

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, Child Watch, and Tween Scene programming for members under 12 years old.

Proof of identity, age, and residency are required for all members. Children 3 and under are not counted towards membership and are included at no additional cost. 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 55 years or older.

SENIOR +1: Membership for adults 55 years or older plus a second member, ages 3 or above, in the same household with one payment account.

Membership Tags

Members are required to have their member ID tag available when checking into The Kroc Center and may be asked to present it to staff in other areas upon request. Any member ID card lost or stolen must be reported to the Membership staff immediately and will be deactivated. Any person attempting to enter The Kroc Center with a membership card not assigned to them will be denied entry. There is a \$3 replacement fee for tags that are lost or destroyed.

Program Participants

All program participants must complete waiver forms before participating and register at the Welcome Desk before beginning the program. Program participants under 18 must have waivers completed by a parent/guardian.

Cancellation Policy

Membership fees are non-refundable. In order to cancel or make a change to a membership agreement, the primary member must fill out a Membership Change Form. If submitted on or after the 20th of the month, it will not be effective until the end of the following month. Canceling a membership during the first year will result in a penalty equivalent to two monthly payments.

Visitors

Visitors must register at the Welcome Desk before entering the facility.

Right of Refusal

The Kroc Center reserves the right to remove or deny admission to anyone who appears to be under the influence of drugs or alcohol, is in vio-

lation of any facility rules and policies listed under the Code of Conduct, specific area regulations, rules on signs and placards throughout the building, listed in any paperwork, or does not follow the direction of the staff.

Reasonable Accommodation

The Kroc Center will strive to make reasonable accommodations to serve individuals with special needs. Service dogs are allowed to assist our guests with disabilities. Please see the Program Director or a Manager for details.

Rental Participants

Registration procedures for rental participants will vary based on the arrangements of the event, made in advance. Any participants of specialized activities (swimming, rockwall, gymnasium, fitness class, etc.) must have a signed waiver. Participants under 18 must have a waiver completed by a parent/guardian.

Comments & Concerns

The Kroc Center highly values our commitment to our guests. If a member has a comment or concern, there are several opportunities for feedback, including: a) locked comment boxes located throughout the facility, checked regularly by Senior Leadership b) email KrocHRInfo@uss.salvationarmy.org and c) through the Kroc Connect App. Business cards with direct contact information for all managers and Senior Leadership can be obtained at the Welcome Desk or on our website. Comments or complaints will be addressed and responded to if a name and phone number are provided. Comments may be

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made anonymously.

Safety Information

The Kroc Center is dedicated to keeping our guests safe, especially children and vulnerable adults, from physical, emotional, or sexual harm. All employees have completed background checks and are trained in an Abuse Prevention program, mandated to report suspected abuse.

All members, guests, and program participants are required to show proof of identity, including I.D. with a picture and birth date. The Kroc Center consults a national database to ensure that no member, guest, or program participant poses an unreasonable risk of harm to others. Any adult who is listed on the National Sex Offender's Registry is prohibited from entry or participation at The Kroc Center.

The Kroc Center maintains 24-hour video surveillance of the facility and property. There are cameras throughout the building and grounds.

The Kroc Center continually adapts safety protocols to meet changing needs.

The Kroc Center reserves the right to remove from the facility and terminate the membership of any guest or member who fails to comply with rules and regulations or disobeys instructions by staff. No refunds are given if a member or guest is asked to leave based on violations of rules and policies.

Subject to Change

The Kroc Center values transparency and will strive to provide advance notice whenever possible. However, we reserve the right to adjust pricing, schedules, programs, and policies at any time without prior notice.

Maintenance

In order to best meet the needs of our guests, The Kroc Center must occasionally close all or parts of the facility to perform maintenance. There are no refunds or compensation for these shut downs.

Guest Pass Policies

- Only adult members may purchase guest passes.
- Members are limited to four guest passes per day or one Family Guest Pass per day.
- 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 accompanied by an adult (18+) at all times.
- 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, Tween Scene, fitness or aquatics classes, or any member-based discounts on activities or programs. These must be purchased separately, if available.
- If The Kroc Center closes, the purchaser of the pass will receive a pass for a future visit to be used within 30 days.
- Any violations of policies may result in penalties for the sponsoring member, including membership suspension.

Travel Pass

As a current member of The Kroc Center, you may be entitled to use the fitness facilities and pools at Kroc Centers across the country.

Extended Visiting Member Privileges:

- Visiting privileges are at the discretion of The Kroc Center you are visiting. We encourage you to call ahead for details on their specific policies.

General Policies Include:

- Limit of 2 weeks of visits.

Exclusions:

- Events, theatrical performances, and other non-fitness programs.
- Member discounts, including off-site member discounts and premiums.
- Other benefits, classes, and activities are at the discretion of the local management.
- Visiting members must adhere to all rules, regulations, and policies of The Kroc Center they are visiting. Visiting member privileges may be revoked at any time without notice or compensation.

