

KROC

POLICIES & CODE OF CONDUCT

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.

The Kroc Center Vision

The Kroc Center of Hampton Roads exists to be a safe and inspirational beacon of hope that transforms lives positively in our community.

Membership Types

All memberships are eligible for access to the Aquatics Center, Gymnasium, Fitness Center and locker rooms. Membership includes all basic Fitness Classes, and Child Watch. Proof of identity, age, and residency are required for all members.

Additional members may be added to the family plan for an additional \$10 per month.

INDIVIDUAL: Membership for adults 18 years or older.

INDIVIDUAL +1: Membership for adults 18 years or older plus a second member, ages 3 or above, in the same household, with one payment account.

FAMILY: Membership for those in the same household. May include up to two adults (18+) and four minors ages 3-17, or adults ages 18-22 whose primary residence is the same as the account holder.

SENIOR: Membership for one adult 65 years or older.

SENIOR +1: Membership for adults 65 years or older plus a second member, ages 3 or above, in the same household with one payment account.

Cancellation Policy

Membership fees are non-refundable. To cancel or make a change to a membership agreement, the primary member must fill out a Membership Change Form. The

cancellation will be processed within 5-7 business days.

Guest Pass Policies

- Only adult members may purchase guest passes.
- A Family Guest Pass includes up to 2 adults and 4 children from the same household.
- Guest pass visitors must complete a waiver and registration, including presenting a valid government-issued ID. Minors must have a legal guardian sign the waivers.
- All guest pass visitors must adhere to Kroc policies, the Code of Conduct, posted rules, and directions given by Kroc staff.
- The sponsoring member must be present for the entire duration of the guest's visit. If any guests are minors, they must be always accompanied by an adult (18+).
- There are no refunds, including if a guest is asked to leave due to inappropriate behavior or language.
- Guest pass visitors have access to the Pool, Gymnasium, Fitness Areas (based

on availability, program schedule, and age requirements), and Locker Rooms.

- Guest passes do not include access to Child Watch or any member-based discounts on activities or programs. These must be purchased separately, if available.
- Any violations of policies may result in penalties for the sponsoring member, including membership suspension.

Fitness Center & Gymnasium

General Guidelines

All users must wear appropriate clothing and close-toed athletic shoes while using the fitness center and gymnasium. Appropriate shoes include non-marking sneakers. Boots, flip flops, sandals, Crocs, dress shoes, etc.

Age Restrictions Fitness Center & Equipment

- 10- 12 YEARS OLD: Cardio only
- 13-15 YEARS OLD: Teens are required to complete our “Smart Start” Fitness Orientation before they can use the cardio and weighted machines. Teens may register and participate in Fitness classes with a parent/guardian.
- 17+: Anyone 17 or older has full access to the fitness facilities, equipment and classes.

Gymnasium

- 15 & UNDER: Children 9 and under must be accompanied/observed by a parent or guardian, at least 18 years old, in the gymnasium.
- 16+: Children ages 13 and older may be in the gymnasium without a parent/guardian.

Fitness Center Rules & Guidelines

- Fitness wipes are provided and members must wipe down each piece of equipment after every use. The use of anti-bacterial

fitness wipes helps ensure a clean and healthy fitness environment.

- Members must wipe down and re-rack weights after each use. Dropping weights is STRICTLY prohibited.
- Please allow other members to “work in” between sets.

Locker Room Policy

The Kroc Center provides both Men’s and Women’s Locker rooms. We ask that all children under 16 use the Cabana’s located on the pool hallway with a guardian. All locker rooms have showers, toilets, sinks and are handicap accessible.

Lockers

Guests are encouraged to secure their belongings in lockers for safety and security. Lockers are available for use during your visit but are not intended for overnight or long-term storage. Please note that The Kroc Center does have locks available for purchase. Any lockers left locked overnight may have the locks removed and the contents cleared out. The Kroc Center is not responsible for items that are not securely stored in a locker.

Aquatics Center

Age & Height Restrictions

- To utilize the Large Water Slide guests must be at least 48 inches tall, verified by the height markers at the Aquatics Center.
- 9 & UNDER: Children 9 and under must be accompanied/observed by a parent or guardian, at least 18 years old. The adult/guardian must always stay within arm’s reach of the child. There must be at least one guardian for every 4 children under 10 years old.
- Children 16 and under may take a swim test with the Aquatics staff. If the child passes, they may use other areas of the pool further away from the parent/guardian.
- 16+: Members ages 16 and older may be in the Aquatics Center free of parent/guardian.

General Rules & Guidelines

- Hours of Operation, including certain features or specific areas, are subject to change.
- Proper swimming attire is required. Street wear and workout clothing, including jeans, cotton, cut-offs, exposed zippers, and underwear, are not permitted. All bathing suits must be family friendly. Males must wear trunks or triathlon shorts, and thongs are not allowed.
- An adult must always be in the water and within arm's reach for every three children under the age of 10, unless the child passes a swim test. * The adult must be a parent or an approved guardian who is at least 18 years old.
 - All patrons must rinse off before entering pool
 - All patrons must change from swimsuits before exiting the cabana/locker room area.

Child Watch

Junior Kroc Stars and Kroc Stars

Junior Kroc Stars and Kroc Stars are benefits of membership for families that have children ages 6 months to 12 years old. Safety is our top priority. We maintain safe adult-to-child ratios required by our facility. We accept children on a reservation system when open spaces are available, on a first-come, first-served basis.

Drop Off Policy

CHILD WATCH (6 MONTHS-6 YEARS OLD)

Parents must register their child at the Welcome Desk prior to utilizing the space. We require the following information to register for the first time: Child's name, child's age, parent/guardian name, cell phone number and allergies/ medical information. Parents will then be given a badge with a unique code

that corresponds with the badge # given to the child. If the badge is lost, you will need to provide a photo ID to pick up your child. Please alert a staff member if someone else will be picking up your child.

Kroc Stars (7-12 YEARS OLD)

Parents must sign in with child's name, age, parent's cell phone number and allergies/medical information. Pick Up Policy Staff reserves the right to request that a parent return to pick up a child if the child becomes ill, is crying for an extended period, is experiencing serious disciplinary issues, has a bathroom accident, is not adjusting positively, or is injured. Parents will be notified via text/phone. The parent then has 10 minutes to return to the space. If a parent cannot be reached via phone, a staff member will locate the parent in the building and request they return to their child immediately. Children may be checked in for up to 2 hours at a time. Please be aware and mindful of the time that your child was dropped off. Any time a parent/ guardian is late to pick up their child, staff will document the occurrence. After three late pick-ups, the member will be suspended from the program for five days. Continued violations of this policy may result in termination of program use.

General Rules & Guidelines

- We require that a parent/guardian (18+) must remain on premises while a child is checked into the space. If the parent/guardian leaves the facility, they will lose the privilege of using this service. If a child is left at the facility and the parents cannot be contacted, Child Protective Services or other agencies may be called.
- Children can be checked into the space for a maximum of 2 hours per day. Since accidents can happen, we recommend bringing a change of clothing for your child.
- Prepared formula or milk should be kept insulated or at room temperature.

Refrigeration is available if needed. If your infant requires a bottle, please inform the staff of the designated feeding time. Staff will provide a label with your child's name and the scheduled feeding time.

- Drinks are allowed and should be sealed in spill-proof containers. Please label all your child's items.
- For health and safety reasons, all children, regardless of age, must wear shoes and/or socks. Socks are required for children using the indoor play structure. If your child is not wearing socks, please pack a pair for them
- No peanuts or foods with peanuts allowed