

# Addison-Penzak Jewish Community Center

New Member Handbook



Dear Members,

On behalf of the Board of Directors and Staff of the Addison-Penzak Jewish Community Center (APJCC) of Silicon Valley, I would like to say “thank you” for selecting our agency and the Levy Family Campus as your “home away from home.” Under the auspices of the Jewish community, the APJCC was created as a center for exploring all the positive things in life for the whole South Bay.

Yes, we have a primary mission to enhance opportunity for the Jewish community to experience its culture, express its identity and create Jewish memories. At the same time, this only creates a wonderful exposure for our non-Jewish members to seek a positive quality of life.

Our multi-cultural environment puts emphasis on the biblical passages identifying a peaceful world. We welcome all who appreciate this opportunity to learn from one another by sharing our own special backgrounds, spirituality and contributions to community with our new friends.

I hope you will take advantage of the excellent facilities that will make you healthy in mind and body, teach our children and create a safe and welcoming environment. I like to say that we provide excellence without attitude where everyone can feel valued and appreciated.

This Membership Manual is meant to inform each member of these opportunities as well as provide a guide to maximize everyone’s positive experience. The APJCC is always interested in how we can serve you better. You should always feel comfortable in sharing your ideas either through a Comment Card at the Service Desk or by speaking with a Membership Services Representative.

I hope that we will have a long history together and welcome you, once again, as a member of the APJCC of Silicon Valley.

B’Shalom (With Peace),

A handwritten signature in blue ink that reads "Hal Bordy". The signature is cursive and fluid.

Hal Bordy  
Executive Director

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Photos: Chip Curry

## MISSION STATEMENT

The Addison-Penzak Jewish Community Center of Silicon Valley (APJCC) is dedicated to the enrichment of Jewish life by providing for social, cultural, educational and recreational needs and to serve as the common meeting place for the entire Jewish and general community.



## HOURS OF OPERATION

### **Fitness Center\***

Monday-Friday 5:00am - 10:00pm

Saturday-Sunday 7:00am - 7:00pm

\*Pool closes 30 minutes before Fitness Center closes.

\*Gymnasium and work out rooms close 15 minutes before Fitness Center closes.

### **Administrative Offices**

Monday-Thursday 9:00am - 5:00pm

Friday 9:00am - 4:00pm

Saturday-Sunday Closed

### **Membership Office**

Monday-Thursday 9:00am - 8:00pm

Friday 9:00am - 5:00pm

Saturday 9:00am - 4:00pm

Sunday 11:00am - 5:00pm

### **Holidays**

We recognize Jewish and government holidays. In some cases this means reduced hours of operation or closure. Specific hours and/or closures are listed at the Service Desk. We have a reciprocal agreement with another fitness club during the days that we are closed.



## MEMBERSHIP

### Membership Types

The APJCC offers 2 membership types:

1. Center Membership
  - a. Use of state-of-the-art Fitness Center
  - b. Access to regularly scheduled group exercise classes
  - c. Use of Aquatics Center
  - d. Use of Tennis complex with a 4 lighted courts
  - e. Access to locker rooms, steam room, dry sauna, towel service
  - f. Membership rates on APJCC activities such as sports leagues, camps, and programs
  - g. Access to APJCC Preschool program (Family Membership Participants)
  - h. Special membership rates for other Fitness Center Services
2. Social Membership
  - a. Member rates on certain APJCC classes, events, trips and specialty clubs
  - b. Access to APJCC Preschool program with Family Membership
  - c. Free pool access on Sundays
  - d. Social Membership is partly tax-deductible. See the APJCC Membership Office for details.
3. Network Membership
  - a. This is a Center Membership that allows the member to enjoy member benefits (except participation in camp and preschool) at the APJCCs in Palo Alto, Foster City, San Francisco and Marin, as well as at the APJCC.

### Membership Cards

1. Membership cards must be carried at all times and be presented when entering the building, registering for programs, and paying for services. There are no exceptions.
2. Membership cards must be presented at the Service Desk and scanned before entering the Fitness Center. There are no exceptions.

3. Each APJCC member over the age of 13 will be issued a picture identification card.
4. Membership cards or locker keys must be displayed when members are on the Fitness Center floor so staff may provide security monitoring.
5. If you are participating in an activity on a drop-in basis, you will be required to show your membership card and receipt of payment to the instructor.

### **Lost Cards**

There is a \$10 replacement fee for lost or stolen cards. Members must report lost or stolen cards immediately to the Service Desk. Members will be allowed two weeks to find their lost card before purchasing a replacement card.

