSES

Day passes are required for non-members ages 3 and older. Adults ages 18+ are required to present a photo ID and undergo background screening upon purchasing a day pass.

Day passes provide access to the Aquatics Center, Fitness Center, Group Fitness Classes, Outdoor Playground, Gym and Field.

KROC KIDS

Family membership and day passes provide access to Kroc Kids (Child Watch) for children ages 3 and older.

For nonmember children ages 3 and older visiting Kroc Kids (Child Watch) only, tickets may be purchased at a discounted rate of \$4/child for a 2-hour maximum.

For nonmember children ages 3 months to 2-years old, tickets must be purchased to visit Kroc Kids (Child Watch).

Spectator day passes may be purchased for adults with children ages 6 and older who plan to only supervise their child(ren), but not use the pool.

WRISTBANDS

Wristbands are required in certain areas of the facility. Wristbands must be discarded after facility use each day. Anyone found using wristbands from previous visits may have their facility usage privileges permanently removed.

GIFT CARDS

Gifts cards are available for purchase as the Membership Desk, and may be used towards purchases of memberships, programs, rentals and merchandise. Gift cards may not be used towards outside vendor payments. Gift cards expire 5 years from purchase date.

REFUNDS

Refund Policy: Refunds will be offered for programs canceled by Kroc Greenville. No refunds are given for day passes or membership fees.

Requests for programmatic refunds must be made 2-weeks prior to the start date of the program. If approved, funds will be applied to a gift card.

KROC CARES SCHOLARSHIP

Kroc Cares Scholarships are available for those who meet financial need requirements and provide all necessary documentation. Scholarships are available for memberships and various programs.

FITNESS CENTER

- Appropriate footwear and clothing (including shirts) are required. No open-toe shoes permitted.
- No food allowed. Water and sports drinks only.
- Please return all equipment after use.
- Abuse of equipment is not tolerated.
- Please wipe down equipment with sanitizing wipes after each use.
- During peak hours, please limit time on cardio equipment to 30 minutes.
- Please take cell phone calls outside of the Fitness Center.
- Use of cameras and camera phones is not permitted.

FITNESS CENTER AGES

- No one under 12 years of age allowed in the Fitness Center.
- 13 –14 years old: May use cardio machines and designated weight machines in the Fitness Center under the supervision of a parent or guardian. A teen orientation with fitness staff is required.
- 15 years old and up: Does not have to be accompanied by a parent or guardian and has full access to the Fitness Center. An orientation with Fitness staff is recommended.

KROCFIT GUIDELINES

- Access to KrocFit is limited to members who are at least 18 years old.
- Open access is available when classes are not running.
- Wipe down equipment after use.
- Respect other members and coaches.
- No inappropriate music.
- Garage door must be closed and locked before exiting KrocFit.

GROUP FITNESS

- Participants should arrive early or on time. Late arrival is disruptive to class.
- Please keep talking to a minimum during class.
- Please turn phones on silent.
- Phone calls, texting, and social media are not permitted during group fitness classes.
- Use of cameras and camera phones is not permitted.
- Appropriate fitness attire is required. Full length shirts required.
- Athletic shoes are required with the exception of mind & body classes.
- Place all personal belongings off to the side in designated areas, or in a locker.
- If you need to leave class early, please advise the instructor before class. Exit the class without disrupting others.
- Please follow the instructor's lead. Modifications will be provided for all. Instructors are certified and trained to lead a safe and effective workout.
- All classes are subject to change based on instructor substitutions/availability, class attendance, or emergencies.
- Some classes may require advanced reservation. Please check the Group Fitness schedule.

GROUP FITNESS AGES

- **12 – 15 years old:** May participate in designated Youth Friendly classes with a parent or guardian. See Group Fitness schedule for details.
- **16 years and older:** May participate in group fitness classes without a parent or guardian.
- **18 years and older:** May participate in KrocFit classes.

AQUATICS

GENERAL POOL RULES

- Use of cameras and camera phones is not permitted.
- Children 8 and older must be accompanied by a guardian (ages 18+).
- Children 5 and older must wear a red wristband and must be accompanied by a legal guardian ages 18+ within arm's reach of the child at all times.
- Day pass guests are permitted to swim for 2 hours each day that they purchase a pass; if a guest would like to extend their visit beyond 2 hours, they can visit the front desk to pay for another pass.
- No food/soda/gum/beverages without a closing top permitted on pool deck at any time. All present a choking hazard and/or insect attractor. Exceptions – breastfeeding moms, individuals with diabetes, or therapy clients.
- No deck changing.
- No inflatables of any kind are permitted (beach balls, floats, etc.).
- Only Coast Guard approved lifejackets & puddle jumpers are permitted for use in the rec pool. Jackets should be fitted appropriately to the user based on their weight.
- No running on pool deck.
- Diving permitted ONLY on the deep-end of the lap pool in water that is at least 6' deep or greater.
- No diving off starting blocks, unless being trained under an instructor/coach.
- No 'normal' diapers may be used in the pool. Only 'swimming diapers' may be used.
- We do not distribute swim goggles or towels.
- Patrons are not permitted to swim on top of lane ropes.
- Entry not permitted via side doors to pool area with "Do Not Enter, Exit Only" signage.

LAP POOL

- Lane-crossing not permitted.
- Circle swimming is required for those who are sharing lanes.
- Lap pool is intended for lap swimming or pool walking with an active reservation only. No swimmer is guaranteed a lane to themselves.
- Fins, kickboards, pull buoys are not toys; these are training tools for those who are swimming laps.
- Swimmers must be ages 14 and older or pass the swim test in order to swim laps in the lap pool.
- Swimmers ages 8 – 13 may use the lap pool under the supervision of a guardian.

