

The *heart* of the COMMUNITY

FAITH, FAMILY, FITNESS, FUN



- GYMNASIUM**
- > Basketball Court
 - > 6 Basketball Goals
 - > 2 Volleyball Nets
 - > Rock Climbing Wall

- FITNESS CENTER**
- > Treadmills, elliptical machines, recumbent bikes, stationary bikes, and more!
 - > HD TVs
 - > Personal Training (Single & Group)
 - > Free-Weight Equipment
 - > Circuit Training System
 - > Dedicated Spin Room
 - > Aerobics Room
 - > TRX Training System

- AQUATICS CENTER**
- > 2-Story, 150 Foot Water Slide
 - > Lazy River
 - > 4 Lap Lanes
 - > Zero Depth Entry
 - > Splash Zone

- CHAPEL/THEATER**
- > Worship Every Sunday
 - > 375-Seat Capacity
 - > Performing Arts Stage
 - > Orchestra Pit
 - > Dressing Rooms

- CLASSROOMS**
- > Seminars & Corporate Training
 - > Art Classes
 - > Dance Classes
 - > Music Classes

- BANQUET FACILITIES**
- > Weddings
 - > Events/Corporate Events
 - > Parties
 - > Full Catering Kitchen

- OUTDOOR AMENITIES**
- > Playground

- RJ's CAFE**
- > Concessions
 - > Healthy Fare
 - > Wifi

Ask about our corporate program!



HamptonRoadsKroc.org

The Salvation Army Ray & Joan Kroc Corps Community Center | 1401 Ballentine Blvd. • Norfolk, VA 23504 | 757.622.KROC



The KROC Center

MEMBER POLICIES



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 Ray & Joan Kroc Corps Community Center
 1401 Ballentine Boulevard • Norfolk, VA 23504
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Follow us online!



MEMBER POLICIES



MEMBERSHIP TYPES & DEFINITIONS:

Adult: Single membership. Any person 18 years or older offers access to the swimming pool, open gym and fitness center, classes and member events.

Adult Plus One: Adult plus a second member, of any age, in the same household with one payment account.

Family: Up to two (2) adults and four (4) children living in the same household with one payment account. Dependent children, 18 & younger and students 18 - 22 years of age where the household is their primary residence may be included in the family membership. Any more than two (2) adults are charged the additional adult add-on rate and any more than four (4) children are charged the add-on child rate.* Children under 3 years of age included at no cost.

Additional Family Members: Family members, living in the same household, added to membership are \$25 per month for each additional adult, \$10 per month for each additional child.

Youth: Individuals 16 - 17 years of age are eligible for a youth membership. The membership application must be signed by a parent/legal guardian.

Senior: Individuals 64 years of age and older.

Senior Plus One: Individual 64 years of age and older plus a second member, of any age, in the same household with one payment account.

**Adult dependents with special needs, living in the same household may be considered children under the family definition, regardless of age.*

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 Member Relations Desk of the Kroc Center. All applicants are required to have a photo ID, proof of address, and age verification.

FORMS OF PAYMENT:

Joining fee and 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, American Express and MasterCard. Checks should be made payable to The Salvation Army Kroc Center. A service fee will be assessed for any check returned due to insufficient funds. Payment will be taken out of the member's checking or credit card account on the 20th of each month, as payment for the upcoming calendar month.

NON-TRANSFERABLE AND NON-REFUNDABLE MEMBERSHIP POLICY:

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

MEMBERSHIP CANCELLATION & CHANGES: *see also Member Application Membership fees are non-refundable. In order to cancel after one year or make a change to a membership agreement, the Primary Member must fill out a Membership Change Form. If submitted after the 10th of the month, it will not be effective until the end of the following month. If a member wishes to cancel a membership during the first year, he/she agrees to pay an early cancellation penalty equal to two (2) monthly payments.

MEMBERS

Members are required to have their membership ID card available to show any Kroc Center staff member at all times while in the Kroc Center. The Front Desk is able to look up a member through the Kiosk and check them in as a courtesy should the member forget their card on occasion. A member who habitually forgets their membership card will be required to purchase a new card at \$5.

