

Bernard Osher Marin JCC
Member Handbook

Welcome to the JCC

Welcome and thank you for joining the Bernard Osher Marin JCC! We're delighted to welcome you to our wonderful community. Here you'll find much more than a just a health club, you will find a place where everyone is welcome regardless of your religious background. From classes and workshops, to lively performing arts events and cultural arts trips, to summer camps and preschools in San Rafael and Tiburon, we offer a wide range of fun and educational activities for every generation.

We're here to help you have an enjoyable experience every time you walk through the door. If there is anything we can do to serve you better, please be sure to let us know.

We invite you to read the information that follows so you can become familiar with our policies.

Section 1 - Hours of Operation, Check-in and Contact Information

Hours of Operation

The Osher Marin JCC is open:	<u>September-May</u>	<u>June-August</u>
Monday-Thursday	6am-9:30pm	6am-9:30pm
Friday	6am-6pm	6am-7pm
Saturday-Sunday	7am-6pm	7am-7pm

The pools and fitness floor close 15 minutes before the times listed above. We observe most Jewish holidays throughout the year. Notification of these closings will be posted at the Front Desk on the 1st floor and Health & Fitness Desk on the 3rd floor as well as with 411 member Eblasts. OMJCC reserves the right to change the operating hours.

Check-in

Members and their guests are required to check-in at the Health & Fitness desk on the 3rd floor. Please scan your membership card each time you use the facilities. Non-members are required to present a photo id.

Contact Information

Member Services on the 1st floor, (415) 444-8000, is available to help you with questions about your membership, including upgrades, freezes, renewals, and billing questions.

Section 2 - Member Benefits

Refer a friend and get one month free!

For every new household you refer to us that becomes a Full Facility member, we'll credit one month of membership dues to your account. There is no limit to the number of people you may refer to qualify for this credit. Help us spread the word and grow our JCC family!

Guests and Guest Passes

All Full Facility members are eligible to receive complimentary guest passes each year. Members may pick up their guest passes at the Front Desk on the 1st floor beginning in March each year. Lost guest passes are not replaced. Members may purchase additional guest passes for a fee.

All guests must be accompanied by a member and must sign in at the H&F Desk on the 3rd floor. Guests must provide a photo id.

Parking

Free parking is available in front of the building, in the adjacent Annex lot (210 North San Pedro), and on North San Pedro Road as marked.

Note for Activity and Program Members

When you join the JCC as an Activity or Program member, you receive discounts on select JCC programs, events, and classes. However, please note Activity and Program members do not have access to the Koret Health & Fitness Center.

Fitness & Aquatics Guide and Monthly Group Fitness Schedules

Please visit our website at www.marinjcc.org for all the details about our group fitness classes, fitness programs, specialty classes, and pool schedules.

Personal Training

As a membership peak, you receive an orientation with one of our personal trainers. We encourage you to meet our fitness pros, each of whom have years of experience and are highly skilled and knowledgeable. Payment is required at the time you make the appointment. Gift certificates are available at the Health & Fitness Desk. We do not issue refunds for personal training services.

Spa Services

We have certified massage therapists and an aesthetician on-site. Massages are available 7 days a week by appointment. Please call (415) 444-8004 to schedule. Payment is required at the time you make the appointment. Gift certificates are available at the Health & Fitness Desk. We do not issue refunds for spa services.

Section 3 - General Policies

Osher Marin JCC Statement of Policy

The Osher Marin Jewish Community Center is an equal opportunity agency. We do 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 employees, members, or guests. The JCC reserves the right to deny membership, service, and access at its discretion.

Accessibility

The Center is accessible to individuals with mobility impairments or other disabilities. Special facilities include designated parking spaces for disabled persons and for those participating in the JCC therapeutic swim program, wheelchair ramps, elevators, accessible rest rooms and drinking fountains, as well as access to the indoor pool and hot tub.

Authorized attendants are welcome to accompany members who need assistance while participating at the JCC but do not themselves have workout privileges. Please contact Member Services at (415) 444-8000 to authorize an attendant.

Attire

Appropriate attire is required for everyone including athletic, closed-toe shoes and non-marking shoes on all hardwood exercise floors. Shirts are required in all areas except the swimming pool, sauna, steam room, hot tub and locker room areas. Swimsuits are required at all times in the pool areas and co-ed sauna and steam room.

Damages

Any damages of Osher Marin JCC property or personal injury caused by the Osher Marin JCC member, the member's guest, and/or dependent children are the sole financial responsibility of the member.