### **Dues**

APJCC will provide members 30 days notice of dues increase. Dues increases are typically on an annual basis and are a result of the increased cost of doing business. Generally dues do not increase within the first 12 months of your membership.

### **Rates**

Program rates are available on line at [www.svjcc.org](http://www.svjcc.org) or at our Service Desk.

### **Registration Fees**

As long as a member adheres to the membership rules and regulations and keeps his/her membership current there are no recurring registration fees.

### **Renewal**

1. Center Membership is paid monthly and not subject to an annual renewal.
2. Social Memberships are annual based with a renewal request mailed out in affiliation with the unique start date of each membership.

### **Membership Status Change**

In accordance with the Membership Agreement, any change to membership must be communicated in writing.

Contact the Service Desk in person to complete a Membership Status Change Form to authorize changes relating to or submit a request through our website [www.svjcc.org](http://www.svjcc.org). Select membership and membership services or merely email [membershipservices@svjcc.org](mailto:membershipservices@svjcc.org) to request attention to these needs:

1. Address, telephone or email updates
2. Freeze request (see Freeze/Hold section for policy)
3. Initial payment authorization for EFT update

4. Change in Membership type involving and upgrade, downgrade, sub member additions or deletions. Such requests must be initiated by the main active member on the account
5. Cancellation (see Membership Cancellation section for policy)
6. Change authorization signature

### **Membership Cancellation**

Cancellation of membership must be received in writing. Members must provide 30 days notice. Please refer to your membership agreement for a comprehensive description of our membership cancellation policy or contact your Membership Service Representative for additional information.

### **Loss of Privileges**

The APJCC reserves the right to cancel membership and/or terminate program participation without refund for any reason including, but not limited to, the following:

1. Damage or destruction of APJCC property
2. Theft
3. Failure to follow proper safety precaution and practices
4. Inappropriate behavior
5. Fighting
6. Harassment of other participants, members or staff
7. Physical or verbal abuse, or use of profanity
8. Failure to pay membership fees
9. Failure to follow policies set by the APJCC
10. Use of illegal substances on the premises or alcohol outside of approved areas or events.

### **Payment Methods**

1. EFT (Electronic Funds Transfers) is an electronic, automatic monthly method of payment and is the preferred payment method.
2. A checking account, Visa or MasterCard is accepted for EFT payment.
3. EFT drafts will be conducted on the 1<sup>st</sup> or 2<sup>nd</sup> of each month for the same month's membership dues.

### **Late or Returned Item Charges**

A late fee (service charge) will be assessed for returned checks, insufficient funds, closed accounts, frozen or declined credit cards or any similar circumstance, which results in late or delayed payment to the APJCC. Refer to Section 3 of the Membership Agreement for details.

## **Older Adult Membership**

Individuals must be 65 years of age or older to be eligible for older adult membership. If you turn 65 while holding an active membership, please request an adjusted rate in writing. Contact the Membership Service Representative or in person at the Service Desk to complete a Membership Status Change Form.

## **Teenage Members**

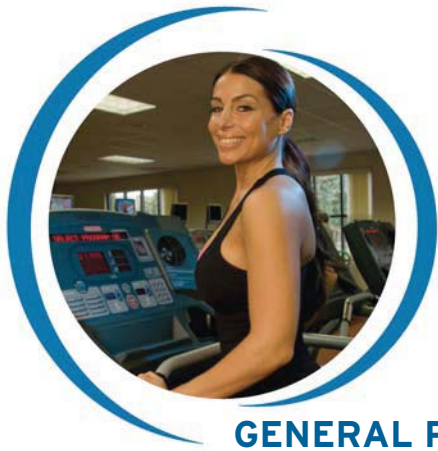
1. Teens over the age of 13, who are part of any family membership, may come to the APJCC alone when they are registered in adult supervised programs.
2. Teens 13-17 who are part of a Center Membership can come to the Fitness Center on their own once they complete a fitness orientation.
3. Teens 13-17 who become Young Adult members must have parent/legal guardian signature approval as well. Billing will be directed to their parent/legal guardian.

## **Child Members**

Children under 18 months of age do not need a membership. However, they must pay the child/wristband fee to access the pool. Once the child turns 18 months of age, he/she must be added to the Family Membership.

## **Membership Freeze/Hold**

1. As per the Membership Agreement Section 5 you may request a freeze for up to 3 months within a 12 month period.
2. Medical freezes require a doctor's note and no fee is charged. You must provide a doctor's note to freeze and to reactivate your membership.
3. Non-medical freezes are charged a one time administrative fee of \$40 per freeze occurrence.
4. Contact [membership@svjcc.org](mailto:membership@svjcc.org) or in-person at the Service Desk to complete a Membership Status Change Form to request a Freeze on your account.



