

KROC

KROC POLICIES | FALL 2026



YOU BELONG HERE.



KROC
MEMPHIS



KROC MEMPHIS MEMBER POLICIES

DID YOU KNOW?

- Opened in February 2013
- Serving 8,000+ Members
- Voted Among Memphis' Best!

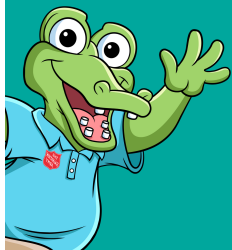
The Kroc Center of Memphis is a 100,000 sq. ft. facility dedicated to enriching our community through Fitness, Recreation, Creative Arts, Youth Development, and Worship. We provide state-of-the-art facilities and affordable programs designed to inspire and uplift.

What We Offer:

- Premier Aquatics & Recreation Center
- Youth Camps & Afterschool Care
- Community Outreach & Senior Services
- Child Watch & Family Programming
- Worship & Creative Arts Programs
- Top-Tier Fitness & Wellness Classes

Award-Winning Facility: We've been voted among the BEST Health & Fitness Centers every year since opening by the Memphis Flyer, Memphis Parent, Memphis Health & Fitness Magazine, and Nextdoor. We're also proud to be recognized as a Top Workplace by The Commercial Appeal. Our 140+ employees are dedicated to serving our mission and sharing the love of Christ. The 26 Kroc Centers nationwide provide life-changing experiences for all ages—offering educational enrichment, life skills development, and spiritual and physical wellness.

No matter your background, you belong here! Thank you for being part of our Kroc Memphis family!



YOU BELONG HERE.

MEMBERSHIP INFORMATION

MEMBERSHIP TYPE

INDIVIDUAL:

For members 18 years and older, this membership provides access to member programs, open program areas, and priority sign-up for classes and events.

HOUSEHOLD:

A Household Membership includes at least one adult plus additional person(s) and/or dependents, all residing in the same household. We offer two Household Membership options:

- Household (Up to 4)
- Household (5+)

All adults on a Household Membership must provide valid proof of address to confirm residency.

HOW TO APPLY

- Complete a Membership Application (available online or at the Welcome Desk).
- Provide valid photo ID and proof of address for all applicants over 17.
- Prorated membership fees are due upon enrollment and may vary based on the enrollment date.

PAYMENTS & AUTOPAY

- No long-term contract required.
- A \$50 reinstatement fee is required if an account becomes inactive.
- AutoPay withdrawals occur on the 1st of each month for the upcoming month.
- Accepted payment methods: **Credit & Debit Only**
- A service fee applies to returned checks and electronic funds.

POLICIES & GUIDELINES

GUEST PASSES

- Available for purchase for same-day use.
- All guests 18+ must present a valid photo ID.
- Members may bring up to 2 guests per visit.
- Children 3 months+ must have a membership or Guest Pass.
- Passes allow all-day access but must be presented for re-entry.
- Guest Pass holders must comply with all Kroc Center policies.
- Passes are non-refundable.

MEMBERSHIP CHANGES & CANCELLATIONS

- Only the primary account holder may request changes.
- By submitting a **Membership Change Request Form**, members with 1 year pre-paid memberships and memberships with Auto-Pay can make the following adjustments to their membership:
 - Add or remove members
 - Place their membership on hold for up to 3 months per calendar year
 - Cancel their membership
- For holds/cancellations, members must submit a signed Membership Change Request Form by the 15th of the month for the hold/cancellation to take effect the following month.
- Month-to-month memberships will automatically end after 30 days and will require payment to renew.
- If membership lapses for more than 60 Days, reactivation requires payment of applicable registration fees.
- Memberships are non-transferable and non-refundable.

YOUTH POLICIES

CHILD WATCH (AGES 3 MONTHS - 9 YEARS):

- Drop-in childcare service for up to 2 hours per day while parents use the facility. Limited availability, first-come, first-served.
- Children may stay in Child Watch for a maximum of 2 hours per visit.
- A \$10.00 late fee will be charged for any child picked up after their 2-hour limit once the 5-minute grace period has passed.

REACH (AGES 10-13) & REACH+ (AGES 14-17):

- Youth under 14 must be accompanied by an adult unless participating in a supervised program. Minors 14-17 must check in at REACH+ and receive a wristband during open hours.
- Youth Fitness Policy: Members ages 11-17 must complete a fitness orientation to use fitness equipment or participate in classes. Upon completion, they receive a wristband required for access.



