

Membership FAQs

<i>What is the cost of membership and how do I join?.....</i>	<i>1</i>
<i>What is included in a membership?</i>	<i>2</i>
<i>What is the cost of a Day Pass and what is included?</i>	<i>2</i>
<i>What are the operation hours of the Center?</i>	<i>2</i>
<i>How do I cancel my membership?.....</i>	<i>3</i>
<i>How do I stop the automatic payment?</i>	<i>3</i>
<i>What activities do you have for young children?</i>	<i>3</i>
<i>My membership has expired, how can I renew it?</i>	<i>3</i>
<i>Can I register for classes online?</i>	<i>3</i>
<i>When does registration for classes begin?</i>	<i>3</i>
<i>What are the tour hours?</i>	<i>3</i>
<i>Can I pay for my membership on line/over phone?</i>	<i>4</i>
<i>I lost my membership key tag what is the cost to replace it?</i>	<i>4</i>
<i>How do I obtain a scholarship?</i>	<i>4</i>
<i>What are the hours of the Leisure (Waterpark) pool?</i>	<i>4</i>
<i>What is the temperature of the pools?</i>	<i>4</i>
<i>Do you have corporate memberships?</i>	<i>4</i>
<i>Are you a Silver & Fit or Silver Sneakers approved facility?.....</i>	<i>4</i>
<i>Can a Membership be placed on hold?.....</i>	<i>5</i>
<i>CODE OF CONDUCT.....</i>	<i>5</i>

What is the cost of membership and how do I join?

- Reference the membership rate chart under the Rate tab for plans and rates.
- Complete a Membership Application by downloading the Application or coming to the Center at the Welcome Desk. A valid government picture I.D. for all individuals over the age of 17 is required at the time of membership enrollment.
- All family members must reside in the same household to obtain a family membership plan. Verification of family status and residency is required. There is a maximum of 10 people and 4 adults per family membership.

- For Youth Memberships (ages 6-17), a parent or legal guardian must sign the membership application form. Children under the age of 12 must be accompanied by an adult at all times while in the Kroc Center.
- There aren't any membership plans for tots (ages 0-5), however tots can be brought into the center free of charge, as long as they are accompanied by an adult (18 years or older) at all times.

What is included in a membership?

- Leisure (Waterpark) & Competition Pool
- Aqua Fit Class (aerobic exercise)
- Teen Zone (12-18)
- Senior Center (62+)
- Cardio Fitness & Weight Center (15+)
- Majority of the Fitness Classes
- Indoor & Outdoor Track
- Fitness Equipment Orientation
- Open Basketball and Volleyball
- Discounted Classes
- 10% Facility Rental Discounts
- Free Child Care (Premium Family Plan)
- Free Line Dancing (Premium Senior Plan)
- Class Coupons (Premium Family-Adult-Senior Plans)
- 30 minute fitness assessment for adults (Premium Family - Adult-Senior Plans)
- Kaboom Playground

What is the cost of a Day Pass and what is included?

- Reference the rate chart under the Rate tab for Day Pass cost.

With a Day Pass you have access to:

- Waterpark & Competition Pool
- Cardio Fitness & Weight Center (15+)
- Indoor & Outdoor Track
- Open Basketball

What are the operation hours of the Center?

- Ages: 18+
- ✓ Monday - Friday: 5:30am - 10:00pm
- ✓ Saturday: 7:00am - 8:00pm
- ✓ Sunday: 9:00am - 5:00pm

- Ages: Under the age of 18 if not accompanied by an adult
- ✓ Monday – Friday: 5:30am – 9:00pm
- ✓ Saturday: 7:00am – 8:00pm
- ✓ Sunday: 9:00am – 5:00pm

- Additional Information
- ✓ Welcome Desk and Café Close one hour before Center closes.
- ✓ Aquatic Center closes 30 minutes before Center closes.
- ✓ Fitness and Gyms close 15 minutes before Center closes.

How do I cancel my membership?

- You must complete a Cancellation form at the Welcome Desk.

How do I stop the automatic payment?

- You must complete a Cancellation form at the Welcome Desk by the 10th of the current month, to ensure the change is effective in the following month.

What activities do you have for young children?

- Take a look at the program guide to see all the activities at the Center.

My membership has expired, how can I renew it?

- If it's been less than ninety (90) days since your membership expired, come to the Welcome Desk and make your monthly payment.
- If your membership lapse for (90) days or more, come to the Welcome Desk and make your monthly payment and the \$40 registration fee will be assessed to reopen the membership account.

Can I register for classes online?

- Currently this feature is not available. However we are looking to have this in the near future. Registration for classes is at the Welcome Desk.