## GENERAL POLICIES

### Gift Cards

Gift cards can be purchased for any monetary amount above \$30. They may be redeemed for merchandise or services at the APJCC. Purchases will be deducted from the card until the value reaches zero. The card cannot be exchanged for cash and will not be replaced if lost or stolen. Issuance or use of this card constitutes acceptance for the above terms and club rules.

1. Restriction: Not valid at the APJCC Café.
2. Designated for APJCC services and programs.
3. Non-members may only redeem Gift Card for fitness center services by signing in as a guest and paying the non-member rates.

### Guests

1. Members may purchase Daily Guest Passes to the Fitness Center at the Service Desk.
  - a. Member must accompany a guest or purchase the passes in advance to receive member rates on passes.
  - b. A pass allows for re-entry on the same day the pass is issued.
  - c. All guests must sign a liability waiver agreement each and every time s/he uses the Fitness Center.
  - d. Photo identification is required.
2. Week Long Guest Passes for out of town guests are offered through active member accounts.
  - a. Weekly Family Guest Pass - 7 consecutive days.
    - i. Access equivalent to Family Fitness Center membership
    - ii. One household per pass
  - b. Weekly Individual Guest Pass for out of town guests.
    - i. Access equivalent to single membership
3. Non-members may use the APJCC fitness center by purchasing a guest pass or bringing in a first time promotion offer and completing a liability waiver agreement.

4. Social Member Guest Passes
  - a. Member may purchase passes to access the Fitness or Aquatics Center for daily use.
5. Non-member pricing for Fitness fee-based programs and ancillary services includes a day use fee to access the facility. Re-entry is not allowed.
6. Day use passes are not included in non-member pricing for adult and youth enrichment programs.

### **Non-Discrimination Policy**

The APJCC is an equal opportunity agency, and does not discriminate based on religion, ethnic origin, age, gender, disability or sexual orientation. The APJCC does not tolerate any type of harassment - physical, verbal, sexual, etc. - of our members, guests, or employees. The APJCC reserves the right to deny access to the facility and its programs to those who refuse to abide by its policies.

### **Accessibility**

The APJCC is open to persons of all ages with disability or special need. We will work to accommodate any individual need that reaches beyond our ADA compliance. If you need special assistance in order to attend or participate in a program, please contact the program director. You are welcome to bring an assistant with you while you are accessing our programs and services, with prior consent. Caregivers may be added for free to your membership **without** privilege to use the facility. For security purposes, they must be listed on the Membership Agreement.

### **Children**

Children under 13 must be supervised by an adult or be registered in a program while using the facilities. Certain restrictions apply. See Children Under Age 18 section of this handbook for more details.

### **Check-in Procedures**

1. All members must present their APJCC membership card at the Security Desk and Service Desk.
2. A parent or adult in the same household holding or 3<sup>rd</sup> party care-giver carrying a valid membership card must check-in children under 13 years of age.

### **Insurance**

It is the responsibility of every individual, or his/her parents or legal guardian, to provide accident and health coverage while participating in all APJCC activities. The APJCC does not provide any accident or health coverage for its members or guests.

### **Lost or Stolen Items**

The APJCC is not responsible for lost or stolen items. We will attempt to hold found items. The Lost & Found storage will be emptied and donated to charity monthly.

## **Messages**

We are unable to take messages for members or to page members. In the event of an emergency, we will attempt to locate you so please be sure you always check-in at the Service Desk.

## **Food Guidelines**

1. Member Food Rules
  - a. External dairy and parve (non-meat products) may be brought to the poolside for consumption in designated areas.
  - b. Kosher meat products from the Café or APJCC designated events may be brought into the pool area.
2. Rentals/Catered Events
  - a. The Kitchen adjacent to the Auditorium allows for kosher meat and kosher dairy preparation.
  - b. The Kitchen can only be used by approved caterers.
  - c. No pork or shellfish is to be served anywhere on the Campus.
  - d. Food service for rooms rented by non-campus agencies is allowed with the following guidelines:
    - i. Prepared food may be provided by either the onsite Café or an approved caterer from our list of vendors (allowing onsite kitchen use), brought in by the renter or provided by an outside caterer (using their own equipment).
    - ii. Conservative and Orthodox Kosher levels from CRAGSJ and Va'ad can be accommodated with special arrangements through the catering service.
    - iii. There is no access to any kitchen facility or catering supplies by a renter. All necessary items must be brought in or arranged as part of the rental program.
    - iv. Ice and water are available in the Green Room.
3. Café
  - a. The Café is Kosher for Dairy products.
  - b. No outside food may be brought into the Café.

