

# KROC

POLICIES PROGRAM GUIDE | FALL 2023



YOU BELONG HERE.



KROC  
MEMPHIS



# KROC MEMPHIS

## DID YOU KNOW?

We opened our 100,000 sq. ft facility in February 2013, and now serve over 8,000 members! Our facility was founded to enrich Memphians in Fitness, Recreation, Education, Arts, and Worship, while providing the community with affordable access to a state-of-the-art Aquatics & Recreation Center, Community Outreach Programs, Youth Camps, Afterschool Care, Child Watch, Senior Services, and more!

We have been voted the BEST Health & Fitness Center each year we have been open by Memphis Flyer. We have also been voted the Best by Memphis Parent, Memphis Health & Fitness Magazine, and we have been voted a Nextdoor Fave.

Our 140-employees are here to meet your needs; we are eager to serve our mission and share the love of Christ. In doing so, we are honored to have been voted a Top Workplace by The Commercial Appeal. The 26 Kroc Centers around the nation provide facilities, programs, and services that encourage positive living, offer life-changing experience for children and adults, strengthen families, and enrich the lives of seniors. In accordance with the Christian mission of the Salvation Army, these resources will be offered without discrimination to uplift individuals and benefit communities in need to promote educational enrichment, life skills development, and spiritual and physical wellness. We are glad to have you join us!

## YOU BELONG HERE.

## MEMBER POLICIES

All applicants must fall under the definition of the membership type for which they are applying.

### MEMBERSHIP CATEGORIES:

#### INDIVIDUAL:

Any person 18 years or older has access to the swimming pool, open gym and fitness center, as well as priority sign-up for classes and events.

#### HOUSEHOLD:

A household consists of at least 1 adult plus other person(s), and/or dependents, all living in the same household. We have two household membership types: Household (Up to 4) & Household (5+). A Household membership is defined as any group of individuals legally residing in a single residence. ALL members with the Household membership type are required to show valid proof of address for each adult family member.

### HOW TO APPLY FOR A MEMBERSHIP

Anyone interested in becoming a member of the Kroc Center must complete and submit a Membership Application which can be found online or at the Welcome Desk. Prorated membership fees will be due at the time of enrollment and may vary depending upon enrollment date. All applicants over the age of 17 are required to provide valid photo identification, proof of address, and/or age verification. Members without identification will not be allowed into the Kroc Center.

### FORMS OF PAYMENT

*The Kroc Center does not require a contract membership. However, if your account becomes inactive, a \$50 registration fee is required to reinstate your account. Full payment of balance for current month, and if applicable, the following month must be made at the time of registration. For the initial payment, the Kroc Center will accept cash, personal checks, Visa, MasterCard, Discover and American Express. Checks should be made payable to the Salvation Army Kroc Center Memphis. A service fee will be assessed for any check returned due to insufficient funds. If enrolled in AutoPay, payment will be taken out of the member's checking or credit account on the 20th of each month, as payment for the upcoming calendar month.*

## ON-TRANSFERABLE & NON-REFUNDABLE MEMBERSHIP POLICY

After an application has been processed, memberships are non-transferable and non-refundable. Memberships cannot be transferred from one member to a new individual, once purchased.

### CHANGES TO MEMBERSHIP

The primary members may make account changes. To remove and/or add a member, or to update account information, please complete a Membership Change form at the Welcome Desk by the 10th of the month, for those changes to be in effect by the next calendar month. Members also have the option to add or remove members from their account or place their membership on hold for up to 3 months per calendar year.

### CLASS REFUND/TRANSFER REQUESTS

Individuals wishing to be considered for a refund or class transfer must complete a Refund/Transfer Request Form, available at the Welcome Desk.

### MEMBERSHIP CANCELLATION

Members must submit dated and signed Membership Change Form, available at the Welcome Desk, to cancel. Requests must be submitted by the 10th day of the month for it to become effective in the following month. If a cancellation is received after the 10th of the month, the member will be responsible for the following month's membership fees. If a member cancels or payments lapse for more than 3 months, the appropriate registration fees will be charged upon reactivation of the account. Only the primary adult on the account may cancel a membership. Identification and signature is required to process the cancellation.

