

Addison-Penzak Jewish Community Center of Silicon Valley

New Member Handbook

ADDISON-PENZAK
JCC Los Gatos

14855 Oka Road
Los Gatos, CA 95032
www.apjcc.org

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 creates a wonderful opportunity for our non-Jewish members to seek a positive quality of life.

Our multicultural environment puts emphasis on the biblical passages that emphasize the importance of working to make 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 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 Handbook 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 Advisor.

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

L'Shalom (In Peace),

A handwritten signature in black ink, appearing to read 'N. Stein', with a stylized flourish at the end.

Nate Stein
Chief Executive Officer

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MISSION STATEMENT

The Addison-Penzak Jewish Community Center of Silicon Valley is dedicated to the enhancement of Jewish life by providing for the social, cultural, educational, recreational, health and wellness needs of our community. We provide a common meeting place and extend these services as a resource for the entire Jewish and general community in the town of Los Gatos and greater Silicon Valley.

HOURS OF OPERATION

Campus*

Monday-Friday 5:00am – 10:00pm

Saturday-Sunday 7:00am – 7:00pm

*Pool closes 30 minutes before Campus closes. Gymnasium, tennis courts, and fitness rooms close 15 minutes before Campus closes.

Administrative Offices

Monday-Thursday 9:00am – 5:00pm

Friday 9:00am – 4:00pm

Saturday-Sunday Closed

Membership Office

Monday-Friday 9:00am – 6:00pm

Saturday & Sunday 10:00am-4:00pm

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 on the JCC website and at the Service Desk. We may have a reciprocal agreement with another fitness club on days that we are closed.



MEMBERSHIP

Membership Types

The APJCC offers 2 membership types:

1. Full Center Membership
 - a. Use of state-of-the-art Fitness Center
 - b. Access to regularly scheduled group fitness classes
 - c. Use of Aquatics Center
 - d. Use of Tennis complex with 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 Full 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 ages 13 and up 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 online at www.apjcc.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. Full Center Membership is paid monthly and not subject to an annual renewal.
2. Social Memberships are paid annually, with a renewal request mailed out based on the start date of your membership.

Membership Status Changes

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

To authorize changes relating to your membership, you can visit the Service Desk in person to complete a Membership Status Change Form, or submit a request through our website www.apjcc.org, or simply email membership@apjcc.org to request attention to these needs:

1. Address, telephone or email updates
2. Freezing a membership (see Freeze/Hold section for policy)
3. Credit card update or checking account information update
4. Change in Membership type involving upgrades (adding someone to your membership). Such requests must be initiated by the main active member on the account.
5. Change authorization signature

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@apjcc.org or visit the Service Desk to complete a Membership Status Change Form to request a Freeze on your account.

Membership Cancellation

To cancel your membership or to remove someone from your membership, please visit the Membership Office. Cancellation of membership must be received in writing. Members must provide 30 days notice in order to cancel. Please refer to your membership agreement for a comprehensive description of our membership cancellation policy or contact your Membership Advisor 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 precautions 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. Providing personal training, swim lessons, or other services at the JCC if you are not a JCC employee.
11. 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, MasterCard or American Express is accepted for EFT payment.
3. EFT drafts will be conducted on the 1st or 2nd 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

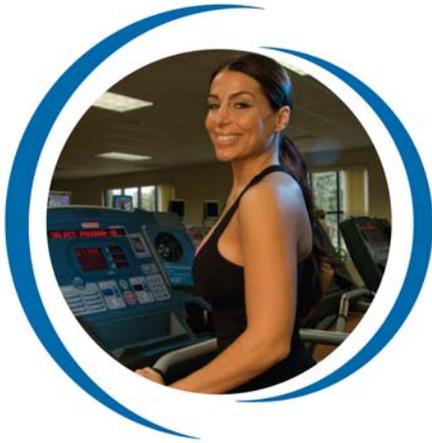
Individuals must be 65 years of age or older to be eligible for older adult membership. If you turn 65 while holding an active membership, please request an adjusted rate in writing. Contact your Membership Service Representative or visit the Service Desk to complete a Membership Status Change Form.