## **Parking**

Free parking is available on the Gloria & Ken Levy Family Campus. A designated zone is reserved for the APJCC Preschool and Yavneh Day School drop off and pick up. The APJCC and other agencies of the Levy Family Campus are not responsible for lost or stolen belongings left in vehicles.

## **Pets**

There are no pets allowed on the APJCC premises except for Seeing Eye dogs or other trained service animals.

## **Photography**

Throughout the year, photographs are taken during various activities for publication and APJCC programs. The APJCC reserves the right to use all photographs, for either print or online materials, anonymously and without compensation, unless prior written notification is received. Members, guests and visitors are not permitted to take photographs without advance written consent.

## **Policy Revision**

The APJCC will review and revise policies as it deems necessary and under its sole discretion.

## **Privacy Policy**

The APJCC is committed to respecting your privacy and recognizes your need for appropriate protection and management of any personal information you share with us.

## **Reciprocity**

We will extend membership privileges for us to two (2) weeks for the Fitness Center to our of town members (defined as 50+ mile radius from APJCC) who present a current/valid APJCC membership card. This policy applies to Fitness Center use only. A list of affiliated APJCC Association members can be found through our website; [www.svjcc.org](http://www.svjcc.org). Select membership and membership services.

## **Safety**

1. Our goal is to provide our members and guests with a safe and secure environment. APJCC staff is trained to follow emergency procedures. In the event of a fire alarm or bomb scare, the building must be evacuated to the rear of the building, towards the fields and pool. Your cooperation is necessary and appreciated.
2. Please do not hesitate to ask for safety information if you have any questions concerning your health, use of equipment or facilities issues. Your questions and concerns will be addressed to the appropriate APJCC staff members.
3. Any change in your health status should be reported to the Service Desk or Fitness Desk to ensure that we provide you with an appropriate medical response.
4. If you are involved in a critical incident or witness an injury, contact a APJCC staff member for immediate medical assistance. The APJCC is not responsible for the cost of ambulance services should it be necessary to call on your behalf.

5. If you are involved in a non-critical incident that results in an injury to someone else, or witness an injury, please report it immediately to a APJCC staff member.
6. The APJCC reserves the right to check personal belongings at the door and exclude or remove any person from the premises, or its programs, for any violation of our rules and regulations or for jeopardizing the safety and well-being of others.

**Solicitation**

Selling of external goods or services is not permitted at the APJCC.

**Smoking**

The Gloria and Ken Levy Family Campus is a smoke free environment. Smoking is not permitted within 20 feet of the building entrances.

**Suggestions**

We welcome member feedback. Forms are available at the Service Desk and Fitness Desk. We encourage you to leave your name and phone number so we may respond to you personally.



## WELLNESS CENTER

Membership cards or locker keys must be displayed when members are in the Fitness Center areas so staff may provide security monitoring.

### **Childcare Services at the Wellness Center**

1. We offer Childcare services for members and guests while they use the facilities during hours of operation.
2. Center members receive priority use of Childcare services allowing a reservation 48 hours in advance.
3. Service is provided for children 6-weeks to 12 years old.
4. A member may not leave the campus while they have a child in the Childcare service.
5. At the time of sign-in, it will be required to indicate where you will be in the facility so you can be located for special needs of the child.
6. Additional regulations will be posted in the Fitness Center and Childcare area.

### **Cardiovascular and Strength Training Rooms (Fitness A & Fitness B)**

1. The APJCC Fitness Center is an adult (13 years and older) workout room for cardiovascular exercise and strength training.
2. Children 13-17 years of age must complete a APJCC Fitness Center Health Fitness Orientation before using equipment.
3. It is recommended you complete an orientation with a APJCC Certified Personal Trainer before beginning a cardiovascular and/or strength training program.
4. The maximum time allowed on each cardio machine, when others are waiting, is 30 minutes.
5. No weights (including hand or ankle) are allowed on the cardiovascular equipment.
6. No phone usage in the Fitness Center (locker rooms, group fitness and Pilates studios, fitness rooms). This includes sending and receiving calls, text messages, and email messages, checking text, voice and email messages. Phones may be used in the lobby and hallway areas.

