

Centennial Recreation Center Member Handbook

Updated April 2025



Code of Conduct

Members, Participants, Parents, Volunteers

Welcome to the Centennial Recreation Center (CRC), a partnership between the City of Morgan Hill and the YMCA. The City of Morgan Hill and the YMCA are inclusive organizations that strive to create an environment where all people feel welcome, comfortable, and secure. Therefore, we have adopted the following code of conduct that applies to everyone in our facilities and participating in CRC programs.

Individuals are expected to:

- Uphold the core values of caring, respect, responsibility, and honesty.
- Follow facility usage and safety rules.
- Maintain a family-friendly atmosphere free of derogatory or unwelcome comments, conduct or actions.
- Maintain an atmosphere free of negative behavior focused on another's gender, race, ethnicity, age, religion, disability, sexual orientation, or any other legally protected status.
- Be respectful and cooperate with CRC staff and fellow participants.

The following are not acceptable in CRC facilities and programs:

- Abusive, harassing, intimidating or obscene language or gestures.
- Threats of harm, physical aggression, or violent acts
- Clothing, signs, symbols, jewelry, tattoos, or anything visible that conveys a message of hate, exclusion, intimidation, threat, or violence.
- Nudity or depictions of nudity
- Weapons of any kind
- Smoking/vaping or any other use of tobacco products
- Damaging or defacing CRC property
- Possession, sale, use, or being under the influence of alcohol or other controlled substances.
- Offensive and unlawful conduct

Protection of children is an essential value of the CRC. Failure to follow this code of conduct may result in disciplinary actions, which may include immediate eviction from the premises, loss of privileges, and suspension or termination of membership. The CRC may contact security, police, or other authorities for assistance or to take appropriate legal action.

We encourage individuals who experience or observe inappropriate conduct to promptly report their concerns to the CRC team. We will make every effort to ensure that reports are investigated and resolved promptly and effectively.

Cell Phone and Photo Etiquette

To protect our members, please do not use video recorders, cameras, and other visual recording devices in locker rooms or other restroom facilities. Members are welcome to take videos or photos of their own children in classes and programs. Please be courteous and check with other parents before including their children in photos or videos.

To be respectful of other members, please do not use cell phones in locker rooms, restrooms, and all workout areas. In workout areas, you may keep your phone on vibrate and leave the room if you choose to take a call.

If you have any questions or concerns, please contact our Recreation Manager.

Centennial Recreation Center (CRC) Facilities

[CRC/Aquatics Center Pools](#)

The CRC pool has a slide, water play feature, and three lap lanes 20 yards in length. [The Aquatics Center](#) has three pools, water slides and a spray ground. Aqua fitness classes, swim lessons (for an additional fee), recreational swim, and lap swim are available at both facilities. The Aquatics Center offers picnic and cabana rentals during the summer season.

[Group Exercise Studios](#)

More than 60 Group Exercise classes are available weekly, including Yoga, Body Pump, HIIT, Zumba, and more. These classes are included in your membership. Class schedule is available [online](#).

[Fitness Center](#)

The Fitness Center features strength equipment, free weights, treadmills, elliptical machines, and stationary bicycles. Every member will receive three free wellness coaching sessions. Schedule your session with a fitness teammate or at the welcome desk.

[Gymnasium](#)

The CRC features a full-size gymnasium with multiple basketball, volleyball, badminton, and pickleball courts. The gym schedule is available [online](#).

[Kids' Club](#)

Trained, professional, high-quality teammates will provide programmed activities for your children to participate in while you work out. Kids' Club is for children ages 6 months to 9 years old. 90 minutes of childcare is included in your membership. More information on Kids' Club, including program hours is available [online](#).

[Teen Center](#)

The Teen Center is open to teens in 6th to 12th grade to do homework, use the computers, or participate in a variety of activities. The Center is free for all teens with a current school identification card or driver's license. More information, including program hours is available [online](#).

[Senior Center](#)

The Senior Center provides comprehensive fitness classes, educational classes, social services, meals, and enrichment programs to adults 50 years of age and older. You can find more information about the Senior Center and nutrition program [online](#).

Member Advisory Statement

Members and guests are advised that they use the CRC premises, facilities, equipment, and program activities at their own risk. The City of Morgan Hill/YMCA reserves the right to revoke or refuse membership.

Persons with high blood pressure, heart disease, or other known medical problems, and pregnant women should consult their physician before exercising.

If you are on any medication that will influence your exercise intensity, have any medical problems or complications, or have a history of heart disease or hypertension, please be sure to have your doctor approve your exercise program.

Be responsible for your level of participation in classes.

Participants in Aqua Fitness classes also must abide by all pool rules applicable during Recreational, Family, and Lap Swimming times.