Kroc Hampton Roads Procedures

- Must bring your current Kroc membership card and a valid photo ID. (The Membership team will contact your "home" facility to confirm the validity of your membership.)
- Must complete and sign a Visitor/Class Waiver for Kroc Hampton Roads.
- Visiting members will have access for up to two weeks. After 14 days, you will be asked to purchase a short-term (30-day) membership.
- Fitness/aquatics classes, Child Watch, and Tween Scene, if available, must be purchased separately.

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.

Code of Conduct

In order to facilitate a positive experience for all members and guests at The Kroc Center, the expectations for behavior are specific and evenly enforced. It is the guest's responsibility to conduct themselves in a respectful, family-friendly manner at all times. Anyone not abiding by the staff direction, rules and policies listed in the Code of Conduct, posted regulations and rules signs, or waivers will be asked to correct their behavior, or in extreme cases, leave the premises and/or forfeit their membership or pass and be excluded from future participation in The Kroc Center activities. No known violations will be tolerated.

The following is required:

- Shoes and shirts are required. Bathing suits must be covered up in areas outside the Aquatics Center and locker rooms. Fitness and Gymnasium participants (all genders) must have a shirt that covers the midriff. All attire must be family-friendly (no profanity, nudity, etc.)
- Adherence to direction from all staff.
- If you witness threatening, dangerous, or inappropriate behavior or conversations, please report it immediately to a manager or senior staff member.

The following is strictly prohibited:

- Aggressive Behavior or Words. This includes physical or verbal abuse, threats, intimidation, harassment, or other conduct that threatens the health or safety of any person.
- Profanity and "Fighting Words."
- Unauthorized Entry. Valid membership, guest pass, drop-in pass, or program enrollment is required to enter the facility. Use of a membership card that was not assigned to you will result in termination of both the trespasser and the card holder's privileges. Entering unauthorized areas such as offices, opposite-sex bathrooms or locker rooms, maintenance areas or other areas meant for staff only will be considered trespassing.
- Disorderly Conduct. This includes engaging in disorderly, loud, or lewd behavior or speech, or not adhering to the directions of the staff.
- Photography & Videography. Photography or recording of other members, guests, and children is prohibited. Cameras, including cell phone cameras, are strictly prohibited in bathrooms and locker room facilities.
- Weapons. Firearms, knives, and weapons of any kind are prohibited.
- Drugs & Alcohol.
- Tobacco, including tobacco products (i.e. vaporizers, cigarettes, etc.). We are a smoke-free campus.
- Outside Food and Drink. No outside food or drink is allowed in The Kroc Center. The only exception is drinks or snacks for infants and children under 4 years old.

are not permitted in the gymnasium or on fitness equipment. Clothing that may be offensive or contain profanity or vulgarity is not allowed. Shirts must be worn at all times. Midriffs must be covered (no crop-tops or sports bras).

- Fighting, horseplay, and profanity (including inappropriate language) are not allowed.
- All bags, clothing, and personal items are prohibited in and around the Fitness Center and Gymnasium. Items must be stored in a locker. The Kroc Center is not responsible for lost, stolen, or damaged items that are not locked in a locker. The Kroc Center does not provide locks, but they are available for purchase at the Welcome Desk.
- Eating and drinking is prohibited in the Fitness Center and Gymnasium. No gum is allowed in the Fitness Center and Gymnasium. The exception is capped drink containers.
- No music may be played without personal headphones.
- Personal training and sport-specific personal training is prohibited unless contracted through The Kroc Center.

Age Restrictions

Fitness Center & Equipment

- **UNDER 13:** Children under the age of 13 are not allowed in the fitness floor area or the upstairs fitness area (including the indoor track) unless there is a specific event, class, or program designed for that age group.
- **13-15 YEARS OLD:** Teens are required to complete our "Smart Start"

Fitness Orientation before they can use the fitness equipment. 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

- **9 & UNDER:** Children 9 and under must be accompanied/observed by a parent or guardian, at least 16 years old, in the gymnasium.
- **10-12 YEARS OLD:** Children ages 10 to 12 may be in the gymnasium during open gym time or for other age-specific scheduled activities as long as the parent/guardian (16+) is in the facility.
- **13+:** 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.
- All group fitness classes require registration. Failure to register will result in no class participation.
- Entry to fitness classes will close 10 minutes post class time.

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Gymnasium Rules & Guidelines

- Cell phone use while on the courts is prohibited. Charging a cell phone in the Gymnasium is not allowed.
- No outside equipment is allowed in the Gymnasium without prior approval of Health & Wellness staff.
- The courts in the Gymnasium are prioritized for informal recreational activities (basketball, dodgeball, pickleball, volleyball, etc.)
- Sport-specific personal training is prohibited unless contracted through The Kroc Center.
- Dunking is allowed on the basketball hoops. Hanging is NOT ALLOWED.
- No sitting on closed bleachers.