7. No gum, food or glass bottles are allowed in the Fitness Center. Drinks in sports bottles with lids are allowed.
8. Proper exercise attire and footwear is required. No open toe and heel shoes, no denim jeans, no street shoes/boots. Shirts must be worn. Family friendly workout attire is required.
9. Headsets or earphones must be worn in order to listen to audio equipment. These are not provided but are available for sale at the Service Desk.
10. Personal items, such as gym bags, are not allowed on the Fitness Center floor. The APJCC is not responsible for forgotten, lost or stolen items. Personal items must be secured in the locker room.
11. Please wipe down cardiovascular and strength training machines when finished.
12. Report all injuries to the APJCC Fitness staff.
13. If you have any questions, please see a staff member for assistance.
14. The APJCC Fitness Staff on duty are responsible enforcing rules for the safety of all members and guests.

### **Free Weight Area**

1. Due to risk of injury, it is recommended you use a spotter when training with free weights.
2. Members must use collars at all times when doing exercises that add plates to the equipment.
3. Replace all dumbbells, plates and bars on the appropriate racks when finished.
4. Complete one free weight exercise at a time.
5. Please be respectful of others training in the free weight area.
6. Please use sanitary wipes to wipe down machines and benches when you are finished.
7. Please share the mirrors and try not to block others' view of their form.
8. Allow others to work-in (alternate) on benches and other strength machines and equipment.
9. For your safety, please do not use a stability ball against the glass mirrors or windows.

### **Group Fitness**

The APJCC Group Fitness classes are free, unless noted, for Center members who are 13 years of age and older.

1. Do not enter any Group Fitness class beyond 10 minutes after the start time.
2. If you plan to leave early, please choose a spot close to the exit door. Leave the class quietly. Make sure you have reduced intensity gradually and stretch muscles while still warm.

3. Always warm up with 5-10 minutes of cardiovascular exercise prior to stretching or strength training.
4. Follow the directions of your instructor. If you do not follow what the rest of the class has been instructed to do, it is difficult for the instructor to monitor your safety and reduce your risk of injury. This is their top priority and responsibility above providing a fun, convenient and effective workout.
5. Street shoes and open-toed or heeled shoes are not permitted. Please wear shoes free of dirt and debris. Cycling shoes with cleats must not be worn on the floors.
6. No food, gum or drink allowed, with the exception of water in plastic sports bottles with lids.
7. You are required to bring your own Yoga mat to Yoga and Pilates Mat classes. Yoga mats are available for rent at the Service Desk for first-time users only.
8. Return used towels, bottles and trash to the appropriate receptacles. Wipe down spinning bikes after use. Return equipment to the appropriate storage areas after use.

### **Lockers**

1. Lockers are available to Center member for day use only or may be rented for a low monthly fee.
2. Membership cards are used to access Fitness Center lockers.
3. Please ensure you have secured your locker at all times. The APJCC is not responsible for unattended valuables.
4. Take any personal items from day use lockers when leaving. Any items left in lockers will be removed each night. There is a fee of \$25 for overnight locker usage.
5. Children age 5 and over are not permitted in opposite gender locker rooms.

### **Massage and Spa Guidelines**

1. Please call 408.357.7429 to schedule a spa service.
2. We suggest you arrive at the service desk 15-20 minutes prior to your appointment time. When you arrive, you can get your robe, take a hot shower, sauna or steam and settle in. Should you check in late, your appointment will still conclude at its scheduled time.
3. If you need to change or cancel your appointment, we require at least 24 hours notice. Any appointments cancelled or changed with less than 24 hours notice will be charged to your account on file.
4. Your needs are important to us. Upon booking your appointment, please inform us of any request, special need, medical condition, pregnancy or injury. Communication with your therapist ensures the best possible experience.
5. Non-members of the APJCC must purchase a day -use pass to take advantage of spa services.

6. Respect for your privacy and comfort is important to us. Wearing undergarments or shorts is optional, but not required. Excluding the area being treated, you will be fully draped during the time with your therapist. Robes are always provided for your convenience.
7. In appreciation of exceptional service, gratuities may be given to the staff at your discretion. An amount of 15% is customary.
8. Anyone under the age of 18 must be accompanied by a parent during the duration of the service provided.

### **Strollers**

Strollers are not permitted in the locker rooms or Childcare areas. Please store strollers outside of those areas if you are using the designated facilities.

### **Phones and Cameras**

Phones and cameras are prohibited in the Fitness Center (including locker rooms, group fitness studios, etc.). Phones may be used in the lobby and hallway areas.