GUEST/DAY PASS:

Members are encouraged to bring a guest to the Kroc Center to be introduced to the facilities and programs offered. Guest passes will be available during normal operation hours. All guests must have valid identification. Any guest under 18 years of age must have a waiver signed by their parent or guardian.

Day passes may also be available for persons wanting to experience the Kroc Center. Kroc Center management expressly reserves the right to limit the number of day passes available at any time. Additionally, day pass usage may be restricted by a maximum number of day pass visits per quarter, as established by Kroc Center management. Guest/day passes are good on the day of purchase only.

GENERAL GUEST/DAY PASS POLICIES:

- Children three (3) years or older are required to have a membership or guest pass; to be admitted to the facility, including Child Watch. Passes are valid for the entire day; however, individuals must be able to present their Guest Pass Receipt and/or wristband to the Member Relations Desk in order to re-enter the facility
- Pass holders must follow all Kroc Center policies & procedures.
- Guest passes are non-refundable.

PROGRAM PARTICIPANTS:

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

VISITORS AND SPECTATORS:

All visitors must register at the Front Desk and wear a Visitor's Pass, if required.

RENTAL PARTICIPANTS:

Check in procedures for rental participants will vary based on the arrangements made in advance. In some cases, they will be required to check in at the Welcome Desk; however, often they will be greeted by a Party Host or Event Attendant.

LOST/STOLEN/MISUSED MEMBERSHIP ID CARDS:

Any membership ID card reported stolen while in the Kroc Center should be reported to the Manager on Duty or Member Relations Desk staff. ID cards reported lost or stolen will be invalidated. If a membership ID card is found after being reported as lost or stolen it should be turned in to the Member Relations Desk.

Any person attempting to enter the Kroc Center with a stolen ID card will have it confiscated immediately. Membership ID cards not belonging to the bearer or suspicious use of membership ID cards may result in confiscation. The bearer and owner will face disciplinary action (suspension or termination of Kroc Center privileges) and may face additional penalties from police officials in the case of misused membership ID cards. Replacement Fee: A \$5 processing fee will be charged for the replacement of any lost, damaged or stolen membership ID card.

REFUSAL OF ADMISSION:

The Kroc Center reserves the right to deny admission to anyone who appears to be under the influence of drugs or alcohol, or is in violation of any other facility rules or regulations.

CHILD WATCH AREA:

Child Watch availability is not guaranteed, but is a benefit for members as space is available. Child watch services for non-members may be available and are charged for by the hour. Any payment for services is due in advance and a completed waiver is required. There is a two-hour limit per day. Please visit Child Watch for posted hours of operation, as well as specific policies and procedures.

CODE OF CONDUCT

In order to facilitate positive life experiences for all visitors, members or guests of The Kroc Center, the expectations for behaviors are specific and evenly enforced. It is YOUR responsibility as a member, visitor or guest to conduct yourself, at all times, in a respectful, family friendly manner. Anyone not abiding by the published Code of Conduct for the Kroc Center will be asked to correct the behavior, or to immediately leave the premises, and in severe circumstances, forfeit their membership and be excluded from future participation at the Kroc Center. No known violation of our Code of Conduct will be tolerated.

You should be guided by the expectations below:

Kroc members, staff, visitors and guests are expected to behave with civility and appropriate conduct at all times. By use of facilities and participation in programs, you are agreeing to comply with these expectations, follow all facility rules and fully cooperate with our staff.

Our goal is to provide a family friendly environment for fostering holistic personal growth for all persons while enhancing the overall community experience. All members, staff and guests are encouraged to exercise good judgment in caring for the safety of others as well as themselves while at the Kroc Center. In the event you witness or experience threatening or inappropriate behavior by another individual, please report that situation immediately to a staff member.

The following types of conduct are among those that are specifically prohibited and may result in loss of membership or guest privileges and a report to local law enforcement authorities:

AGGRESSIVE, UNSAFE OR RECKLESS BEHAVIOR – This includes, but is not limited to, physical or verbal abuse, threats, intimidation, harassment or other conduct that threatens or endangers the health or safety of any person.

