updated 6/2022

member handbook

THE SALVATION ARMY RAY & JOAN KROC CENTER

congratulations

...and welcome! With your membership at The Salvation Army Ray and Joan Kroc Corps Community Center, you have taken an important step toward enhancing your health and well-being. As you begin your health and fitness journey, we hope you will discover the many ways that our center can positively impact the quality of your life.

Please take a few minutes to review this information, and be sure to let us know how we can help you maintain good health through your membership here. As a reminder, The Salvation Army Kroc Center is a family-friendly environment; the Center does not condone the use of inappropriate language or tolerate conduct that does not support our Christian-based mission.

We encourage you to use good, common sense in leaving valuables at home and taking advantage of our secure lockers to lock up personal belongings while enjoying your time here.

what we believe

THE SALVATION ARMY MISSION STATEMENT

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.

KROC VISION STATEMENT

Individuals will find opportunities to develop their body, mind, and spirit within a state-of-the-art, caring, Christian environment.

We appreciate your membership and we are glad that you've decided to join us!

your membership account

With written member authorization, Salvation Army Kroc Center memberships are typically paid by electronic funds transfer (EFT) from a checking or savings account, or by automatic credit card transaction, and are considered "month to month" (an exception to this is a 12-month pre-paid membership). Since memberships are "month to month," the Center does require advanced written notice of termination of the membership agreement. On or about the 20th of each month, the Center will debit member accounts for the next month's membership dues and any other outstanding charges on the account. To keep information up to date, we request that whenever personal, contact, or financial information changes, members complete a Center Change Form (available at our Welcome Center), so that we have a written record of such changes. All member information is strictly confidential and stored securely at the Center. Account questions are best directed to the Center's Member Services staff.

member ID cards

All new members receive a membership card which remains the property of The Salvation Army Kroc Center and must be presented at our Welcome Center upon entrance to the facility. This bar-coded member ID tag is specific to each membership and is non-transferable. A $5 fee is required for replacement tags, and those attempting to allow others entry on their membership may have their membership revoked. When a member ID card is identified as "inactive" at check-in, access to the Center is restricted until the Center is able to identify and resolve the reason for this status.

membership types

The Salvation Army Kroc Center offers different membership types that may be dependent upon age, household situation, and/or company or organizational affiliation. For complete information regarding the types of membership available and membership costs associated with each type of membership, please inquire through our Member Sales department.

member etiquette

The Center urges all members to treat others as you would have them treat you. Some areas to consider that will help make everyone's experience enjoyable include:

Limiting time on specific pieces of cardiovascular exercise equipment to 30 minutes during busier exercise times (when others are waiting);

Limiting time in our lap-swimming areas to 30 minutes, when others are waiting, and "circle swimming" when necessary to share lanes;

Minimizing "rest time" on our strength training equipment (when others are waiting). Please allow others to "work in" on a specific piece of equipment;

Restricting use of cell phones to our main lobby areas (cell phone use is strictly prohibited in our exercise areas and locker room facilities);

Minimizing use of strong colognes, perfumes, and lotions prior to exercising;

Assisting us in keeping the equipment clean by using "gym wipes" (available throughout the exercise area) to wipe down equipment before and after use;

Storing beverages in closed containers and limiting the intake of food to our Cafe area;

Storing personal items (gym bags, etc.) in our locker room and day locker areas (away from the exercise and gymnasium floor);

Refraining from use of profanity while on our premises;

Refraining from chewing gum throughout the entire facility; also, please dispose of gum properly, as this assists us in maintaining a clean, healthy environment for all;

Refraining from the use of bicycles, roller skates/blades and skateboards, and dog-walking on our campus track and fields.

Please note that the Center does not allow solicitation of any kind. Those caught or suspected of soliciting goods or services may have their membership revoked. Please honor our request to refrain from such activities in order to promote a stress-free exercise environment for all members and guests.