### **Service Cancellation**

All fitness center services (such as massage therapy and personal training) require cancellation 24 hours in advance of the scheduled service. If we do not receive 24 hours notice, the price for the session is lost at the responsibility of the participant.



## AQUATICS

1. Parents and guardians are responsible for supervising their children. Babies may not be left in stroller or car seats on deck unattended.
2. Lifeguards are on duty to enforce rules and to respond in case of emergencies. Lifeguards have the authority to stop any activity that is deemed unsafe. The Manager or Aquatics Lead may enforce any non-written rule as deemed necessary.
3. In compliance with California State Law, a shower is recommended before entering either pool.
4. Walk on the pool deck at all times.
5. Diving is not permitted. Enter the pool feet first only.
6. No smoking, alcohol, tobacco products, gum, pets, or glass on the pool deck. All food must be kept in the marked designated eating areas and out of the pool.
7. Swimmers with hair longer than shoulder length must tie back their hair with a hair-tie or wear a cap.
8. Members with a cold, virus, communicable disease, open sores, ear or nasal discharge are not allowed in the pool. Please remove all band-aids before entering the water.
9. Do not go over the lane lines, rope or other dividers. Do not hang on ladders or hand rails.
10. Inappropriate behavior or language will not be permitted. Examples include but are not limited to: being on the shoulders of another swimmer, throwing others into the pool, excessive splashing, excessive displays of affection, swearing, obscenities, inappropriate topics for a family environment, etc.
11. Lifejackets may be used if they are Coast Guard approved. No inflatable floatation devices will be approved. Pool Buoys and Kickboards are only permitted in the lap lane area.
12. During our busy season, we require all swimmers to wear an access wristband in order to enter the pool. These wristbands can only be acquired at the Service Desk when you check-in and may require a guest pass fee, depending on your type of Membership and Program enrollment.

### **Lap Swimming Etiquette**

1. Lap swimmers must be able to swim 4 continuous laps (at any pace), without resting or stopping.
2. Lanes are divided by swimming speed. Circle swimming is necessary when 3 or more members are lap swimming. Please swim counter-clockwise and as far to the right as possible.
3. Speak with all swimmers in your lane prior to entering. Always enter the pool feet first. Lifeguards may ask you to move over to another lane to ensure safety.
4. To pass another swimmer, lightly tap the swimmer's foot once and pass at the wall, never in the middle of the pool. Please allow faster swimmers to pass.
5. If you are stopping or resting on the wall, stay to the right side of the lane to stay away from the swimmers coming in. Stopping in the middle of the pool should be avoided. If the lane is crowded and one person stops, all will have to stop. Be aware of the swimmers around you.

### **Wading Pool**

1. Use of the wading pool is limited to children UNDER 7 years old or those who cannot swim.
2. Lifeguards are NOT on duty at the Wading Pool. Parents and guardians are fully responsible for the supervision of children and must be within arm's reach when using the wading pool. Although the Lifeguards are on duty in the general area, they cannot give constant and careful supervision that the youngsters need.
3. No jumping of any kind in the Wading Pool.



## **WELLNESS CENTER POLICIES & GUIDELINES FOR CHILDREN UNDER AGE 18**

### **Fitness Center - Fitness Room A & Fitness Room B**

1. Children under the age of 13 years are not permitted, unless they are at least 10 years of age and working with an APJCC Personal Trainer or have completed the Youth Fitness Program.
2. Children must have an emergency contact listed on their membership.
3. Youth between 13 and 18 years who have not completed the Youth Fitness Program, must be accompanied by a parent/guardian.
4. Youth between 13 and 18 years must complete an Orientation with a Personal Trainer.
5. All other rules apply.

### **Group Fitness - Studio A & Studio B**

1. Children under the age of 13 years are not permitted, unless they are at least 10 years of age and have completed the Youth Group Fitness Class Program. Upon completion of this class they may participate in Group Fitness classes when accompanied by a parent or guardian, with the exception of Aquatics Group Fitness classes.
2. Children must be 13 years of age and at least 5'0" tall to attend Aquatics Group Fitness classes.
3. All other rules apply.

### **Pilates Reformer - Studio B & Studio C**

1. Children must be at least 10 years of age and must be tall enough to fit on the reformer machine.
2. Children must be working with an APJCC Pilates Reformer Instructor.
3. All other rules apply.

### **Massage**

Anyone under the age of 18 years must be accompanied by a parent during the duration of the service provided.

## **Aquatics**

### *UNDER 4 Years of Age*

Reusable or plastic swim diapers are required. All diaper and garment changing must be done in the privacy of the locker rooms.