Teenage Members

1. Teens age 13 or older, 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 Full 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 old do not need a membership. However, if they are not members, you must pay the day-use fee in order for the child to use the pool. Once a child turns 18 months old, he/she must be added to the Family Membership.



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 of the JCC rules and the following terms.

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 they use the Fitness Center.
 - d. Photo identification is required for guests.
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 Full Center Membership
 - ii. One household per pass
 - b. Weekly Individual Guest Pass – 7 consecutive days.
 - i. Access equivalent to Individual Full Center Membership
- 3. Non-members may use the fitness center by purchasing a guest pass or bringing in a first- time promotion offer and completing a liability waiver.
- 4. Social Member Guest Passes
 - a. Social Members may purchase one-day passes to access the Fitness, Aquatics and Tennis Center.
- 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 disabilities or special needs. We will work to accommodate any individual need that reaches beyond our Americans with Disabilities Act (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 permission. 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 on campus. See the 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 or 3rd 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. Out of respect for Jewish dietary (kosher) rules, please do not bring pork or shellfish products onto campus. Please note, pepperoni is pork.
 - b. Members are welcome to bring food to the pool, as long as the food does not contain pork or shellfish. Please note, glass containers are not allowed at the pool.

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 is kosher-style. Food at the café is vegetarian. Dairy products, eggs and fish are served. There is no meat served in the café due to kosher rules about not mixing dairy and meat 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 and videos are taken during various activities for publication and APJCC programs. The APJCC reserves the right to use all videos and 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 up to two (2) weeks for the Fitness Center to out of town JCC members (defined as 50+ mile distance from APJCC) who present a current/valid JCC membership card. This policy applies to Fitness Center use only.

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 an 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 an 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 APJCC 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. Full Center Members receive priority use of Childcare services allowing a reservation 48 hours in advance.
3. Service is provided for children ages 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, you 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 an APJCC Fitness Center Health & Fitness Orientation before using equipment.
3. It is recommended you complete an orientation with an 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 Full 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. There are NO SHOES ALLOWED in Studio B.
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 Full Center Members 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.

Sauna and Steam Room

1. Sauna and steam rooms are located in the men's and women's indoor locker rooms.
2. If the sauna or steam room is not functioning properly, please notify a Fitness Center attendant immediately.
3. The proper temperature range for the sauna is 170-180 degrees Fahrenheit. There is a temperature gauge in the room.

Massage Guidelines

1. Please call 408.357.7429 to schedule a massage.
2. We suggest you arrive at the Service Desk 15-20 minutes prior to your appointment time. 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. 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.
6. In appreciation of exceptional service, gratuities may be given to the staff at your discretion. An amount of 15% is customary.
7. 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. Please shower before entering the pool.
2. No running on the pool deck.
3. No glass or alcohol on the pool deck.
4. Children under age 4 MUST follow the “double up” policy. A disposable swim diaper and a reusable swim diaper are required. No exceptions.
5. No deck changing or diaper changing on deck.
6. Long hair should be tied back or in a swim cap.
7. Remove band-aids before entering the pool.
8. Do not swim (or let your child swim) if you have had diarrhea within the last 72 hours.
9. Enjoy safe play, no horseplay or otherwise unsafe behavior.
10. Only Coast Guard approved floatation devices are allowed in the pool.
11. All APJCC swimming equipment (kickboards, buoys, barbells, toys) are used for lap swimming and programs only. They may not be used during recreational swim.
12. Swimmers are not allowed to throw objects in the pool.
13. Proper swimming attire required to enter the water.
14. This is a family environment. Please be cautious of the content of your conversations and actions.
15. Lifeguards and management have the authority to enforce any unwritten rule as deemed necessary.
16. If patrons do not follow rules, they may be asked to exit the pool, or the facility.