### DRESS CODE

General dress code for The Kroc Center includes,

- No revealing clothing allowed.
- No exposed undergarments allowed.
- Pants shall be worn around the waist.
- Unless inside the aquatic center, shirts and shoes must be worn at all times.

Members are required to follow the dress attire policies for the appropriate program attended. The gym, fitness floors, and aquatic center have their own dress attire rules intended to ensure the safety of our members and equipment.

## QUESTIONS?

CALL: 901.729.8007

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



# KROC MEMPHIS MEMBER POLICIES

## MEMBERS

All members are required to have their Membership ID Card available to present to Kroc Staff at any time while in the facility. All members must bring their Membership ID Cards to check-in. For safety precautions, Kroc Center members and guests are asked to check-in each time they enter the facility.

### LOST/STOLEN/MISUSED ID CARDS

Any Membership ID Card stolen while in the facility should be reported to the Welcome Desk. ID Cards reported lost/stolen will be invalidated. If a Membership ID Card is found, it should be turned into the Welcome Desk. Any person attempting to enter the facility with a stolen ID Card will have it confiscated immediately. Membership ID Cards not belonging to the bearer or suspicious use may result in confiscation. The bearer and owner will face disciplinary action (suspension or termination) and may face additional penalties from police officials in the case of misused membership. Membership ID Cards are not to be misplaced or misused in any way.

### MEMBER GUEST PASS POLICIES

Guest Passes are for sale for use on the date of purchase. All adults purchasing a Guest Pass must provide Valid Photo ID, as all guests and members are screened prior to entry for child-safety purposes. All guests must be accompanied by a current member who is age 18 or older. Children 3-months or older are required to have a membership or Guest Pass to be admitted to the facility, including Child Watch. Passes are valid the entire day; however, individuals must be able to present their Guest Pass Receipt and/or wristband to the Welcome Desk for re-entry. Guest Pass holders must follow all Kroc Center policy and procedures. Passes are limited to 1 guest per membership plan per visit. Individuals are allowed to enter as a member's guests 3x per calendar year. Guest Passes are non-refundable.

### PROGRAM PARTICIPANTS

All members and non-members participating in a program must check-in at the Welcome Desk prior to accessing the facility and going to the program location. Non-members must remain in the program area at all times.

### VISITORS

Any non-member not participating in a program must sign-in at the Welcome Desk. Tours will be offered as requested by visitors.

### REFUSAL OF ADMISSION

Kroc Center Staff reserve the right to deny admission to anyone who appears to be under the influence of alcohol or a controlled substance, or in any violation of facility rules and regulations.

## PHOTO & VIDEO RECORDING

No member or guest shall take photographs or make audio/video recordings on Kroc Center premises without the advance notice of Kroc Center Director or Marketing approval.

The consent of each person to be photographed or recorded should be obtained in advance, except when authorized by Kroc Center Director or Marketing for Kroc Center purposes only. Recording of classes and other recreational activities are prohibited.

### LOCKER USE

For the safety of all members, we ask that you use lockers for your bags, backpacks, and other personal belongings while taking fitness classes, playing basketball, working out, or participating in other Kroc fitness and recreation activities. Bags and backpacks are not allowed on the basketball courts or turf areas. You are welcome to place your belongings on the open rack in Bays 1 and 2 in the gymnasium. It is not lockable, but the shelving is able to be monitored from your spot in the gymnasium while taking a class. There are lockers outside the gymnasium, in the first-floor fitness center area, and in our locker rooms. Kroc members should bring their own locks to secure their items. Locks must be removed by the end of each day or they will be removed by the facility and contents will be donated to The Salvation Army Family Store. The Kroc Center is not responsible for lost or stolen items.

