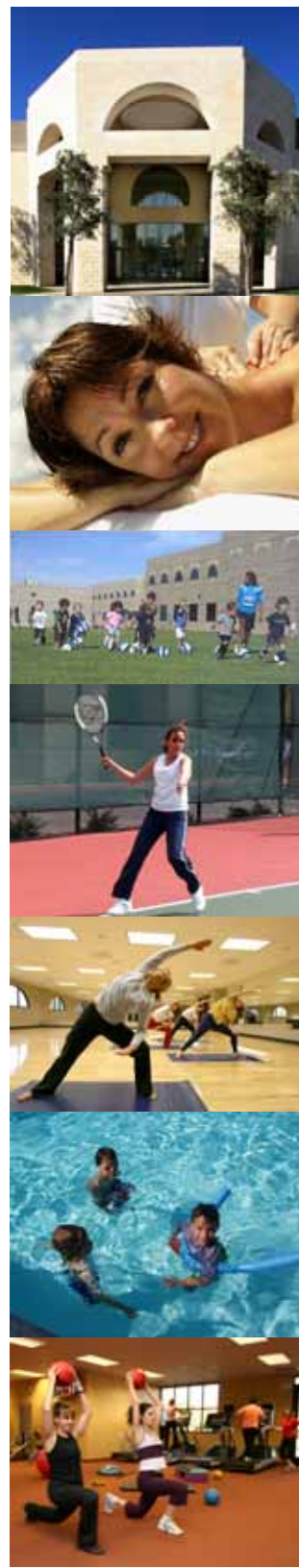


## Phone Numbers

JCC Main Directory	358.3636
Company Directory by Last Name	358.3636 x 1
JCC Main Fax Line	358.7311
Service Desk	358.3636 x 0
Membership Service Representatives	357.7494 membershipservices@svjcc.org
Health & Fitness Desk	358.3636
Membership Sales	356.4973 membership@svjcc.org
Tennis	357.7486
Sports & Recreation	357.7447
Preschool	358.5939
Volunteer Services	357.7404
Campus Agencies	
Jewish Federation of Silicon Valley	358.3033
Jewish Family Services of Silicon Valley	556.0600
Yavneh Day School	984.6700



# *New Member Handbook*



Levy Family Campus  
14855 Oka Road Suite 201  
Los Gatos, CA 95032

## **SCHOLARSHIPS**

The JCC strives to make membership and programs accessible to all. Limited financial assistance will be provided based upon individual need and the availability of funds. A confidential Scholarship Application can be completed. To receive this form, contact the Membership Services Manager.

## **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 Volunteer Services.

## **OTHER WAYS TO GIVE**

The JCC 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 JCC Tree of Life**
5. **Subscribe to a Sustaining Membership**
6. **Donate to the any of our other "FunRaising" events.**

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

Thank you for your consideration and support.

### Individual Classes

Request for refund must be made 5 working days prior to the class or event. A processing fee of \$15 will be deducted from the refund.

### Camp

Registration fees are non-refundable, except for medical reasons. A letter from a physician may be required. Individuals who have applied for scholarship and not received it will be refunded their camp registration fees. If scholarships are offered, no refunds will be distributed.

### How to Register for Programs

1. **In Person** at the Service Desk. Please bring your VISA, Mastercard, cash or check.
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 the Addison-Penzak Jewish Community Center or APJCC. Write your program number and member number on the check.

### Waiting List

Register early to avoid disappointment in case the class is full. 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 in advance of any membership fee increase. The JCC reserves the right to amend policies as deemed necessary.

Dear Members,

On behalf of the Board of Trustees and Staff of the Addison-Penzak Jewish Community Center 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 opportunities for the Jewish community to experience their culture, express their 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 and 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 Front 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 Addison-Penzak Jewish Community Center of Silicon Valley.

B'Shalom (*With Peace*),



Hal Bordy  
Executive Director

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- maximum benefit to all participants.
4. Fitness Center classes may require advanced sign-up. 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 JCC 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.

### If Your Child's Class is Cancelled

Classes must have a minimum number of participants in order to run. If a class does not meet its minimum enrollment, the class may be cancelled. Following is the policy that the JCC will follow if a class offered by the Early Childhood Education, Youth, or Teen departments is cancelled.

1. Two weeks before the class starts, if the class has not met its minimum enrollment, those who are already registered in the class will be contacted and asked if they can help recruit additional class participants (i.e., would your child like to bring a friend).
2. At least one week before the class starts, the JCC will contact everyone enrolled in the class to let them know the class has been cancelled.
3. If your class is cancelled by the JCC, you will receive a refund.

### Series Courses

Request for refunds must be made 5 working days prior to the start of the program. A full refund will then be given minus a \$15 processing fee.