### *UNDER 7 Years of Age*

Must have a parent/guardian in the water within arm's reach or is able to Pass Level 1 or 2 Swim Test. \*Parent/Guardian must remain on the pool deck.

### *7-15 Years of Age*

Must have a parent/guardian on the pool deck or is able to Pass Level 3 Swim Test. \*Parent/Guardian must Remain on the Levy Family Campus.

## **Deep End/Lap Area**

ALL children under the age of 13 years must Pass Level 2 Swim Test to use deep end/lap area without Parent/Guardian.

\*Parent/Guardian must remain on the pool deck.

### *UNDER 16 Years of Age*

Must have a parent/guardian on the Levy Family Campus.

## **Swim Tests**

Swim Tests are available for swimmers who fall under these age restrictions. Swim Tests must be retaken each month. A Lifeguard must supervise the swim test. The appropriate wristband will be given to show swimmer's ability.

### *Level I*

Be able to swim Freestyle Stroke for 25yds. Allowed one stop. Swimmers who pass this test will receive a Red wristband and are allowed to swim in the shallow end without an adult in the water. Adult is required to be on pool deck.

### *Level II*

Be able to swim Freestyle Stroke for 50yds non-stop. Swimmers who pass this test will receive a Black wristband and are allowed to swim in deep end/ lap area without an adult in the water. Adult is required to be on pool deck.

### *Level III*

Be able to swim 100yds non-stop (Freestyle, Backstroke, Breaststroke or Butterfly). Swimmers who pass this test will receive a White wristband and are allowed to swim in the shallow or deep end of the pool without an adult in the water or on the deck. Adults are required to be on the Levy Family Campus.



## GYMNASIUM

1. The APJCC Supervisor Staff on duty are in charge and should be made aware of any problems or concerns.
2. Posted Gym schedule must be adhered to at all times unless changed by the APJCC Supervisory Staff on duty.
3. Gym schedule may be changed at any time without prior notice.
4. No food or drink is permitted in the gym.
5. The APJCC Supervisory Staff will have available basketballs which may be checked-out at the Service Desk.
6. The APJCC Supervisory Staff on duty will disburse equipment. Members are not permitted to enter the storage areas.
7. The gym may be closed during times when the center is open, but usage is low. If the lights are out in the gym, it is closed and members may not enter.
8. All open court times are for basketball to be played on small courts, not on full court.
9. See posted rules for all pick-up basketball games in the gym. The APJCC Supervisory Staff will settle any disagreements, which are not settled by reviewing the rules.
10. During times of gym rentals, members are not permitted to enter the designated areas of that rental.
11. The Service Desk manages all reservations and can inform members of designated areas and times for programs.
12. After using a basketball it is the responsibility of the member to return it to the storage rack.
13. During league play that extends past center hours, the gyms are closed to all members not participating in the league.
14. Anyone demonstrating reckless play or behavior including, but not limited to, excessive fouling, cursing, fighting, kicking balls, throwing balls, destroying property, and any behavior that may prove harmful to the center, its staff, or members, will be asked to leave the center immediately.
15. Everyone is required to wear a shirt at all times.
16. Sneakers must be worn at all times. Dress shoes or black-soled shoes, without a non-marking outsole, are not permitted.

17. Full court basketball games are permitted for ages 18 and over.



## PRESCHOOL

### **General**

Preschool families must have a Family Membership and can elect either Center Membership or Community Membership. No additional discounts are applicable.

### **Preschool Refund/Cancellation Policy**

The application fee is always non-refundable. Deposits are non-refundable unless a family withdraws and submits written notice at least 30 days before school starts.

Deposits are applied to the last tuition payment - for most families that is June. If a family leaves before the end of the school year, and submits written notice at least 30 days before departure, the deposit applies to whatever month is the last.



## PROGRAMS AND CLASSES

### Program Guidelines

1. Center Membership enables member rate discounts on enrichment programs, classes, and events.
2. Social Membership enables member rate discounts on many enrichment programs, classes and events.
3. Programs are limited to the appropriate size to provide maximum benefit to all participants.
4. Fitness Center classes may require registration in advance. Please consult the Fitness Center schedule to confirm class details, or work directly with the Fitness Center staff for class details.
5. To receive member rates your membership must be valid throughout the time period the program is offered.
6. Program fees must be paid in full at the time of registration unless specifically stated otherwise.
7. For non-members, program fees include admission to the facility for the participant on program days and times only. Program fees for children do not include parental use of the facility. Please ensure that you bring your non-member program registration receipt for admission into the facility.