RECREATIONAL POOL

- Water features are not turned on if therapy, private lessons, or group lessons are in-session.
- No climbing, swinging on play structure elements.
- No climbing up the slide.
- Both small & big slides are to be used in seated, feet-first position.
- Big slide users must wait one at a time at the bottom of the stairs until the current user exits the slide into the catch pool.
- No horseplay, pushing, shoving, dunking, extended breath-holding.
- No use of fins, kickboards, or pull buoys in rec pool outside the direction of an instructor or coach.

SPA

- User ages 14 and under are not permitted to use the spa.
- Only children under 14 years old during an approved and scheduled therapy session may use the spa with a certified therapist.
- No user may sit on steps to spa; doing so blocks the spa exit.

LOCKER ROOMS

- Use of locker rooms for children:
- Daughters ages 0 - 2 may accompany their father into the men's locker room
- Sons ages 0 - 2 may accompany their mothers into the women's locker rooms
- Fathers of daughters ages three (3) & older and mothers of sons ages three (3) & older are asked to use family locker rooms.
- Personal locks permitted but must be removed daily; lockers not intended for overnight use
- Lost or misplaced items are gathered daily & returned to Aquatics office lost & found
- Lost & found items are donated to Salvation Army thrift stores
- High-value items (phones, keys, electronic devices) will be taken to the front desk for safekeeping.
- Kroc Greenville is not responsible for lost and stolen items.
- Lifeguard staff performs locker room checks & cleanup periodically.
- Use of cameras and camera phones is not permitted.
- No eating or drinking in locker rooms

KROC KIDS OVERVIEW

- Kroc Kids is offered for children ages 3 months – 10-years old listed on family memberships, on a day pass visit, or on a ticketed purchase. Rates are subject to change.
- Kroc Kids is offered for a maximum of 2 hours per day.
- Adults and guardians must remain onsite while children participate in Kroc Kids. Adults must be reachable by cell phone while children are in Kroc Kids.
- We adhere closely to state regulations and guidelines; however, Kroc Kids is not a licensed child care service.
- Reservations are required for Kroc Kids usage. Otherwise, space is available on a first-come, first-serve basis.
- There is a limit of 9 children per staff member for Kroc Kids.

Individual Needs or Restrictions

Kroc Kids staff members will do their best to accommodate the individual needs of every child. It is the responsibility of each parent/guardian to make staff members aware of specified medical or behavioral needs to support the wellbeing of each child.

If Kroc Kids staff members are unable to console a child within 15 minutes, parents/guardians will be contacted and asked to pick up your child from Kroc Kids. Every effort will be made to comfort children who participate in Kroc Kids.

Illness and Readmission after Illness

Children exhibiting symptoms of illness, including but not limited to fever (100 degrees or more), coughing, sneezing, runny nose, vomiting, diarrhea, cold, flu, sore throat, pink eye, hand foot and mouth, and/or poison ivy are not permitted in any part of Kroc Greenville, including Kroc Kids. Children must be fever-free for 72 hours before returning to Kroc Kids.

If your child displays symptoms of COVID-19, please follow the appropriate CDC guidelines.

KROC KIDS

Sign-In and Sign-Out

No child will be admitted to Kroc Kids without a parent or guardian present for check-in. Parents and guardians must sign each child in and out of Kroc Kids, completing the appropriate documentation for each visit.

Children will only be permitted to leave with the parent or guardian who signed them in for the visit. If another adult is expected to pick up a child, the Kroc Kids staff must be notified in advance.

Food and Beverages

Due to dietary allergies, open food and beverages are not permitted. Water is allowed. Parents and guardians may provide snacks for their child(ren) outside of Kroc Kids by visiting the Kroc Café.

Personal Items and Toys

Kroc Kids has been stocked with safe, age-appropriate toys, games, furniture, activity stations, and other fun things to discover and explore. We therefore ask that you do not bring personal items into Kroc Kids. Staff is not responsible for lost or stolen items.

Appropriate Clothing

Parents and guardians are asked to bring their children dressed in clean, appropriate attire, including shoes. Infants (non-walkers) are required to have their feet covered with either socks or shoes. If a child is wearing a diaper, parents and guardians are expected to ensure that the diaper is both clean and dry at the time of drop-off. Please provide your child with a change of clothing, diapers/pull-ups and baby wipes (if not potty-trained).

KROC KIDS

Bathroom Procedure

Children who are being potty-trained or are potty-trained will be directed to the bathroom located in the Kroc Kids area. Staff will not accompany children into the bathroom and they may not assist with bathroom functions or changing clothes. Staff members can help with buttons or zippers when asked by the child. Staff will remain in the doorway of the bathroom, within earshot of the child. Parents must take their children to the restroom before signing them into Kroc Kids.

Children who are not potty-trained must arrive in clean, dry diapers and with the necessary supplies in case a diaper change should be needed during their time in Kroc Kids.

Inconsolable Child Policy

If Kroc Kids staff members are unable to console a child within 15 minutes, parents/guardians will be contacted and asked to pick up your child from Kroc Kids. Every effort will be made to comfort children who participate in Kroc Kids.

Discipline

All children are expected to be respectful of staff and other children. If a child acts out aggressively or behaves in a way that consistently disrupts the experience for others, parents and guardians will be contacted immediately.