Scan to schedule an orientation.

YOUTH MEMBERSHIPS MUST BE ACTIVE TO PARTICIPATE IN CHILD WATCH AND REACH PROGRAMS.

QUESTIONS?
CALL: 901.729.8007

EMAIL: ktnkrocmemphis@uss.salvationarmy.org
ONLINE AT: www.krocmemphis.org

Text NEWS to 51555
Stay up-to-date on all Kroc information, including delays, closures, and more!



KROC MEMPHIS MEMBER POLICIES

SAFETY & CODE OF CONDUCT

GENERAL EXPECTATIONS

- Treat all members, guests, and staff with respect.
- Use of foul language, aggressive behavior, or disorderly conduct will not be tolerated.
- Alcohol, drugs, smoking, vaping, and weapons are strictly prohibited on the premises.
- Bicycles, rollerblades, skateboards, scooters, and hoverboards are not allowed inside.

REFUSAL OF ADMISSION

- Staff reserves the right to deny admission to anyone under the influence of alcohol or drugs, or anyone violating facility policies.
- Membership may be revoked for repeated or serious policy violations, with no refund issued.



Playground Access Policy

Want to enjoy the playground?

- Stop by the front desk or ask an employee with a walkie to contact the M.O.D. (Manager on Duty) to give you and your guests access to the playground.

To re-enter the building:

- Simply call (901) 729-8099 or (901) 729-8059 for a staff member to come get you and show them your stamp for reentry.

To ensure everyone's safety, our playground doors are kept locked. Adhering to this policy maintains a secure environment for all.

Playground/Field Hours:

M-F: 11 AM - 7 PM
SAT: 9 AM - 7 PM
SUN: 12 PM - 5 PM

NOTICE

ENSURING QUALITY

The Salvation Army is dedicated to keeping children and vulnerable adults safe from physical, emotional, and sexual harm. To help ensure this policy, please report if you see any suspicious activity. Our guidelines ensure the Kroc Center emphasizes safety in the following ways:

The Salvation Army & Kroc Center personnel (officers, employees, and volunteers) are trained in child abuse prevention and mandated to report suspected child/vulnerable adult abuse.

The Kroc Center maintains video surveillance of the facility 24-hours a day. In order to promote a safe and secure environment, the Kroc Center has placed video cameras in various locations. Instructors are trained in appropriate interaction with members to enhance learning by creating a safe and inviting environment. Programs involving children are closely monitored to ensure adequate supervision and safe interactions between Kroc Center personnel and children.



As part of our commitment to the safety of children and vulnerable persons, The Salvation Army & Kroc Center reserve the right to consult public sources to determine whether any member or guest poses an unreasonable risk of harm to its patrons, staff, or visitors. The Kroc Center constantly adapts and enhances safety protocols to adjust to needs. Our personnel and volunteers undergo criminal background checks, and all adults accessing the facility are screened against the public sexual offender registry.

The Salvation Army Kroc Center reserves the right to remove from the facility and terminate the membership of any member who fails to comply with any rules and regulations, or otherwise breaches the Code of Conduct, in which case member will not be entitled to a refund of dues or payments.



FACILITY RULES & DRESS CODE

- **Attire:** Proper clothing must be worn at all times. No revealing clothing, exposed undergarments, or inappropriate messages on apparel.
- **Footwear:** Closed-toe shoes required in fitness areas; no street shoes on gym floors.
- **Aquatics:** Proper swimwear required; no street clothing allowed in the pools.
- **Personal Belongings:** Bags and backpacks are not allowed on courts or turf areas. Please store them in lockers or designated shelving.
- **Photography & Video Recording:** Prohibited without prior approval from the Kroc Center Director or Marketing Team.
 - A member photo is required on the account to be used for member identity verification purposes only.
- **Lockers:** Members should bring their own locks. Locks must be removed daily, or contents will be donated.



JOIN OUR TEAM!

Email us if you know of a talented, mission-oriented individual willing to make a difference. All candidates are subject to extensive background checks.

- Welcome Desk Staff
- Camp Counselors
- Fitness Instructors
- Lifeguards
- Youth Workers



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