Youth are encouraged to participate in fitness and group exercise classes. Please review our current [Youth Policy](#) for specific program areas.

Membership

Types of Membership

To participate in Centennial Recreation Center (CRC) programs, you can become a paying member or purchase a day pass. Membership packages are:

Adult: One adult and all children age 21 and under living at the same address. Limited to 7 members, proof of residency may be required for all members.

Family: Two adults and all children age 21 and under living at the same address. Limited to 8 members, proof of residency may be required for all members.

Youth/Teen: One youth/young adult, ages 12-21.

Adult Plus: Additional adult, living at the same address. Add-on to Family membership only.

Special Hours: One adult (22 and older), Allows facility access from 10 a.m. to 4 p.m. on weekdays, and anytime on the weekends.

Couple Special Hours: Two adults (22 and older) living in the same address. Allows facility access from 10 a.m. to 4 p.m. on weekdays, and anytime on the weekends.

YMCA Partnership (YSV & Nationwide)

Active CRC members are eligible for YMCA of Silicon Valley (YSV) and YMCA Nationwide membership. *

Enrollment is not automatic, please email membership@mhcrc.com to receive a YSV and YMCA Nationwide application link.

Not all YMCA locations participate in the Nationwide program. We recommend contacting the desired YMCA location in advance to confirm participation.

****Special Hours and Couple Special Hours memberships are excluded from YSV and Nationwide access.***

Membership Cards

For your protection and benefit, we require all members to bring their membership cards (with a membership linked photo in our system) to the Welcome Desk before entering the facility. This not only verifies your membership, but it also helps us monitor who is using the facility.

If you forget your membership card, you will be asked to show a photo identification (driver's license or student I.D.).

Please note: Access to the CRC may be denied if the proper identification is not presented. If a member needs a new membership card, teammates can provide one (1) free of charge. If additional cards are needed, a \$5 replacement card fee may be charged. Membership cards are the property of the CRC. Your membership card and use of your membership is restricted to the original holder. These privileges are non-transferable and may not be used by friends or relatives.

Guest Pass Policy

Members receive one (1) eight-punch pass, per calendar year. This pass is eligible to bring in a guest eight (8) times and is valid at the CRC and the AC. These cards must be requested and picked up each year from the Welcome Desk (not retroactive to past years). Only one (1) eight-punch pass per membership unit. Members must be present with their guest when using the punch pass. Additional eight-punch passes are available for sale. Members may also bring guests by paying the day pass fee. All guests 18+ must bring a photo ID and will be required to sign daily liability waiver.

Membership Fees and Membership Changes

Enrollment Fees

Members are required to pay an enrollment fee at the time of enrollment; this is to help with the ongoing costs of facility operations. Members whose membership has lapsed more than thirty (30) days are required to repay the enrollment fee upon rejoining.

Fee Increases

Members will be notified by email at least 30 days in advance of any increases or changes in fees. Members are responsible for ensuring their contact information on file remains current.

Membership fees are payable in one of the following ways:

ANNUALLY: Annual membership fees may be paid by cash, check, or credit card.

MONTHLY: Monthly membership fees are payable by an automatic bank draft (Electronic Fund Transfer). This payment method requires members to sign a bank authorization and submit a voided check. Note: A service charge will be assessed for returned checks and returned bank drafts. You have the option of being drafted on the 1st or the 15th of the month.

Rejected Bank Drafts

Members rejected bank drafts are handled as follows.

If a member's monthly payment is not received, the member will be notified with a deadline to resolve the balance. The member will be responsible for the monthly membership fee and a bank fee. If the balance is not paid by the deadline, the membership will be cancelled, and the balance will remain due.

If a member has two rejected payments in a 12-month period, upon the third rejected payment the membership will be cancelled. If the member wishes to rejoin the facility, they may do so with a pre-paid Annual membership.

Membership Changes

The CRC recognizes that there may be circumstances under which members may need to change the status of their membership.

All members wishing to make any changes to a membership account must submit an online form located at [Manage My Membership | City of Morgan Hill, CA - Official Website](#). The CRC must be notified at least fifteen (15) days in advance of any changes to a membership account. Account change requests are not accepted via phone, email, or in person at the Welcome Desk. Members will be sent instructions for how to complete the change, which may include signing updated forms (via DocuSign) before the team can make changes. The membership team will email a confirmation of the completed changes. **A \$25 administrative fee may be applied for each transaction for the following membership changes:**

Adding, Removing, and Replacing Members

Members may request to add, remove, or replace individuals to their membership. New adult members will need to sign a Liability Waiver. All members added or replaced on the membership must reside in the household. Proof of residency may be required.