## Lap Swimming Etiquette

1. Lap swimmers must be able to swim 4 continuous laps (at any pace), without resting or stopping.
2. Speak with all swimmers in your lane prior to entering. Always enter the pool feet first.
3. 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.
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.
6. Lifeguards may ask you to switch lanes to balance lap lanes. Please accommodate their requests.

## 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 or Social Memberships enables member rate discounts on most enrichment programs, classes, and events.
2. While programs are open to the general public, priority will be given to members via early sign up offers.
3. Programs are limited to the appropriate size to provide

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## MISSION STATEMENT

The Addison-Penzak Jewish Community Center of Silicon Valley (JCC) 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 of the entire Jewish and general community.

## HOURS OF OPERATION

### Fitness Center\*

Monday - Friday 5:00 a.m. - 10:00 p.m.  
Saturday - Sunday 7:00 a.m. - 7:00 p.m.

\* Pool closes 30 minutes before Fitness Center closes.

\* Gymnasium closes 15 minutes before Fitness Center closes.

\* Work out rooms close 15 minutes before Fitness Center closes.

### Administrative Offices

Monday – Thursday 9:00 a.m. - 5:00 p.m.  
Friday 9:00 a.m. - 4:00 p.m.  
Saturday – Sunday Closed

### Membership Office

Monday – Thursday 9:00 a.m. - 8:00 p.m.  
Friday 9:00 a.m. - 5:00 p.m.  
Saturday - Sunday 9:00 a.m. - 4:00 p.m.

### Cafe

Please contact the Service Desk for the Cafehours.

### 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.

## MEMBERSHIP

### Membership Types

The JCC offers 2 membership types:

#### 1. Center Membership

- Use of state-of-the-art Fitness Center
- Access to regularly scheduled group exercise classes
- Use of Aquatics Center
- Use of Tennis complex with 4 lighted courts

- pool deck. All food must be kept in the designated eating areas.
9. Swimsuits only, no cut-offs or other apparel, are to be worn by children of all ages and adults who use the swimming facilities at the JCC. T-shirts may be allowed at the discretion of the JCC Supervisory Staff or head lifeguard on duty provided it is white.
10. Reusable or plastic swim diapers are required for all children three years old and under in all swim facilities. Diapers are not to be worn as swimwear. All diaper changing is to be done in the privacy of the locker rooms.
11. Tie back long hair or wear a cap.
12. 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.
13. Abusive or profane language will not be permitted.
14. Floatation devices, including swim suits with built-in floatation, or toys of any kind are NOT permitted in the pool area unless JCC Supervisory Staff or head lifeguard grants permission. Coast Guard approved lifejackets are permitted. No inflatable floatation devices are allowed.
15. Behavior that is deemed hazardous in the judgment of the JCC Supervisory Staff or head lifeguard is prohibited. Such behavior includes, but is not limited to:
  - a. Running, pushing, or snapping towels
  - b. Dunking, back flips, twisty jumps, or general horseplay in the pool area
  - c. Horse and rider (chicken fights) in the pool
  - d. Throwing of children or diving from the shoulders
  - e. Hanging on lane lines, ladders, or float ropes
16. The pool may be closed due to inclement weather or water quality.

### Wading Pool

1. Use of the wading pool is limited to those youngsters 6 years of age and younger 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 arms reach when using the wading pool. Although the lifeguards are on duty in the general area, they cannot give the constant and careful supervision that the youngsters need.

- small courts, not full court.
10. See posted rules for all pick-up basketball games in the gym for any discrepancies. The JCC Supervisory Staff will settle any disagreements, which are not settled by reviewing the rules.
  11. During times of gym rentals, members are not permitted to enter the designated areas of that rental.
  12. The Service Desk manages all reservations and can inform members of designated areas and times for programs.
  13. After using a basketball it is the responsibility of the member to return it to the storage rack.
  14. During league play that extends past center hours, the gyms are closed to all members not participating in the league.
  15. 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.
  16. Everyone is required to wear a shirt at all times.
  17. Sneakers must be worn at all times. Dress shoes or black-soled shoes, without a non-marking outsole, are not permitted.
  18. Full court basketball games are permitted for ages 18 and over.