USE OF PROFANITY OR "FIGHTING WORDS" to harass any employee, member or guest is also strictly prohibited.

UNAUTHORIZED ENTRY – A valid membership card is required for access to our facility. Entering unauthorized areas such as offices, gender opposite locker rooms, maintenance or otherwise "closed" areas is prohibited and will be considered trespassing. For your protection, a computer photo is attached to your membership file and will be used to verify your identity every time you enter the Kroc Center. Use of a membership card not belonging to you will be considered forgery and will subject you and the card holder to immediate termination of Kroc Center privileges.

DISORDERLY CONDUCT – Engaging in disorderly or lewd conduct, including being under the influence of drugs or alcohol.

PHOTOGRAPHY AND VIDEOTAPING – any photography or videotaping in or of the facility must have prior consent of Kroc Center staff or administration. Taking photos or video of members and children is strictly prohibited and may result in termination of membership and reporting to local law enforcement.

WEAPONS – Firearms, knives or weapons of any kind, are prohibited on the entire campus of The Kroc Center. This includes in vehicles parked on the property. This is a **ZERO TOLERANCE** policy. If you are caught bringing a weapon onto Kroc Center property, you will be reported to the police and banned from the Center.

LOCKER USE:

Lockers are for use by members and guests at their own risk. Locks may be placed on lockers but must be removed after the day's visit or will be removed by Kroc Center personnel and contents will be donated to the thrift store.

KROC SAFETY INFORMATION

The Salvation Army is dedicated to keeping children and vulnerable adults safe from physical, emotional and sexual harm.

Our guidelines ensure The Kroc Center emphasizes safety in the following ways:

Salvation Army personnel (officers, employees and volunteers) are trained in child abuse prevention and are 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 Salvation Army Kroc Center has placed video cameras in various locations.

Instructors are trained in appropriate interactions with Kroc members and guests 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 personnel and children.

As part of our commitment to the safety of children and vulnerable persons, The Salvation Army Kroc Center reserves the right to consult public sources to determine whether any member or guest of any member 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. The Salvation Army employees and volunteers undergo criminal background checks. Adults accessing the facility may be screened against 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.

Note: Schedules, Pricing, Programming and Policies are subject to change without notice.

The Kroc Center is a smoke free campus. There is no designated smoking area on the premises.

The Salvation Army Kroc Center believes it is essential that all people exercise their right to express their human and cultural identities. Consistent with this belief, our programs promote healthy lifestyles and the preservation of human dignity by fostering the spirit of God's love for all of us. Our Kroc community will accomplish this without bigotry, hatred, prejudice or disrespect. We encourage you to acknowledge and embrace these values.

faith
family
fitness
fun

AQUATICS POLICIES

The Landmark Foundation Aquatics Center

• AQUATICS RULES & POLICIES •

Hours of operation at the pool may change daily. The slide or other center features may be closed during pool operation. Check at the front desk, fitness desk or aquatics desk for information. There are many reasons why some water features may have different and various operating hours, however, the safety of our members and guests is always our first concern. Members and guests are expected to follow all pool rules.

• POOL DRESS CODE & GUIDELINES •

Appropriate swimming attire is required (no street or workout clothes). All members are required to wear a family friendly swimsuit. All males are to wear swim trunks or triathlon shorts. No cut-offs, gym shorts, shorts with zippers or exposed underwear are allowed.

• POOL USE & AGE RESTRICTIONS •

One adult must be in the water within arm's reach, for every 3 children under the age of 10 at all times unless child is able to pass a swim test. Adult must be a parent or approved guardian at least 16 years old.

Ages 10-12 may be in the pool area without their parent or guardian so long as the parent or guardian is in the building.

Age 13 and up have complete pool access.

Towels are available at the Aquatics Desk for use at the pool. All towels are to be returned to a used towel receptacle.

Removing towels from Kroc premises is strictly prohibited.