Exercise Equipment and Safety

The Osher Marin JCC is not liable for any unauthorized or inappropriate use of any of the facilities and exercise equipment, the result of which could cause serious injury or other bodily harm. Our staff will be happy to instruct you on the proper use of the facilities and equipment and are always available to answer questions. Children under the age of 9 are not permitted to use the exercise equipment. 10-12 year olds with supervising adult allowed. 13+ ok to use.

Insurance

It is the responsibility of every individual or his or her legal guardian to provide for his or her own accident and health coverage while participating in all Osher Marin JCC activities. *The Osher Marin JCC does not provide any accident or health coverage for its members or guests.*

Locker Room Safety

The Osher Marin JCC is not responsible for lost or stolen items. We recommend you leave any valuables at home. Please do not leave your locker key or open locker unattended.

Lost and Found

Please contact the Health & Fitness desk or Front Desk to inquire about any lost and found items. Uncollected lost and found items are donated after two weeks.

Lost Membership Cards

If your membership card is lost or stolen, please contact us as soon as possible to obtain a new card. Replacement cards are free. Replacement cards can be made at the front desk on the first floor. Abuse of replacement cards may result in a \$10 card fee. Photo ID required for replacement card.

Out of Consideration for Others...

Smoking is prohibited in all areas of the Center this includes the use of vapor pens or pipes, including the outdoor pool. We also ask that you **not use perfumes or colognes** as many people are allergic to them. Please **refrain from using your cell phone** while in the Health and Fitness Center except in the member waiting area across from the H&F desk.

Pet Policy

As much as we like furry little creatures, **pets are not allowed** on campus, except for service animals.

Photography

From time to time, photographs are taken during various activities for marketing and publicity purposes. The Osher Marin JCC reserves the right to use all photographs in print and online, anonymously and without compensation, unless verbal or written notification is received. For the privacy of its members, photography by members is not allowed unless written approval has been granted.

Section 4 - Membership Policies

All new memberships require an initial six-month commitment valid from the date of registration and are neither refundable after 7 business days nor transferable. Refunds cannot be issued for non-usage of the facilities. There are two payment options available. You can pay the annual fee in full at the time you join and annually thereafter using cash or check (preferred methods of payment) or by Visa or MasterCard. Alternatively, you can pay in monthly

installments through an electronic funds transfer (EFT) from a savings or checking account drawn on the 15th of each month. New members opting for the monthly plan must pay first and last month's dues at the time of registration. Other fees may apply. After the first year, memberships automatically convert to month-to-month. Every March we increase our rates by 3-5%, you will get an email in February with what the increase will be for that year.

All fees, hours of operation and policies are subject to change without notice.

New Member Fees

New members are charged a one-time registration fee and a card fee when joining the Center.

Leave of Absence

Members can freeze their membership if they are unable to use the Center due to extended travel, prolonged illness, injury or financial hardship. Memberships can be frozen for a minimum of one month and maximum of three months per calendar year. There is a \$10 month charge to freeze a membership. Please contact Member Services (415) 444-8000

Cancellation Policy

After the six-month initial commitment has passed, you may cancel your membership by notifying Member Services by the first of the month at least one calendar month prior to your requested cancellation date. At that time, the last month's dues paid at the time of joining (for those who chose the monthly draft option) will be applied to the final month of membership. Memberships can be cancelled early only in the event of relocation. **Under no circumstances will we provide a credit or reimbursement for non-use.**

Involuntary Cancellation

The Osher Marin JCC reserves the right to suspend or terminate the membership privileges of any member who fails to comply with our rules and regulations. Any member whose actions or behavior are determined to be improper will also have their membership terminated. The Osher Marin JCC will notify the member of the cancellation in writing. Terminated members must return their membership card(s) to Member Services. A suspended or terminated member remains liable for all dues incurred. Reinstatement of a member is subject to the approval of the Executive Director and requires any balance due to be paid in full.

Temporary Closures

Paying for membership is not dependent upon the availability of the Center's facilities or the member's frequency of use. From time to time, we may have to temporarily close or restrict use of certain areas due to repairs, maintenance, facility renovation, or any unforeseen events or circumstances. **The Osher Marin JCC is not obligated to reduce or suspend membership fees during the time when its facilities may not be available.**

Guest Privileges at Other JCCs

When you travel outside the Bay Area, many of the 300+ JCCs across the country will honor your Osher Marin JCC membership. Contact the membership office you plan to visit to confirm their policy. Don't forget to carry your JCC membership card when you are visiting other cities.

Members of the Osher Marin JCC may add an incremental monthly fee to become Network Members which allows up to two people the ability to have unlimited use to 4 Bay Area JCCs – San Francisco, Peninsula/Foster City, Palo Alto, and Los Gatos.