## AQUATICS

1. Parents and guardians are responsible for supervising their children. Lifeguards are on duty to enforce rules and to respond in case of emergencies. Lifeguards are NOT on duty at the wading pool.
2. The lifeguard on duty is in full charge. Lifeguards have the authority to stop any activity that is deemed unsafe. Please abide by their requests. JCC Supervisory Staff or head lifeguard may enforce any non-written rule as deemed necessary.
3. Children 12 and under must have a parent on the pool deck. Any non-swimmer under 12 years of age is required to be within arms distance of an adult in the water.
4. Children 6 and under must have a parent in the water with them unless they have passed the "Swim Test" and are wearing a wrist band.
5. Every member and guest must shower before entering the pool.
6. No running on the pool deck.
7. No diving into the pool.
8. No smoking, alcohol, tobacco products, gum, pets, or glass on the

- Access to locker rooms, steam room, dry sauna, towel service
  - Membership rates on JCC activities such as sports leagues, camps, and programs
  - Access to JCC Preschool program (Family Membership participants)
  - Special membership rates for other Fitness Center Services
2. **Social Membership**
    - Member rates on JCC classes, events, trips & specialty clubs
    - Access to JCC Preschool program with Family Membership

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

## Dues

JCC will provide members 30 days notice of a 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 Membership Service Representative in person at the Service Desk to complete a **Membership Status Change Form** to authorize changes relating or submit a requests 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 or EFT update
4. Change in Membership type involving an upgrade, downgrade, sub member additions or deletions. Such requests must be initiated my 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 the Membership Service Representative for additional information.**

## Loss of Privileges

The JCC 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 JCC property
2. Theft
3. Failure to follow proper safety precautions and practices

2. If you leave early, leave the class quietly and 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. Help keep the studio wood floors in shape by adhering to the following:
6. 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.
7. No food, gum or drink allowed, with the exception of water in plastic sports bottles with lids.
8. Use cycle mats when cycling and personal mats while muscle conditioning or stretching
9. Return used towels, bottles and trash to the appropriate receptacles.

## GYMNASIUM

1. The JCC Supervisory 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 JCC Supervisory Staff on duty.
3. GYM SCHEDULE may be changed at anytime without prior notice.
4. No food or drink is permitted in the gym.
5. No children under 13 years of age are permitted in the gym without a parent.
6. The JCC Supervisory Staff will have available 6 basketballs per gym (1 for each basket). See the JCC Supervisory Staff to make games, pair up players, and to share balls or baskets.
7. The JCC Supervisory Staff on duty will disburse equipment; members are not permitted to enter storage areas.
8. The gym may be closed during times when the center is open, but usage is low. If the lights are out in a gym it is closed and members may not enter.
9. All open court times are for basketball games to be played on

- messages. Picture/video phones are prohibited.
7. No gum, food or glass bottles are allowed in the Fitness Center. Drinks in plastic 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.
  9. Headsets or ear headsets are required when listening to audio equipment.
  10. Personal items, such as gym bags, are not allowed on the Fitness Center floor. The JCC 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 any injuries to the JCC Fitness staff.
  13. If you have any questions, please see a JCC Certified Personal Trainer for assistance.
  14. The JCC Fitness Staff on duty are in full charge of enforcing the 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 take a towel and 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.
9. For your safety, please **DO NOT** use a stability ball against the glass mirrors or windows.

#### **Group Exercise**

The Addison-Penzak Jewish Community Center Group Exercise classes are free, unless noted, for Center members who are 13 years old and older.

1. Do not enter any Group Exercise class beyond 10 minutes after the start time.

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 JCC
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 upcoming month's membership dues.
4. A late fee will be assessed for returned checks, insufficient funds, closed accounts, frozen or declined credit card or similar circumstances as per Section 3 of the Membership Agreement.

#### **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 JCC.

#### **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 JCC alone when they are involved in adult supervised activities.
2. Teens 13-17 who are part of a Center Membership can come to the Fitness Center on their own if 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.

### **Membership Freeze/Hold**

As per membership agreement, Section 6, you may request a freeze for up to 3 months within a 12 month period. Your membership will be charged at half your normal rate during that period. Medical freezes require a doctor's note and no fee is charged. You must provide a doctor's note to reactivate your membership. Contact the Membership Service Representative 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 Addison-Penzak Jewish Community Center. Purchases will be deducted from the card until the value reaches zero. The card cannot not 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 JCC Café.
2. Designated for JCC services & programs.
3. Non-members may only redeem Gift Card for personal training sessions and massages by signing in as a guest.

### **Guests**

1. Members may purchase Guest Passes to the Fitness Center at the Service Desk.
  - Members must accompany a guest or purchase the passes in advance to receive member rates on passes.
  - A pass allows for re-entry on the same day the pass is issued.
  - All guests must sign a liability waiver agreement each and every time s/he uses the Fitness Center.
  - Photo identification is required.
  - Guests 13-17 years of age have special restrictions on their use.
2. Week Long Guest Pass for out of town guests are offered through active member accounts.
  - A. **Weekly Family Guest Pass—7 consecutive days.**
    - Access equivalent to Family Fitness Center membership.

### **PlayCare Services at Fitness Center**

1. We offer PlayCare (babysitting) services for members and guests while they use the facilities during hours of operation.
2. Center Members receive priority use of PlayCare services , allowing a reservation 48 hours in advance.
3. Service is provided for children 6-weeks to 8 years old.
4. A member may not leave the campus while they have a child in the PlayCare 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 PlayCare area.