When does registration for classes begin?

- Usually registration for classes begins two weeks before the class begins.

What are the four hours?

- Monday – Friday: 1pm – 5pm
- Saturday: 10am – Noon
- Tours are given on top of the hour, every hour, within the time frame above.

Can I pay for my membership on line/over phone?

- All transactions must be done in person at the Welcome Desk or you can enroll in the automatic payment plan.

I lost my membership key tag what is the cost to replace it?

- Come to the Welcome Desk and ask for a replacement tag. Replacement cost is \$5.00.

How do I obtain a scholarship?

- Come to the Welcome Desk and ask for a scholarship application or download it from our website. Completed request turned in by the 15th of the month will be reviewed and processed by the 15th of the following month. Applications received after the deadline will be review the 15th of the following month. Scholarships are awarded on a first come first serve basis–25 maximum per month, provided funds are available.

What are the hours of the Leisure (Waterpark) pool?

- Go to Programs → Aquatics to see the hours of the Leisure (Waterpark) pool. Also read the Center Code of Conduct & Policies regarding aquatics.

What is the temperature of the pools?

- Leisure (Waterpark): Average 94 degrees
- Competition: Average 81 degrees
- Spa: Average 102 degrees

Do you have corporate memberships?

- We have custom fit plans for your business and your employees. Contact the membership manager at 773-995-3317 for more information.

Are you a Silver & Fit or Silver Sneakers approved facility?

- Presently we are only a Silver & Fit facility. We are working to becoming a Silver Sneakers facility.

Can a Membership be placed on hold?

- A membership can be placed on hold for up to three months due to temporary relocation or medical reasons by completing a Change form at the Welcome Desk. Proper documentation for temporary relocation includes a letter from your employer, utility or tuition statement with new address. A letter from your physician stating the time frame of your inability to utilize the Center is required for medical holds.

Please read the Kroc Center Code of Conduct & Policies before visiting the Center.

Code of Conduct

In order to facilitate positive life 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 suspension and/or termination of membership privileges. Center personnel have the right to refuse service to anyone deemed disruptive or abusive. The Kroc Center reserves the right to conduct background checks on all members and day pass users.

1. Children under the age of 12 must be accompanied by an adult, at all times, while in the Kroc Center.
2. Fitness center age restrictions are as follows:
 - o Ages 15 and over may partake in use of free weights, machines, indoor track and classes without an adult.
 - o Ages 13-14 may use the indoor track and select machines and classes only when accompanied by an adult.
 - o ages under 13 are not permitted in the fitness area (Including indoor track) unless participating in a Kroc Center program or class.
3. Refrain from the use of foul language, abusive actions and inappropriate behavior.
4. Swimmers ages 11 and under must have an adult or guardian with them in the pool area.
5. Children ages 7 and under need to have an adult or guardian in the water with them at all times.
6. Appropriate swim attire required. Women should wear a 1-piece swimsuit. Otherwise, a plain white t-shirt is to be worn over your 2-piece swimsuit. Men must wear swim trunks.
7. Hats and other head wear are not to be worn by men while inside the building, unless for religious or medical reasons.
8. Lost membership cards must be reported and replaced within 30 days. There is a \$5 fee to replace a membership card.
9. Clothing, including shirt and shoes, must be worn at all times on the premises, except in the pool and sun deck area. Swimwear or wet clothing are not permitted outside of the aquatic area. Clothing with derogatory logos and/or messages on them is prohibited. Sagging pants and/or shorts are not permitted.

10. Bicycles, roller blades, skateboards, scooters or pets (excluding service animals) are not permitted inside the facility.
11. Smoking, alcohol and/or drugs are not allowed anywhere on the premises.
12. Weapons of any kind are not permitted on the premises. Violators will be prosecuted to the fullest extent of the law.
13. With exception to special dietary restrictions, outside food is not allowed at The Salvation Army Kroc Center.
14. The Kroc Center reserves the right to terminate membership or guest day passes of individuals who participate in immoral or illegal activity.
15. Members/Guests are expected to have their membership cards on their person at all times and to comply with all Kroc policies and guidelines.

CLASS AND PROGRAM CANCELLATIONS

Full payment is expected at the time of enrollment. A full credit or refund will be given, if a program is cancelled by Kroc Center Chicago. A class may be cancelled and removed from the schedule, if less than (5) people are registered for a class/program. If you request to cancel your class enrollment (5) five or more days prior to the first class, you will be eligible to receive a full credit or refund minus a \$5 processing fee or you may choose to transfer to another session/class, if available. Requests made less than (5) five days prior to the start date are not eligible for a refund or credit, except in the case of personal emergencies. No credit or proration will be issued for missed days of summer camp, class(es) due to illness, partial attendance, behavioral issues or any other reason.

