



# Member Handbook

# **The Salvation Army Camden Kroc Center Member Handbook**

## **A Message from the Majors**

Welcome to The Salvation Army Camden Kroc Center! We are thrilled that you have made the decision to become a member of the Camden Kroc Center! Our promise to you is that we will work hard to give you and your family a wholesome and fun experience and to provide programs and services that will enrich the Body, Mind, Spirit and Community. Finally, we promise to be guided by our mission statement and core values in everything we say and do.

## **Mission Statement of The Salvation Army**

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 Center Vision Statement**

The Salvation Army Camden Kroc Center serves as a beacon of hope and agent of change – a place where opportunity meets potential.

We partner with you, striving towards Camden's transformation in body, soul, and spirit.

All are welcome and have a place here for community, worship, and engagement.

## **Your Place, Your Potential, Your Possibilities.**

## **Kroc Center Core Values**

1. We are called to love.  
We are compelled to share the love of Jesus Christ through service.
2. We hold on tight to what is good and fight what is evil.  
We are committed to positive change.
3. We work with all our heart.  
We are committee to industry best practices.
4. We celebrate life with a joyful workplace.  
We believe that we can work hard and have fun while doing it.
5. We serve those in need.  
We give a place of honor to those in need.
6. We practice patience, humility, and peace.  
We are a team, and we practice team work.
7. We believe in the power of prayer.

God is our center and all decisions run through him.

Enjoy your time at The Salvation Army Camden Kroc Center. We're glad you're here!

Blessings!

*Majors Richard & Lolita Sanchez*

## **Kroc Center Policies and Procedures**

To facilitate positive experiences at the Kroc Center, mutual respect between members, guests, and staff is required at all times. We urge all members to treat others as you would have them treat you. Failure to observe these policies will result in suspension and/or termination of membership privileges. Center personnel have the right to refuse service to anyone deemed disruptive or abusive. The Kroc Center conducts background checks on all members and day pass users. As a part of this process, we may ask you to remove any facial coverings that would prevent us from clearly identifying you (we will make reasonable accommodations as needed).

### **Membership Account**

With written member authorization, Kroc Center memberships are typically paid by electronic funds transfer (EFT) from a checking or savings account, or by automatic credit card transaction on the first of each month. We do not accept cash payments. Members also have the option of a 12-month pre-paid membership which offers a discount on the yearly membership fee. Membership fee(s) and required registration fee are due at the time of enrollment. Pro-rated fees, also due at the time of enrollment, will vary depending upon the enrollment date.

We request that members complete a Change/Cancellation Form (available at our Welcome Desk) whenever personal contact or financial information changes. All member information is strictly confidential and stored securely at the Kroc Center. Account questions are best directed to the Welcome Desk staff.

### **Member Key Tag**

All new members receive a key tag which remains the property of The Salvation Army Kroc Center. Using this or via your Kroc Connect app, you may enter membership areas within the facility. This bar-coded member ID is specific to each member and is non-transferable. A \$5 fee is required for replacement key tags. Members attempting to allow others entry using their ID tag may have their membership revoked. When a member ID card is identified as "inactive" at the Welcome Desk, access to the Center is restricted until the Center can identify and resolve the reason for this status.

### **Membership Charges**

Membership fees are non-refundable. The Salvation Army Kroc Center requires all changes to members' accounts in writing, with signature of the member (under whose financial account changes are made).

### **Insufficient Funds Policy**

Members must ensure timely payments for their account to remain in good standing. If there is an issue, your membership will be placed on hold until payment is received.

### **Membership Terms and Conditions**

Members are asked to conduct themselves in accordance with the terms and conditions of their signed 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 when 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 Kroc Center shall be final. The Kroc 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.

Membership terms are the following:

1. Members and any guests in their party will abide by terms of this agreement at all times during the period of membership and will comply with all rules and regulations posted or otherwise communicated to members.
2. In case of illness or injury, The Salvation Army Kroc Center is authorized to secure emergency medical treatment at the member's expense.
3. The Salvation Army Kroc Center reserves the right to remove from the facility or terminate the membership of any member or day pass user who fails to comply with any posted rules and regulations or otherwise breaches the terms of this agreement, in which case member will not be entitled to a refund of membership fee.
4. Membership rights are not transferable.

### **Member Concerns Procedure**

If a concern arises regarding your membership or membership experience, please make your concern known to a member of the Welcome Desk team. If they are not able to adequately address your concern, please ask to speak with a Manager.

### **Membership Services**

Our Welcome Desk team functions to assist all members with questions, issues, and/or concerns related to membership at the Kroc Center. We encourage members to provide feedback through personal interaction with the Welcome Desk team and written suggestions. There is a suggestion box at the Welcome Desk.