Bank Draft Account and Due Date Changes

Members may request to update their account on file and/or their scheduled payment date via the [Manage My Membership webpage](#). The primary member will receive a new Bank Draft Authorization form via DocuSign and will need to provide signature and a Voided check in the member's name. To ensure the change is made before the next draft date, the DocuSign must be completed in the timeframe requested by our team.

Membership Holds

Memberships may be placed on hold up to a maximum of three months per calendar year. Holds start and end on a member's draft date. Any early reactivation from hold is subject to prorated fees.

Membership Downgrade

Members may downgrade their membership type by requesting the change and detailing who on the membership will be removed. The change will be made to the membership within 5 business days of the member signing the updated Bank Draft Authorization form (sent via DocuSign).

Membership Upgrade

All upgrades from Adult, Special Hours, or Youth/Teen memberships to Couple Special Hours or Family membership will require the \$25 enrollment fee to be paid in addition to any prorated membership fees. Members may upgrade their membership type by requesting the change and detailing who will be added to the membership. New adult members will need to sign the Liability Waiver. The change will be made to the membership within 5 business days of the member signing the updated Bank Draft Authorization form (sent via DocuSign).

Membership Cancellation

The CRC recognizes that there may be circumstances under which members may need to cancel their memberships. A fifteen (15) working day written notice is required prior to your draft date to stop the next bank draft. Any refund due to annual paying members will be made on a prorated basis. Refund checks will be mailed or the original credit card will be credited. An administrative fee will be applied to the cancellation of annual memberships. Members who remain cancelled for longer than 30 days will be required to repay the enrollment fee when rejoining. Any exceptional circumstances will be handled on a case-by-case basis, subject to arrangement with the Recreation Manager.

Financial Assistance

The CRC does offer financial assistance to those who qualify. You can download the application and required documentation needed here: [Financial Assistance/Scholarship \(ca.gov\)](#). Contact the Welcome Desk for more information. Financial Assistance is subject to renewal every two (2) years. Members who do not submit by the requested due date will either revert to full price or their membership may be cancelled.

Facility Security and Safety

Member and guest security is of the utmost concern to the CRC. Please help us in creating a safe environment. The following are some steps that can assist in keeping the facility and your possessions as secure as possible.

Report all suspicious persons to the Welcome Desk. Get information to one of our teammates as soon as possible.

Report all thefts. If you determine that an item has been stolen, report it to the Welcome Desk immediately. The Welcome Desk team will assist you in contacting the police to file a police report if needed.

Lock up all belongings. Do not leave items anywhere in the facility unattended. Bicycles and large items are not permitted in the facility. Lock up all items in lockers or keep them with you. Make sure your lock is securely locked. Locks are offered at an affordable rate at the Welcome Desk for those that need them. Bike lockers are also available day use by providing your ID to the Welcome Desk.

Do not leave valuables in your vehicle. Do not provide any reason for people to want to break into your car. If you have to leave items keep them in secure areas out of sight.

Other Information

Youth in the Facility

Youth are encouraged to participate in fitness and group exercise classes. Please review our current [Youth Policy](#) for specific program areas.

Dress Code

Closed toe shoes and workout attire must be worn at all times while in fitness areas.

No denim.

No messages that convey hate, exclusion, intimidation, threat, or violence.

Locker Room Policies

Gender specific locker rooms and showers are available for day use. The CRC and AC both also have individual family changing rooms/showers/restrooms. Youth over the age of 6 are required to use the same gender restroom. Please respect the privacy of others and use the family changing rooms if needed.

Lockers are for day use only while using facility. Please do not leave items overnight.

Lost and Found

The CRC is not responsible for lost or stolen items. There is a lost and found at the Welcome Desk. Items are held for

a maximum of 30 days before they are donated to local charities.

Emergencies and Injuries

Contact a teammate immediately in the event of an emergency or injury. Teammates are required to document all incidents/accidents.

Observance of Holidays

Holiday closures or limited hours will be posted throughout the facility. For facility closures view our [website](#).

The City of Morgan Hill periodically refurbishes and cleans specific areas of the facility. It may be necessary to close certain areas at those times. Advance notice will be given.

Volunteer Opportunities

Volunteers who share their time and talent are the driving force behind the CRC's programs and services. Volunteers help develop policies and help plan for the future of the CRC by serving on committees, commissions, serving on the Mt. Madonna YMCA Board of Managers, and assisting as program leaders. Volunteers are vital to our success. View our volunteer opportunities [online](#).

Donation Opportunities

There are many ways to donate to the CRC and YMCA. One of the main areas for donations is the Senior Center. View our [website](#) for more information on ways to donate.