### **Lockers**

1. Lockers are available to Center members for day use only.
2. Membership cards are used to engage Fitness Center lockers.
3. Please ensure you have secured your locker at all times. The JCC 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.
5. Children ages 5 years or older must use the appropriate locker room.

### **Strollers**

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

### **Cardiovascular and Strength Training Rooms**

1. The JCC Fitness Center is an adult (13 years and older) workout room for cardiovascular exercise and strength training.
2. Children 13-17 must complete a JCC Fitness Center JumpStart Orientation to use equipment.
3. It is recommended you complete an orientation with a JCC Certified Personal Trainer before beginning a cardiovascular and/or strength training program.
4. 30 minutes is the allowed maximum time on each cardio machine when other members are waiting.
5. No free weights (including hand or ankle weights) are allowed on the cardiovascular equipment.
6. No phone usage in the Fitness Center. This includes sending and receiving calls and text messages, checking text and voice mail

any questions concerning your health, use of equipment or facilities issues. Your questions and concerns will be addressed to the appropriate JCC staff members.

3. Any change in your health status should be reported to the Service 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 JCC staff member for immediate medical assistance. The JCC 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 JCC staff member.
6. The JCC 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 JCC.

#### **Smoking**

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

#### **Suggestion Box**

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

### **FITNESS CENTER**

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

#### **Phones and Cameras**

Phones and cameras are prohibited in the Fitness Center.

#### **Service Cancellation**

Individual services (massage therapy, personal training) and Playcare will be subject to a fee unless 24 hours cancellation notice is provided.

- One household per pass

#### **B. Weekly Individual Guest Pass for out of town guests.**

- Access equivalent to single membership

3. Non members may use the fitness facility by purchasing a guest pass or bringing in a first time promotion offer and completing a liability waiver agreement.
4. **Social Member Guest Passes**
  - Member may purchase passes to access the Fitness or Aquatics Center for daily use.
5. Non Center member pricing for Fitness fee-based programs or Ancillary services includes a day use fee to access the facility. Day use passes are not included in Non Center members pricing for adult and youth enrichment programs.

#### **Non Discrimination Policy**

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

#### **Accessibility**

The JCC is open to persons of all ages with a 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 a program, please contact the program director. You are welcome to bring an assistant with you while you are accessing our programs and services. 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 accompanied by an adult or be otherwise engaged in supervised activities while using the facilities.

#### **Check-in Procedures**

1. **All members must present their JCC membership card at the Security Desk and Service Desk.**
2. A parent or adult in the same household holding 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 JCC activities. The JCC does not provide any accident or health coverage for its members or guests.

## Lost or Stolen Items

The JCC is not responsible for lost or stolen items. We will attempt to hold items at the Service Desk for one month.

## Messages

We are unable to take messages for members or 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

### • JCC Sponsored Events

1. Events hosted by the JCC will be kosher.

### • Member Food Rules

1. External dairy and parve (non meat products) may be brought to the poolside for consumption in designated areas.
2. Kosher meat products from the seasonal snack shack or JCC designated events may be brought into the pool area.

### • Rentals/Catered Events

1. The Kitchen adjacent to the Auditorium allows for kosher meat and kosher dairy preparation.
2. The Kitchen can only be used by approved caterers.
3. No pork or shellfish is to be served anywhere on the Campus.
4. Food service for rooms rented by non campus agencies is allowed with the following guidelines
  - Prepared food may be provided by either the onsite Cafe 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).
  - Conservative and Orthodox Kosher levels through CRAJS and Va'ad can be accommodated with special arrangements through the Catering Service.
  - 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 agreement.
  - Ice and water are available in the Green Room.

### • Cafe

1. The Cafe is Kosher for Dairy products.
2. No 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 JCC Preschool and Yavneh Day School drop off and pick up. The JCC and other agencies of the Gloria & Ken Levy Family Campus are not responsible for lost or stolen belongings left in vehicles.

## Pets

There are no pets allowed on the JCC premises except for Seeing Eye dogs or other trained, assisting animals.

## Photography

Throughout the year, photographs are taken during various activities for publication and JCC programs. The JCC reserves the right to use all photographs, for either print or online materials, anonymously and without compensation, unless prior written notification is received.

## Policy Revision

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

## Privacy Policy

The JCC 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 up to two (2) weeks for the Fitness Center to out of town members (defined as a 50+ mile radius from JCC) who present a current/valid JCC membership card. This policy applies to Fitness Center use only. A list of affiliated JCC 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. JCC staff is trained to follow emergency procedures. In the event of a fire alarm, or bomb scare, the building must be evacuated. Your cooperation is necessary and appreciated.
2. Please do not hesitate to ask for safety information if you have