### **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.

- Minors ages 12 and under are required to have parent/guardian supervision while participating in all Center activities except the competition pool and water park where minors under 16 are not permitted without adult supervision.
- No one under 18 is permitted in the spa.

### **Unattended Children**

If children are in the building or on property without a parent or guardian as specified above, the parent will be contacted and asked to come pick up the child(ren). If they are a member, their membership plan will also be flagged. If policies are abused, The Salvation Army also reserves the right to contact The Division of Protection and Permanency.

### **Kroc Center Code of Conduct**

- Members are expected to use “circle swimming” when necessary to share lanes.
- Minimize “rest time” on our strength training equipment (when others are waiting). Please allow others to “work in” on a specific piece of equipment.
- Video/photo capturing, including cell phone use, is strictly prohibited in our exercise areas and locker room facilities.
- Please refrain from the use of heavy colognes, perfumes, and scented lotions.
- As a courtesy to fellow members only personal headphones must be used when playing music. Personal portable speakers are prohibited.
- Assist us in keeping the equipment clean; wipe down equipment before and after use.
- Store beverages in closed containers and limit food and drink to Town Plaza.
- Store personal items (gym, bag, etc.) in our locker room and locker areas (away from the exercise floor). These items are not permitted in the gym, fitness area, or studios.
- Refrain from the use of profanity and offensive language while on our premises.
- Bicycles, roller skates/blades and skateboards, scooters and pets (excluding service animals) are not permitted on our campus.
- Please note that The Salvation Army Kroc 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 to promote a stress-free environment for all members and guests. Private, personal, and group sports performance training is strictly prohibited and not permitted, except under rental agreement with applicable liability insurance.
- Smoking, vaping, alcohol and/or drugs are not allowed anywhere on the entire campus.
- Weapons of any kind are not permitted on the entire campus, and violators will be prosecuted to the full extent of the law.
- Members/Guest experiencing flu-like symptoms, or other similar symptoms related to contagious illness should not use the Kroc Center.

- To ensure a safe and welcoming environment for all, the Kroc Center is designated for active use by members and guests engaged in center programs and activities; prolonged gatherings that obstruct access or disrupt operations are not allowed.

### **Proper Attire**

The Center requires appropriate attire in all areas of the facility. This includes athletic shorts or sweatpants, 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 fitness areas and bare feet are only permitted in our locker rooms and aquatic areas. Any clothing, including logos or messages on apparel, must be modest and acceptable in a family setting. Short shorts, bare mid-drifts, or exposed sports bras are not acceptable attire. No wet clothing/bathing suits are permitted outside the pools or locker rooms. Family friendly swim attire is required in our aquatic areas. **(See APPENDIX A)** T-shirts, shorts, etc. are not allowed in our pools. Also, swim attire may not be worn outside our pool and locker room areas. The Center reserves the right to determine what is considered appropriate attire throughout the facility.

### **Locker Rooms**

For our members' convenience, the Center offers clean locker room facilities, complete with individual shower areas. Lockers are available on a first-come, first-served basis, and personal items must be secured using a personal lock. All locks must be removed at the end of each visit to the Kroc Center; locks left on lockers at the end of the day will be removed. Please note that we do not accept responsibility for lost, stolen, or damaged items from the locker rooms or any other locations throughout the campus and encourage each member to be sure their items are always secured.

### **Kroc Center Programming**

The Salvation Army Camden Kroc Center is proud to offer a wide variety of experiences including but not limited to group fitness, recreation, aquatics, after school and summer camp, music programming, seniors programming, food pantry, Sunday Church services, Bible studies, and much more. The Program Guide is available at our Welcome Desk as well as on our website, [CamdenKrocCenter.org](http://CamdenKrocCenter.org).

### **Playcare**

Playcare provides members with a safe environment with supervised, unstructured activities for their children between the ages of six (6) months to six (6) years. 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. Space is limited.

### **Lost and Found**

If you have lost an item, please visit our Welcome Desk for assistance.

### **Weather Closings**

In the event of inclement weather, all or part of the Kroc Center may be closed for all or part of the day. Please consult our website –[www.CamdenKrocCenter.org](http://www.CamdenKrocCenter.org) – for closings. You can also sign up for our text messaging alerts or check for updates on our Facebook and Instagram pages.

## Text Message Alerts

Scan the QR code or visit the link below to sign up for our text alerts.  
<https://tinyurl.com/KrocEmail>



## Social Media

Facebook: @CamdenKroc or Kroc Center- Camden

Instagram: @CamdenKroc LinkedIn: @The Salvation Army Camden Kroc Center

## APPENDIX A: Proper Swim Attire Examples