Financial Assistance

One-year scholarships are available for community members in financial need. Applications are held in complete confidence and are available by contacting Member Services. Financial scholarships are subject to availability.

Section 5 - Activities Agreement & Release of Liability

Waiver of Claims; Arbitration

Section 1. Waiver of Liability and Assumption of Risk

Participant understands that activities in the Osher Marin JCC can lead to serious physical injuries. Participant acknowledges and agrees that he/she is solely responsible for his/her safe and responsible use of the Osher Marin JCC Facilities, whether or not supervised by an Osher Marin JCC representative. Participant hereby expressly assumes the risk that he/she may suffer injury as a result of his/her use of Osher Marin JCC Facilities or equipment or participation in Osher Marin JCC activities. Participant agrees for him/herself and on behalf of his/her heirs, representatives, successors and assigns ("participant parties") that the Osher Marin JCC, including its owners, partners, members, directors, officers, employees and agents ("Osher Marin JCC parties") will not be liable for any damages or injuries participant parties may suffer in or about the Osher Marin JCC. Participant agrees on his/her behalf that none of them will make any claim against, sue or attach the property of any Osher Marin JCC party or affiliate thereof. Participant also agrees that Osher Marin JCC will not be liable for any loss, theft or damage to Participant's personal property in or about the Osher Marin JCC facilities.

Section 2. Arbitration

Participant agrees to resolve any and all claims, disputes or controversies arising out of or relating to usage of the Osher Marin JCC exclusively by final and binding arbitration using the American Arbitration Association's (AAA) Commercial Arbitration Rules. This includes, but is not limited to, claims related to fee disputes, personal injury and any other claim which may be asserted under the law of contract and/or law of tort and/or asserting a public policy or Constitutional claim. The laws of the state of California shall govern the dispute, and arbitration shall be conducted in San Rafael, California.

Rules and Regulations

Section 1. Attire

Proper attire is required for participants using the facilities. Shirts and shoes are required in all public and recreational areas. Proper swimwear is required in the pool areas. The Osher Marin JCC may prohibit the use of any personal equipment on the premises.

Section 2. Indemnification

Participant shall indemnify and hold harmless the Osher Marin JCC, and each of their agents, officers, directors, attorneys, and employees from any claim, action or proceeding (collectively referred to as “proceeding”) brought in any jurisdiction against any of the foregoing persons resulting from any action, whether by negligence or otherwise, of Participant, or participant parties at the Osher Marin JCC facilities. This indemnification shall include, but not be limited to, any damages, fees and/or costs awarded against the Osher Marin JCC and their parties, or any of the foregoing categories of persons, and costs of suit, attorney’s fees, and any other costs, liabilities and expenses incurred in connection with such proceeding whether incurred by the participant, the Osher Marin JCC and/or any other person defending such proceeding. Participant shall further indemnify the Osher Marin JCC and their parties for all costs, fees and damages which the Osher Marin JCC and their parties may incur in enforcing this indemnification provision. Modifications or additions to the pre-printed terms of this Agreement, other than the completion of existing blanks, are unauthorized and will not be honored by the Osher Marin JCC.

Section 6 - Aquatic Policies

Aquatic Hygiene

Showers are required before using the pools, hot tub, saunas and steam room. All children who are not toilet trained must wear both a plastic and disposable swim diapers while in and around the pool. We request that you refrain from using the pools if you have open cuts or sores. **We reserve the right to close the pools anytime we feel public safety is compromised.**

We appreciate your patience and understanding. Sunscreen lotions should be applied at least 30 minutes prior to swimming.

Lap Etiquette

Our pool is enjoyed by a wide range of ages and abilities. Please be prepared to share our space.

Please circle swim if there are three or more swimmers in a lane. Always inform pool occupants of your presence when entering a lane. Please remain flexible and be willing to move lanes to better match speeds with fellow swimmers.

Breath holding and Hypoxic Training of any kind is not permitted in our pools.

Pool Temperatures

Our outdoor pool is 8 lanes and heated year-round to 80 degrees. Our indoor pool is 4 lanes and heated year-round to 90 degrees. Our tot pool is 25ft. in diameter and open May 1-Oct 31, heated to approximately 84 degrees. Pool temperatures are subject to seasonal fluctuations of 1 or 2 degrees.

Hot Tub Safety

Elderly persons, pregnant women, infants and those with health conditions requiring medical care should consult with a physician before entering the hot tub.

Children 3 and younger may not use the hot tub. Children 4-9 must have a supervising adult (18+) within view at all times while using the hot tub.

Caution: long exposure may result in nausea, dizziness or fainting. We reserve the right to ask anyone to leave the hot tub if we feel their prolonged use is unsafe.