Following these guidelines with respect to minors:

Minors 12 and under are required to have a parent/guardian supervision while participating in center activities, unless such activities are schedules and supervised by Kroc Center staff (proper program sign in/out is required). Minors not meeting this requirement will be asked to leave the premises.

Minors under 13 are not permitted in our fitness areas (must be age 16 or above to take part in our group exercise classes, unless otherwise noted).

Minors under 18 are not permitted in the hot tub.

For those under age 7, we strongly enforce a 1:3 adult to child ratio throughout the center (this includes entry as a guest).

member terms & conditions

Members are asked to conduct themselves in accordance with the terms and conditions of their signed Salvation Army Kroc Center membership agreement. Terms and conditions of membership, as noted on the membership agreement, are not inclusive, and the Center reserves the right to make changes to these terms whenever necessary. Such changes will be communicated to the membership in a variety of ways. For reasons of interpretation of its rules and regulations, the decision of the Center shall be final. The Center reserves the right to rescind membership privileges of any member whose behavior is considered to be offensive or consistently interferes with other members' enjoyment of the facility.

guest membership

The Salvation Army Kroc Center allows use of the facility by guests, as long as they are accompanied by an adult member of the center (guest privileges are limited to no more than two (2) at any one time; teen guests must be accompanied by an adult member of the Center). A daily fee is charged for guest privileges, and members are responsible for the conduct of guests during their visit. The Center also requires the completion of a guest registration form and signed liability waiver prior to use of its facilities. We also ask that guests:

Provide the Center with a valid form of picture ID;

Be 18 years of age or older, or be under age 18 with proper authorization from a parent or guardian (proof of age is required);

Limit their attendance to no more than 5 visits per calendar year (this condition applies to those who live within a 25-mile radius of the Center).

membership changes

The Salvation Army Kroc Center requires all changes to members' accounts in writing, with signatures of both the member (this includes the member under whose financial account changes are made) and an authorized staff member. Membership **upgrades** provide an individual member with the opportunity to add qualifying, household members to his/her account; these changes will likely require payment of a prorated portion of monthly dues and a $35 upgrade fee, when appropriate. **Downgrades** to membership (removing a household member from the account) require advanced written notice of cancellation, and members that cancel their memberships are required to pay the prevailing enrollment fee upon return.

member services

Our Member Services team functions to assist all members with questions, issues, and/or concerns related to membership at the Center. We encourage members to provide feedback through personal interaction with any member of our staff. We welcome the opportunity to meet with any member individually to discuss concerns or to provide education regarding our programs, services, and/or operational policies. Should you have a question about your membership or the Center's many services, please visit our Welcome Desk.

proper attire

PLEASE READ!

The Center requires appropriate fitness attire in all areas of the facility; this includes athletic shorts or sweat pants, shirts, and footwear designed for athletic use. Black-soled shoes and non-athletic footwear are not permitted for use in the gymnasium. Closed-toed, full-heeled athletic footwear should be worn in our land fitness areas and bare feet are only permitted in our locker rooms and aquatic area. Family-friendly swim attire is required in our aquatic area and does not include common street wear (T-shirts, shorts, etc. are not allowed in our pools). Swimwear must cover all private areas at all times (sheer or transparent materials does not qualify as covered!). Also, **swim attire may not be worn outside of our pool and locker room areas**. The Center reserves the right to determine what is considered appropriate exercise attire throughout the facility.

age restrictions

The Salvation Army Kroc Center is a family-friendly facility. The Center offers memberships to individuals of all ages; however, many areas of the center enforce age-specific requirements. The following age-specific regulations are currently in effect throughout the facility:

Those under age 13 are required to have parent/guardian supervision while participating in all Center activities, unless such activities are scheduled and supervised by Center staff;

Those under age 13 are not permitted in the fitness areas;

Those under age 18 are not permitted in the hot tub.