## YOUTH POLICIES

### CHILD WATCH (Ages 3 months - 9 years)

The short-term child watch is a bonus for Kroc members, designed for children 3-months to 13-years of age. This service allows members to enroll their children for up to two-hours per day while they utilize the facility or participate on-site in a Kroc Center program or activity. Child Watch is a limited-availability, drop-in only service that is strictly used on a first-come, first-served basis. Although the Kroc Center's short-term Child Watch is not a licensed childcare program and is not obligated to follow the codes set by the State of Tennessee, the staff maintains high standards of service that ensure the safety and well-being of all participants. Child Watch is powered by KidCheck. To create an account, visit [kidcheck.com](http://kidcheck.com) and search for Memphis Kroc Center.

### PARENT PAGING POLICY

Child Watch Staff reserve the right to page a parent to pick up their child if the child becomes ill, has an accident, or is disruptive for an extended period of time. Additionally, parents and guardians are asked to keep their cell phones visible, accessible, and on at all times.

## REACH (Ages 10-13) & REACH+ (Ages 14-17)

Youth under the age of 14 must be accompanied by an adult (18+) while in the facility, unless enrolled or participating in a program, such as REACH. This service allows youth to check themselves in. Parents are allowed to be off-site for the duration of their child's visit while they are enrolled. All minors not accompanied by a parent or guardian must stay in supervised areas of the building for the duration of their stay. Minors ages 14-17 entering the building not accompanied by a parent or guardian must check into REACH+ and receive a wristband during all open hours. Parents or guardians of Reach participants must show ID during pickup. Reach participants ages 10-13 must be checked out by 6:00pm.6:00pm.

## IMPORTANT

### SAFETY/DISMISSAL

In order to facilitate positive experiences at 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. Kroc Center Staff have the right to refuse service to anyone deemed disruptive or abusive.

1. Refrain from the use of foul language, abusive actions, and inappropriate behavior.
2. Lost Membership ID Cards must be reported.
3. Shirt and shoes must be worn in all areas outside of pools and sun deck. Proper swimwear is required - no street clothes allowed. No swimwear or wet clothing is allowed outside of aquatic areas. Proper workout attire is required in fitness area (no street shoes or jeans). Any clothing with logos or messages must be acceptable for a family environment.
4. Bicycles, rollerblades, skateboards, scooters, hoverboards, or pets (excluding service animals) will not be allowed inside the facility.
5. Alcohol and/or drugs are not allowed anywhere on the premises.
6. Smoking and/or use of any type of tobacco, e-cigarettes, and vape are prohibited in the facility and on facility grounds.
7. Weapons of any kind are forbidden in the facility or on facility grounds. This includes the parking lot area.
8. Pants shall be worn around the waist, and
9. midriff-baring tops are not to be worn.

## QUESTIONS?

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## 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.



## AMENITIES:

### GYMNASIUM & SPORT COURT

- NBA-Sized Basketball Courts
- 6 Basketball Goals
- Indoor Sport Turf
- ARMOR Youth & Adult Sports Training\*
- Adult & Youth Sport Leagues\*

### CHALLENGE CENTER

- Child Watch
- REACH After-School Program
- Arena & Indoor Turf
- State-of-the-Art Fitness Facility (3rd Floor)

### FITNESS CENTER

- Les Mills Group Classes
- Treadmills, Stair-Stepper, Ellipticals,
- Rowers, Jacob's Ladder, and more!
- HDTVs
- Personal Training & PT Studio\*
- Free-Weight Equipment
- Group Exercise Room
- Fitness Studio with Barres
- Recovery Station
- Specialty Classes with Polar Heart-Rate
- Monitoring & Live Display

### AQUATICS CENTER

- Giant Water Slide
- Lazy River/Vortex
- Lap Lanes
- Zero-Depth Entry
- Hot Tub
- Water Aerobics Classes
- Swim Lessons\*

### CHAPEL/THEATER

- Worship Service - 11AM Sundays
- 297-Seat Capacity
- Performing Arts Stage

### CLASSROOMS

- Creative Arts Classes
- Yoga Classes\*
- Camps\*

### ART GALLERY

- Local artists features

### OUTDOOR AMENITIES

- Courtyard
- Playground
- NCAA-Sized Soccer Fields

### OTHER

- Lounge & Working/Charging Stations Kroc Start Orientation - FREE

\*additional fee may apply

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