Using the hot tub under the influence of alcohol, narcotics, drugs, or medicines may lead to serious consequences and is not recommended.

Hot tub water temperature is 102°F.

Pool Rules

- Lifeguards have complete and final authority on usage and rule enforcement.
- Swimsuits are required when using our pools, hot tub, steam room and sauna. Showers are required prior to using our pools, hot tub, steam room and sauna. Appropriate and clean swimwear must be worn at all times.
- Exercise equipment, including noodles, barbells, weights, inner tubes, and belts, are available for adult use only.
- Children may use kickboards at the discretion of the lifeguard, and are encouraged to use our Coast Guard Approved life vests. No other flotation devices are allowed.
- No glass or food on pool decks—only lawn areas.
- All young children who are not toilet trained MUST wear swim diapers AND plastic swim pants while using our pools. Failure to adhere to this policy may result in pool closure. For your convenience, you may purchase swim pants and diapers at the H&F desk.

Section 7 – Policies for Kids

Indoor & Outdoor Pools

- 0-4 must have an adult in the water nearby while in the pool regardless of swimming ability.
- 4-9 may use the pool on their own if they pass our swim test. Adult must remain in view.
- 10-12 may use pool on their own if they pass our swim test. Adult must remain in the facility
- 13+ May use pool without an adult
- Any child 5-12 who has not passed our swim test must have a supervising adult (18+) in the water and nearby at all times.

Hot Tub

- 0-3 may not use the hot tub, including sitting on the edge

- 4-9 may use the hot tub on their own. Adult must remain in view
- 10-12 may use hot tub on their own. Adult must remain in facility
- 13+ may use the hot tub without an adult

Sauna & Steam Room

- 0-7 may not use sauna or steam room
- 8-12 may use with an adult
- 13+ may use without an adult

Fitness Center

- 0-9 may not use equipment or be on the fitness floor
- 10-12 may use with adult
- 13+ may use without an adult once they are completed a youth orientation

Group Fitness Classes

- 0-9 May not attend classes or be in the studio
- 10-12 permitted with an adult
- 13+ may use without an adult

Basketball Gym

- 0-9 may use if accompanied by an adult
- 10-12 may use on their own during open gym times
- 13+ may use without an adult

Locker Rooms & Family Changing Room

- Parents with children of the opposite sex over the age of 4 must use the family changing room

Section 8 - Onsite Babysitting

KidCare is available for all JCC members with dependent children ages 10 weeks to 9 years old. Our babysitting service provides safe, fun activities while you swim, get a massage, attend a class, or enjoy other JCC offerings. Because KidCare is not a licensed daycare facility, **parents may only leave a child in our care for up to two hours and must remain on campus.** Reservations are strongly encouraged.

KidCare hours are Monday-Friday, 8:30am-12:30pm, Sat & Sun 8:30am-1:00p. You may reserve **up to one week in advance** by calling (415) 444-8004. To check same day availability, call (415) 444-8078.

The JCC welcomes babysitters to attend to children in lieu of parents at no charge. Authorized babysitters do not have workout privileges, but may participate in activities in which the child is enrolled. Please contact Member Services (415) 444-8013 to authorize a babysitter.

Section 9 - Member Amenities

Lockers

Day use lockers are available in each locker room. Due to space limitations, belongings may not be left in day use lockers overnight. A limited number of **overnight lockers** are available to members on a rental basis. For more information, or to rent an overnight locker, please call (415) 444-8004.

Towels

Towels are provided to members at no charge in the locker rooms. Please place used towels in designated receptacles in the locker rooms when you are finished with them. Help us be green, and please only take what you need.

Plaza J Café

Delicious refreshments ranging from light snacks and smoothies to complete meals are available at our café on the first floor. This is a perfect place to take a break with family, meet friends, and relax after a workout. Take-out is also available.

Gift Shop

The gift shop in the lobby is organized and staffed by volunteer members of the Sisterhood at Congregation Rodef Sholom. Open Monday-Friday and most Sundays. For more information, please call (415) 444-8098.

Mitzvahs/Donations

The Osher Marin JCC is a 501©(3) not-for-profit organization. We rely on the generous contributions of many of our members to bring you a great variety of quality programs. For more information on how you can help, please contact our Development department at (415) 444-8028 or visit our website www.marinjcc.org.

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The Osher Marin JCC is a place where people can enhance their lives through various activities that reflect the unique values of Jewish history and culture. We welcome the entire community to participate.

Osher Marin JCC * 200 N. San Pedro Road * San Rafael, CA 94903 * (415) 444-8000 * www.marinjcc.org