### Program Refund Policy

The APJCC reserves the right to cancel any program due to insufficient registration. If a program is cancelled before the start date, a 100% refund will be given.

### Group Classes and Programs

1. For cancellations made 14 days prior to the start of the course, a refund may be issued less 10% of the original purchase price. However if the cancellation affects our ability to hold the class, the refund will not be issued until the spot is filled by a new participant.
2. For cancellations due to illness or physical limitation, a physician's letter is required. Depending on the severity of the illness or physical limitation, and according to the physician's letter; 1) the expiration date may be extended, 2) the remaining program fees may be transferred to another program within the

department, or 3) a refund may be issued. This decision is the discretion of the Program Director.

3. No refund or transfer will be issued for not showing up to a class.

### **Individual Classes and Programs**

1. For cancellations made within 14 days of the original date of purchase, a refund will be issued less 15% of the original purchase price.
2. For cancellations due to illness or physical limitation, a physician's letter is required. Depending on the severity of the illness or physical limitation, and according to the physician's letter; 1) the expiration date may be extended, 2) the remaining program fees may be transferred to another program within the department, or 3) a refund may be issued. This decision is the discretion of the Program Director.
3. No refund or transfer will be issued for not showing up to a class.

### **Camp**

Refunds of camp fees for any session will be granted, less deposit, only if the APJCC is notified in writing of withdrawal prior to the date specified in the camp brochure. Notification of withdrawal after the date specified in the camp brochure will result in a LOSS OF ALL FEES PAID.

### **How to Register for Programs**

1. In Person at the service Desk. Please bring your Visa, Mastercard, cash or check and APJCC Membership card.
2. By Mail via a completed registration form accompanied by payment of Visa, Mastercard or check.
3. By Fax via a completed registration form accompanied by payment of Visa or Mastercard.
4. Our online registration form may be filled out and emailed in through our website [www.svjcc.org](http://www.svjcc.org)
5. If you expect to register for a program on the day of the event or a program series the first day of class, please arrive a minimum of one half hour early to complete your registration and payment prior to class start.

Please make checks payable to Addison-Penzak JCC or APJCC. Write your program number and member number on the check.

### **Waiting List**

Register early to avoid disappointment in case the class fills. If the course you are interested in is full, please request to be put on the waiting list. Additional courses are offered dependent on sufficient interest and facility availability. Waiting lists will be taken for the formation of new classes but are not a guarantee of confirmed registration for the program. You will be contacted if a space becomes available.

## **CHANGE IN FEES, SCHEDULES, POLICIES & HOURS OF OPERATION**

Programs, schedules, policies and hours of operation are subject to change without prior notice. Notice will be given 30 days in advance of any membership fee increase. The APJCC reserves the right to amend policies as deemed necessary.

## **VOLUNTEERISM**

We welcome volunteers who wish to provide service hours to support our programs. Volunteers are always needed in the area of administrative and clerical support, hospitality, youth and teen programs, special events, sports and recreation and adult programs. For more information on volunteering, contact Membership Services.

## **OTHER WAYS TO GIVE**

The APJCC provides its members and the community a variety of opportunities to provide financial support.

1. Donate to Operating Funds
2. Make a Capital Campaign Gift
3. Send a Tribute Card
4. Dedicate to the APJCC Tree of Life
5. Subscribe to a Sustaining Membership
6. Donate to any of our other "Fund Raising" events
7. Donate to a special fund, i.e. Community Theater, Special Needs, or APJCC Youth Macabbi.

For more details on any of these opportunities or if you wish to donate in some other way please call the APJCC at 408.358.3636.

Thank you for your consideration and support.

## PHONE NUMBERS

Aquatic Center	357.7423
Camp	357.7416
Childcare	357.7422
Company Directory by Last Name	358.3636 x 1
Dance Academy	357.7534
Health & Fitness Desk	357.7419
Hospitality & Rentals	357.7402
APJCC Main Directory	358.3636
APJCC Main Fax Line	358.7311
Jewish Life & Learning	357.7413
Membership Sales	356.4973 membership@svjcc.org
Membership Services Manager	357.7494 membershipservices@svjcc.org
Preschool	357-7417
Lobby Service Desk	357.7429
Seniors	357.7488
Soccer	357.7346
Sports & Recreation	357.7447
Teens	357.7497
Tennis	357.7486
Volunteer Services	357.7499
Youth	357.7447
<b>CAMPUS AGENCIES</b>	
Jewish Federation of Silicon Valley	358.3033
Jewish Family Services of Silicon Valley	556.0600
Yavneh Day School	984.6700