MEMBERSHIP PLANS

All family members must reside in the same household and bring a current government issued picture ID, to obtain a Family Membership plan. Verification of family status and residency is required. If a recent change of address has occurred, the acceptable documents to bring along with your government issued picture ID include the following: a bank statement, car insurance, cell phone bill, tax return, utility bill, health insurance, or other business standard documents. The standard family membership plan covers up to five family members. Additional family members within the same household are \$10 each.

MONTHLY PAYMENTS/ 3 MONTH / ONE-TIME ANNUAL PAYMENT

Membership fees can be paid via cash, check, debit card or credit card. The monthly membership can be set-up as a recurring credit card payment or payment can be made in person every month, by the member, prior to the expiration date. Individuals who sign-up for Recurring payments, the Three-Month Plan, or the Annual Plan, will receive significant discounts on the membership fee. Reference the grid on page 7 for details. Pro-rated fees are due at the time of enrollment and will vary depending upon enrollment date. Any requested changes must be submitted prior to the 10th of the current month to be processed for the following month. Membership fee(s) and required \$40 registration fee are due at time of enrollment. **If your registration fee is waived as a result of a current marketing promotion, please note that you must retain membership status for 60 days or you are liable for the \$40 registration fee.**

MEMBERSHIP CHANGE/CANCELLATION POLICY

Membership fees are non-refundable. Changes or cancellations to a membership plan must be submitted in writing using a Membership Change/Cancellation Form located at the Welcome Desk. Submit the change/cancellation form(s) prior to the 10th of the current month, to ensure the change is effective in the following month. If a member cancels or if membership lapse for 60 days or more, the \$40 registration fee will be assessed to reopen the membership account. There is not a fee for cancellation.

If your registration fee is waived as a result of a current marketing promotion, please note that you must retain membership status for 60 days or you are liable for the \$40 registration fee.

CHANGES

If changes to membership plans occur after the 10th of the month, varied prorated amounts will apply. Please see the Welcome Desk for your pro-rated amount. Membership downgrades and removal of family members will be assessed a \$20 service charge.

MEMBERSHIP HOLD

A membership can be placed on hold for up to three months due to temporary relocation or medical reasons by completing a Change/Cancellation form. Proper documentation for temporary relocation includes a letter from your employer, utility or tuition statement with new address. A letter from your physician stating the time frame of your inability to utilize the Kroc Center is required for all medical holds.

INSUFFICIENT FUNDS POLICY

There is a \$35 charge for each insufficient funds transaction. This places your membership on hold until payment is received.

GROUP PERSONAL COACH POLICY

Public drop-in access is intended for inclusive recreational use; any external personal or group training/coaching is prohibited. Contact the rental department for specific group request.

EQUIPMENT

The Kroc Center provides free use of athletic equipment such as volleyballs and basketballs. A membership ID or Day Pass is required. Parents must check out equipment for children under 11. Please see the Gymnasium Office.

LOCKERS

Lockers are available for daily use only. Members and guests are responsible for supplying their own lock or may purchase a lock from the Welcome Desk. Please clear-out the locker daily, after use. Locks left on the lockers overnight will be cut and the contents discarded. The Salvation Army is not liable for lost or stolen property.

SAFE ENVIRONMENT POLICY

In order to promote a safe and secure environment, The Salvation Army Kroc Center has placed video cameras in numerous locations. A 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 a reasonable risk of harm to its patrons, staff, or visitors.

UNATTENDED CHILDREN POLICY

To ensure our children's safety, the Kroc Center policy requires that children 11 and under be accompanied by a parent or guardian at all times in the building or on our property. A guardian would be someone who is 16 years and older. If children are in the building or on property without a parent or guardian, the parent will be contacted and asked to come pick up their child(ren). The child(ren) will be placed in the Kid Zone or Adventure Zone, until the parent arrives. The parent will be charged the Kid Zone price per hour. If they are a member, their membership plan will also be flagged. If this occurs again, the membership will be suspended for 15 days. If policies are abused, The Salvation Army also reserves the right to contact DCFS. In efforts to comply with the City of Chicago curfew laws, we require all youth and teens who are unaccompanied by an adult, to leave the facility by 9:00pm.

LATE FEE POLICY

To ensure safety for children in programs, it is imperative that children are picked up from their classes and programs on time. If children are 11 and under, the parent or guardian must pick them up. A 5 minute grace period will be allowed. However, after 5 minutes, the parent will be contacted and charged \$5.00 every 5 minutes that they are late. The child will be placed in the Kid Zone or Adventure Zone until the parent arrives.