All other pool rules will be prominently displayed in the Aquatics Center. The Lifeguarding staff has absolute authority over pool operations. Failure to follow all pool rules, or any specific direction from the Lifeguard staff, will subject any member or guest to be asked to immediately leave the aquatics area. Repeated violations of pool rules may result in revocation of all pool privileges or termination of Kroc Center membership.



FITNESS POLICIES

Fitness Center Rules & Guidelines

We believe in the wellness of the body and offer a variety of fitness classes and options for members of all fitness levels. Guidelines for the use of the fitness center, including the fitness floor, gymnasium and upstairs fitness facilities include:

Children under the age of 13 are not allowed on the fitness floor area or the upstairs fitness area (including the indoor track) unless there is a specific event or class being offered for that age group. An example would be children's dance class taught in Fitness Room 3.

Children under 13 should be accompanied by a parent or approved guardian, at least 16 years old, to use the Gym facilities during open gym time or other age specific scheduled activities.

Teens 13-16 years of age are required to complete our "Smart Start" fitness orientation before they can use the fitness floor or upstairs fitness area.

Ages 17 and up are granted full access to the fitness facilities.

• GYMNASIUM USE & AGE RESTRICTIONS •

All bags, clothing and personal belongings are prohibited in and around the fitness center and basketball courts and must be stored in a locker.

Members ranging from ages 0-9 years old must be accompanied by a parent/guardian. Members ranging from ages 10-12 years old must have a parent/guardian inside the facility at all times, and ages 13+ may enjoy the gymnasium free of supervision.

All users must wear appropriate clothing while using the Health and Wellness Center (shorts or sweats, shirts and non-marking sneakers must be worn at all times).

Boots, jeans, dress shoes, flip flops, etc. are not permitted. Offensive clothing is prohibited. Use of profanity is prohibited. Fighting and horseplay is prohibited.

Charging a cell phone in the gym is prohibited. Cell phone use while on the court is prohibited.

Except for capped water bottles, eating or drinking is prohibited. Non-traditional gymnasium equipment must be approved by the facility manager.

Courts in the gymnasium are prioritized for informal recreation activities (Basketball, Dodgeball, Pickle-ball, Volleyball, Soccer etc.)

Sports specific/personal training is prohibited unless contracted by The Salvation Army Kroc Center.

• OTHER •

Cell phone and camera use is strictly prohibited in the fitness areas and locker room facilities.

Fitness wipes are provided for wiping down each piece of equipment after every use. The use of anti-bacterial fitness wipes helps insure a clean and healthy fitness environment.

Towels are available for use in the fitness areas. Please check the fitness desk. All towels are to be returned to a used towel receptacle.

Please re-rack your weights after use. This will enhance the fitness experience for all members. The dropping of weights is STRICTLY PROHIBITED.

Appropriate athletic attire, including footwear, is required. Clothing bearing midriff is considered inappropriate attire.

Please allow other members to "work in" between sets.

All fitness classes are "first come, first served".

All personal belongings should be stored in a locker. Locker usage is for the duration of your stay within the facility. Locks are not provided, but can be purchased at the Front Desk.

Rock Wall Rules & Guidelines

• ROCK WALL RULES & POLICIES •

Indoor rock climbing involves certain inherent risks. It is the participant's responsibility to understand these risks and make the decision to participate. At The Kroc Center, all climbers must acknowledge these risks and take personal responsibility for their own safety. Parents are responsible for their children. No climbing with personal stereos, iPods, etc. No teaching or instruction except by Kroc Center staff.

• ROCK WALL DRESS CODE & GUIDELINES •

All equipment is provided. Outside harnesses must be commercial products designed for climbing. Rescue, tree and fire equipment is not permitted. Helmets must be worn at all times. Climbers may also use their own helmets. All helmets must be CE or UIAA approved for climbing. Non-climbing helmets, such as bicycle or skating helmets, are not permitted. Shoes must be worn. No barefoot climbing, open-toed sandals, hiking boots or hard soled shoes. Climbers must remove all jewelry, watches, keys, etc.

Your Kroc Fitness staff is ready and willing to support you in attaining your health and wellness goals. If you have specific questions or comments, please stop by the fitness desk and share them.