locker rooms

For our members' convenience, the Center offers clean locker room facilities, complete with personalized shower areas. Lockers are available on a first-come, first-served basis, and personal items must be secured using a personal padlock (locks are available for purchase in our Café area). All locks must be removed at the end of each exercise session; locks left on lockers at the end of the day will be removed and the contents of the locker will be placed in our lost and found area. Please note that we do not accept responsibility for lost, stolen, or damaged items from the locker rooms (or any other location throughout the campus) and encourage each member to be sure his/her items are secured at all times. Also, as a courtesy to fellow members, cell phone use is prohibited in our locker rooms. Please use the designated public areas to make and receive cell phone calls.

play care

PlayCare provides adult exercisers with a safe, supervised, and educational environment for their children between the ages of six months and five (5) years. Daily, planned activities range from arts and crafts to physical fitness; children may remain in this area for up to two (2) hours per day and parents are required to remain in our facility during this time. Monthly membership and daily "walk-in" rates are available; please inquire at our Welcome Desk.

recreation department

The Recreation Department designs and maintains recreational programs and services designed to enhance the physical, social, and spiritual development of our members and guests. Our goal is to empower personal growth, responsibility, and respect through creative offerings that include such sports as tennis, basketball, soccer, lacrosse, volleyball, football, golf, and boxing. Recreational facilities on campus include:

A gymnasium with 6 basketball courts (with a divider that can separate the gym into 2 functional halves). The gym offers limited spectator seating for programs and events.

An outside lighted, artificial turf field lined for soccer, field hockey and lacrosse, located adjacent to our outdoor pavilion (with enclosed classroom and rest rooms).

Homework Zone is a place where kids (grades K - 6th) can come to make sure they stay at the top of the class! Our teachers are happy to assist our Homework Zone attendees in everything from school projects and assignments to a simple worksheet. Join us Monday - Thursday from 3:30pm - 5:30pm .

Our Tween / Jr. Youth Leadership Development Program is a fun, exciting, active program that incorporates education, recreation, fitness, reading, art, and games geared toward building self-esteem and sound, healthy minds. For ages 6 - 12, Monday - Thursday from 4:30 - 7:30pm & Friday from 3:30 - 7:30pm.

The Salvation Army Kroc Center's Loft Program provides mentoring, youth development, and leadership skills to high schoolers, ages 13-17. The goal of The Loft is to help youth transition into adulthood by assisting them in developing strong skills in the areas of education, job readiness and preparedness, and personal development. In keeping with the Kroc Center's vision statement, The Loft seeks to help youth find opportunities to develop their "body, mind, and spirit" while interacting with other youth and mentors. Hosted Monday - Friday from 3:30 - 8:00pm

The Salvation Army Kroc Center offers the finest indoor aquatic venue in the Philadelphia area, and, unless posted, all pools are open until 30 minutes prior to Center closing time. On some occasions, our water park and competition pools will host special events and may not be available to our membership; please look for information regarding these events posted throughout the Center. For the safety of all members, The Salvation Army Kroc Center requests compliance with all posted rules and regulations in this area. Swim suits are required for use in all aquatic areas, and the Center reserves the right to determine what is considered appropriate exercise attire in this area. Health regulations do require that all members shower (with soap) before using our pools. While in the pool, children who are not potty trained must wear swimmies (these may be purchased at the Café). Pools available in the Center's aquatic area include:

A 25-meter x 25-yard, 10-lane competition lap pool, 6' in depth;

A zero depth entry pool (increasing in depth to 4') that offers several play structures for our youth and is connected to a "current" pool that offers resistance exercise (against the current) or a "lazy river" effect (with the current). Please note that all children under the age of 7 must be accompanied in the water by a responsible adult. For safety reasons, our child:adult ratio of 3:1 will be strictly enforced at all times in this area.

