

Membership Guidelines



Family Memberships

A Family Membership type is for up to two (2) related adult (18+) individuals and their dependent children up to age 26 sharing a residence. Verification of home address is required for everyone 18+ years of age. Acceptable forms of verification include a state ID, pay stub, tax form or health insurance card. Handwritten letters or subscriptions are not acceptable.

Monthly Payments

Membership fees can be paid monthly using a credit or debit card (Visa, Mastercard, or Discover). Due to federal government guidelines, we are unable to accept Green Dot, Direct Express, prepaid credit or prepaid debit cards for reoccurring monthly payments. Prorated membership fees and required registration fees will be due at the time of enrollment and will vary depending upon enrollment date. Membership fees for the following month will automatically be deducted from the member account on the 1st of each month or the next business day. Any requested changes must be submitted in writing on a "Membership Change Form" prior to the 20th of the month in order to take effect the following month.

Annual Payments

Annual payments may be paid in full by cash, check, MasterCard, Visa, or Discover. Fees are equivalent to 12 monthly payments. Annual payments are due at the time of enrollment. Annual fees are non-refundable.

Membership Changes/Freezes

Changes to a membership must be submitted in writing using the appropriate form. Any requested change that affects the billing of the membership must be submitted by the 20th of the month to take effect the following month. Members may freeze a membership for a minimum of 3 months and maximum 6 months for a \$5 per month charge. Proof of alternative residence, loss of income, or medical reason must be shown at time of change request. Membership downgrades are subject to a \$25 change fee.

Membership Cancellations

Membership and registration fees are nonrefundable. In order to cancel a membership, members must submit a "Membership Cancellation" form by the 20th of the current month for it to take effect the following month. If a member cancels or if membership payment lapses for more than 60 days, the appropriate registration fee will be charged to reopen the membership account. There is no fee charged to cancel a membership.

Declined Payments & Returned Check Policy

A \$25 fee will be charged for each declined credit/debit card payment. A \$30 fee will be charged for each returned check. A declined payment/returned check will place your membership and participation in programs on hold until payment is received.

Membership Cards

Membership cards assist with the check in process and are required to gain entry. If a membership card is lost or stolen, please report it immediately to the Welcome Desk. There is a \$1 fee to replace a membership card. Cards are not transferable.

Financial Assistance/Scholarship Program

Guests who cannot afford a Kroc Center membership can apply for a scholarship. Eligibility for this program is based on income level. Scholarship applications are available online at www.GrKrocCenter.org or at the Welcome Desk.

Gift Cards

Gift cards are available for purchase at the front desk and can be used to pay for memberships, class and program fees, facility rentals, merchandise, and café items. Gift cards cannot be used for class materials or non-Kroc-sponsored events.

Equipment

Athletic equipment is available to sign out at the gym office.

Lockers

Free lockers are available throughout the facility. Guests are responsible for supplying their own lock and must remove their belongings on a daily basis. Locks remaining on lockers at the close of business will be removed. Locks are available to purchase at the Welcome Desk. Additional lockers are available that do not require a personal lock. The Salvation Army Kroc Center is not responsible for lost or stolen property. We encourage valuables to be left at home. Gym bags, cell phones, keys, purses, and jackets are required to be placed in lockers and are not allowed on the floors of activity spaces.

Code of Conduct Guidelines



In order to facilitate positive life experiences while visiting the Kroc Center, 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. Some areas have area specific guidelines. Please check these rules before entering the area. Kroc Center personnel have the right to refuse service to anyone deemed disruptive or abusive.

Facility Access

- For the safety and security of all, members are required to check in at the welcome desk with their membership card.
- Spectators are required to purchase a Day Pass.

Child Facility Access

- Youth under age 12 must be supervised by an adult (16+) at all times while in the facility.
- Ages 12–15 may use the fitness equipment after completing a Teen Fit Permit class. Call or visit the fitness desk for more information about the class.
- Ages 12+ may be in the facility without an adult.
- 16+ may use the entire facility.

Clothing/Attire

Appropriate dress is required while using the Kroc Center.

- Shirt and shoes are required in all areas outside the pools and splash pad. Clothing must exhibit good taste, contain no offensive words or pictures (as deemed by staff), be clean, and must fully cover one's back and chest.
- Clothing must reasonably cover core body parts.
- All pants and shorts must be worn above the waistline with no excessive amount of undergarments showing.
- Non-marking athletic shoes are required on all fitness and recreation surfaces.

Food/Beverage Policy

- Food and beverages are permitted in designated areas only.
- Only spill-proof sport bottles are allowed on the fitness floor and in the gym.

Weather Policy

The decision to cancel Kroc Center programs/classes due to severe weather will be made by the Program Director by 5 AM for programs prior to 4 PM. A decision will be made by 2 PM for evening program/classes. However, the Kroc Center may remain open for facility use. All efforts will be made to reschedule classes. Please contact the welcome desk or check our web and social media pages for announced closings.

Aquatics Center Guidelines

1. Child Access

- Ages 0–6 must be accompanied in the water by an adult (16+).
- Ages 7+ who have passed a swim test must be accompanied by an adult (16+) in the water or pool-side.
- Ages 11 or younger may place only their feet in the hot tub.
- The required height to use the slide is 48 inches.

2. Groups of children under the age of twelve must be accompanied by at least one adult for every five children.

3. Only labeled U.S. Coast Guard-certified life jackets may be brought into the facility. The aquatics center has certified life jackets available.

4. A lined bathing suit is required in the Aquatics Center. Street clothes, cut-offs and gym shorts are not permitted.

5. Disposable diapers are not permitted in the Aquatics Center. Swim diapers and rubber pants are required in the pool for children who are not fully potty-trained.

6. No outside shoes or socks are allowed on the pool deck.

7. Patrons must shower before entering the pool.

The following are strictly prohibited on the Kroc Center campus:

- Use of foul language, abusive actions or inappropriate behavior
- Unauthorized use of recording devices
- Alcohol, and/or drugs anywhere on the Kroc Center campus, as well as the use of tobacco and smokeless tobacco.
- Misuse or destruction of Kroc Center equipment or property
- Weapons of any kind on the Kroc Center campus. The Kroc Center has a zero tolerance policy.