Rockwall Rules & Guidelines

- Indoor rock climbing involves inherent risks. It is the participant's responsibility to understand these risks and decide whether to participate. All climbers must acknowledge these risks and take personal responsibility for their safety. Parents are responsible for ensuring the safety of their children.
- All equipment is provided. Helmets must be worn at all times. Climbers may use their own helmet, but it must be CE or UIAA approved for climbing. Headphones and earbuds are not allowed. Shoes must be worn at all times—barefoot or open-toed climbing is not permitted. All jewelry must be removed before climbing. Rockwall climbing is prohibited outside scheduled, supervised times. See Health & Wellness staff for hours.

Locker Room Policy

The Kroc Center provides both Men's and Women's Locker rooms. We ask that all children 5+ utilize a same-sex locker room. In addition, there are six individual locker rooms located in the locker hallway, ideal for families or individuals who would like a more private changing area. All locker rooms have showers, toilets, sinks and are handicap-accessible.

Lockers

Personal items are not allowed on the Fitness or Gymnasium floors. 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 not provide locks. 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.

Drop-in Class Policies

- Non-members may purchase a single-visit drop in pass for any Health & Wellness class or activity (including Aquatics classes)
- Drop-in Class Passes can be purchased by individuals 18+. Parents and legal guardians may purchase a Drop-in Pass for young people ages 12-17 but the adult must purchase/attend the class with the minor.
- Drop-in Class Pass Visitors must complete a waiver and registration, including presenting a valid, government-issued ID.
- Health and wellness staff will check in all class participants, members and Drop-in Class Pass visitors

- All Drop-in Class Pass visitors must adhere to all Kroc policies, Code of Conduct, posted rules, and directions given by Kroc staff
- Drop-in Class Pass purchases end 15 minutes prior to the start time of the class.
- Entry (by members or Drop-in visitors) will be denied 10 minutes post class start time.
- The number of Drop-ins per class is limited and available on a first-come, first served basis.
- Visitors must check in at Welcome Desk each time they enter The Kroc for a class.
- Drop-in fees apply to all non-members. There are no refunds. There are no refunds for missing a class, being denied entry because of lateness, or being asked to leave due to inappropriate behavior/language.
- Drop-in Visitors have access to the Fitness Class they've registered for and the appropriate locker room. Visitors are not allowed in the gymnasium, on any equipment, or in the pool unless their specific class includes those areas.
- If a class is canceled by The Kroc Center, a credit of 1 Drop-in Class will be credited to the Non-member to be used for a future class within 30 days.

Aquatics Center

Age & Height Restrictions

- In order to utilize the Large Water Slide and Lazy River 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 16 years old. The adult/guardian must stay within arm's reach of the child at all times. There must be at least one guardian for every 3 children under 10 years old.
- Children 9 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.
- **10-12 YEARS OLD:** Children ages 10 to 12 may be in the Aquatics Center during open swim time or for other age-specific scheduled activities as long as the parent/guardian (16+) is in the facility.
- **13+:** Members ages 13 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 be in the water and within arm's reach for every three children under the age of 10 at all times, unless the child passes a swim test.* The adult must be a parent or an approved guardian who is at least 16 years old.

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Child Watch & Tween Scene

Child Watch & Tween Scene 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 in KidCheck© software, available online prior to their first time 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 sticker with a unique code that corresponds with the sticker given to the child. If the sticker 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.

TWEEN SCENE (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 (16+) 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.
- Child Watch staff does not change diapers for children who are not

yet potty trained. Please ensure your child has a fresh diaper before leaving them in our care. If your child is potty training and may need assistance or reminders, please inform the staff. 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 of 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.

Health Screening & Sick Child Policies

To ensure the safety of each child that enters the space, we have implemented temperature checks upon arrival. Any child that has a temperature of 100°F or higher will not be permitted into Child Watch or Tween Scene. We require that children be kept at home when they are ill or exhibit any of the following symptoms:

- Fever (over 100 degrees)
- Vomiting or diarrhea
- Repetitive cough
- Any symptom of disease such as measles, mumps, chicken pox, whooping cough, etc.
- Sore throat
- Shortness of breath/difficulty breathing
- Croup
- Green/yellow nasal discharge
- Skin infection and infected wounds such as: rash, boils, ringworm, impetigo, etc
- Pink eye or other eye infection
- Children must be symptom-free for at least 24 hours before being checked into Tween Scene or Child Watch. If a child begins to show any symptoms while in our care, staff will notify the supervisor and the parent. If necessary, the child may be required to leave the area.

Disciplinary Policies

We use redirection and time-outs for inappropriate behavior. A time-out will be a brief separation from the group. Any problems will be discussed with the parents. All behavior problems will be documented by our staff. If it is found that the problems persist, and a solution cannot be reached, the child may be suspended temporarily from the program. Child Watch & Tween Scene staff want to ensure that everyone has a safe and enjoyable time in the Center; however, listening and abiding by age appropriate rules is expected. It is essential that parents and staff work together to ensure everyone's success in the program.