A tubular water slide area;

Two (2) recreational swim lanes (adjacent to our "current" pool), offering recreational swimmers the opportunity to swim laps in slightly warmer water (than found in our competition pool). This area will also be used for our aquatic exercise classes;

A hot tub, 4-5 feet in depth and generally maintained at 100-102 degrees. Swimsuits are required in this and in all pool areas, and those under age 18 are not permitted in this pool.

group fitness

The Salvation Army Kroc Center is proud to offer a wide variety of group exercise classes, taught by a professional, experienced staff of instructors. Classes are generally held in one of five (5) areas, including our two (2) spacious group exercise studios, our indoor cycle studio, our gymnasium, and our recreational lap swimming area. Most classes are structured as "walk-in" type classes (no need to register and no commitment to attend on a regular basis); in some cases we may ask that participants register for a class, when space or equipment limits the number of participants.

While experience sometimes helps, it is certainly not necessary or required for any of our group exercise classes; simply let our instructor know that you are new to the class and he/she will be sure you enjoy a great workout and look forward to coming back! Our schedules generally change every few months and are based on class popularity, as well as instructor availability. We also offer some age-specific classes to accommodate our younger age groups; class schedules are available at our Welcome Center (upon request), as well as our website, **www.SalvationArmyKrocCenter.org**.

Please adhere to these guidelines when considering class participation:

Admittance to class is prohibited beyond the first 10 minutes;

Reservations for our cycling classes are taken on a first come, first served basis, 60 minutes prior to the start of each class (at the 2nd floor fitness desk);

Arrive early to cycling to prepare your bike for class.

café & logo shop

Located just beyond our Welcome Center, our Café offers a wide variety of vending options and includes a convenient seating area for consuming these items (food is not permitted in our exercise areas; we also ask that all beverages consumed beyond the Café area be in closed containers). Additionally, the Café provides members and guests with an opportunity to purchase a selection of sportswear and apparel at our Logo Shop. Payment for these purchases can be made at the Café. **Note:** Outside food and beverages are not permitted on the premises; please do not attempt to bring food with you for consumption in our Café area.

lost & found

Items found at the Center are stored in the area in which they are found (aquatics, fitness, or welcome area) for a maximum of 7 days. After 7 days, items are either discarded or offered to local charitable organizations. The Center maintains items of high value for a longer period of time at our Welcome Desk. Members who believe they may have lost an item should proceed to the area where they believe it became lost to identify and claim the item. We will require presentation of identification when items are claimed.

wireless internet services

The Salvation Army Kroc Center offers public access to wireless internet services throughout the building, including our Café seating area, the Wells Fargo Community Conference and Training Center rooms (on the first floor), the Loft, education wing, and administrative area (on the 2nd floor). The username to login is **SAGuest** and the password is **rjkccc10.** Computers provided for member use are available during posted hours.

stay connected

The Salvation Army Kroc Center provides its members with valuable membership information via a member e-mail newsletter. To subscribe, simply provide us with your name and e-mail address at our Welcome Desk. Please note that we do not share your e-mail address with outside entities; all e-mail addresses and other important personal membership information are kept strictly confidential.

General Center event and schedule news is available via text updates. To subscribe text **SAKROC** to **51555**. For those wishing to receive updated information regarding changes to our group exercise class schedule, please text **SAKROCCLASS** to **51555**. We do not share your information with outside entities; all cell phone numbers and other important personal membership information are kept strictly confidential. You may also like us on **Facebook** and follow us on **Twitter @SalArmyKroc or Instagram @salarmykrocphila.**

RAY & JOAN KROC CENTER
of Philadelphia

We look forward to helping you achieve your goals through your membership at The Salvation Army Kroc Center and truly appreciate your confidence in our staff and services.

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Visit The Salvation Army Kroc Center online or find and follow us on Facebook and Twitter. Center information and handbook updates are posted regularly at:

www.SalvationArmyKrocCenter.org

www.Facebook.com/SalvationArmyKrocCenter

www.Twitter.com/SalArmyKroc

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