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 the 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 13-17 years old must complete an Orientation with a Personal Trainer before using the Fitness Center.
4. 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 old and tall enough to fit on the Pilates 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

Any child under 18 wishing to swim in the deeper areas of the pool must pass the swim test. Anyone who does not pass the swim test must remain in the shallow area.

The swim test consists of 25 yards of safe/strong swimming across the pool, and 30 seconds of treading water.

UNDER 4 Years of Age

The APJCC has a “double diaper” policy: A disposable swim diaper AND a re-usable swim diaper are required. All diaper and garment changing must be done in the privacy of the locker rooms.

UNDER 8 Years of Age

Must have a parent/guardian in the water within arm’s reach or be able to pass the swim test. For children who have passed the swim test, Parent/Guardian must remain in the pool area, either in pool or on pool deck.

AGES 8-12

Can remain in the shallow area without a parent in the water. Consistent parent supervision is required. A lifeguard may require parent to be in the water at any time. Parent/Guardian must remain in the pool area, either in pool or on pool deck (even if child has passed the swim test).

AGES 13-17

May swim alone, provided they have passed the swim test.



GYMNASIUM

1. The APJCC 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 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. Open court times are for basketball to be played on small courts, not full court.
9. See posted rules for all pick-up basketball games in the gym. The APJCC Supervisory Staff will settle any disagreements that 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.



APJCC PRESCHOOL

General

APJCC Preschool families must have a Family Membership and can choose either a Full Center Membership or a Social 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.

CLUB J

Club J is the JCC's youth lounge for children in grades K-5. During the school year, Club J runs an after-school program from 3:00-6:00pm weekdays. Drop-in childcare is also available during those times. Club J is closed during the summer, because it's used by our summer camp.

Club J is closed on Jewish holidays.

For more information, visit www.apjcc.org/clubj



PROGRAMS AND CLASSES

Program Guidelines

1. Full 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 at 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 at 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, American Express, cash or check and APJCC Membership card.
2. By Mail via a completed registration form accompanied by payment of Visa, Mastercard, American Express or check.
3. By Fax via a completed registration form accompanied by payment of Visa, Mastercard, or American Express.
4. For many programs, online registration is available through our website: www.apjcc.org
5. If you expect to register for a program on the day of the event, or a program series on 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 name 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 sometimes needed in the areas of administrative and clerical support, hospitality, youth programs, special events, and adult programs. For more information on volunteering, contact Membership Services at volunteer@apjcc.org.

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. Purchase a leaf on the APJCC Tree of Life.
5. Donate to any of our fundraising events.
6. Donate to a special fund such as the fund for children with special needs, the fund for Jewish programming, or the fund for preschool scholarships.

For more details on any of these opportunities or if you wish to donate in some other way, please contact the APJCC's Fundraising Department by calling 408.357.7401, emailing development@apjcc.org, or visiting our website at www.apjcc.org/donate.

Thank you for your consideration and support.

PHONE NUMBERS (408 area code)

Aquatic Center	357.7428
Cafe	357.7446
Camp	357.7416
Campus Directory by First Name	358.3636 x 1
Childcare	357.7422
Club J	357.7463
Dance Academy	357.7534
Fitness Desk	357.7419
Hospitality & Rentals	357.7402
APJCC Main Directory	358.3636
APJCC Main Fax Line	358.7311
Jewish Life & Learning	357.7423
Membership Sales	356.4973 membership@apjcc.org
Membership Services Manager	357.74918 membershipservices@apjcc.org
Preschool	357.7417
Lobby Service Desk	357.7429
Seniors	357.7462
Soccer	357.7480
Sports & Recreation	357.7480
Tennis	357.7480
Youth	357.7416
OTHER CAMPUS AGENCIES	
Jewish Federation of Silicon Valley	358.3033
Jewish Family Services of Silicon Valley	556.0600
Yavneh Day School	984.6700