

Peninsula Jewish Community Center Your Center for Life

# Center Guide

## Policies and Procedures

November 2019



**Peninsula Jewish Community Center**

800 Foster City Blvd., Foster City, CA 94404

650.212.PJCC (7522) | [pjcc.org](http://pjcc.org)

## HOURS OF OPERATION

For the most up-to-date holiday hours, please visit [pjcc.org/schedules](http://pjcc.org/schedules).  
Hours are subject to change with announcement in email, website and posted  
in the Byer Athletic Center.

BYER ATHLETIC CENTER	Monday – Thursday Friday Saturday – Sunday	5:00 am – 11:00 pm 5:00 am – 10:00 pm 7:00 am – 8:00 pm
MEMBERSHIP OFFICE	Monday – Friday Saturday – Sunday	9:00 am – 8:00 pm 9:00 am – 5:00 pm
ADMINISTRATIVE OFFICES	Monday – Friday	8:30 am – 5:00 pm
PRESCHOOL	Monday – Friday	7:30 am – 6:00 pm
YOUTH CENTER	Monday – Friday	9:00 am – 6:00 pm
AQUATICS OFFICE	Monday – Thursday Friday Monday / Wednesday Tuesday / Thursday Saturday / Sunday	9:00 am – 6:00 pm 10:00 am – 12:30 pm 2:45 pm – 6:45 pm 2:45 pm – 7:45 pm 9:00 am – 1:00 pm

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## PJCC GUIDING PRINCIPLES

### **Jewish life**

חוויה יהודית

*Chavaya Yehudit*

We celebrate the dynamic gifts of Jewish culture, tradition, ethics and community we received from generations before us. We joyfully welcome our role in enhancing these gifts today and for future generations.

### **Welcoming all**

הכנסת אורחים

*Hachnasat Or'chim*

Our house is open wide to all. We embrace the diversity of culture, opinion, religion and identity in our community, and we strive to make the Center an accessible space where it feels safe to be oneself.

### **Our community of family and friends**

קהילה ומשפחה

*Kehilla u'Mishpacha*

We are a hub for engagement, dialogue, collaboration and the celebrations that enrich our lives and the community in which we live. We also foster K'lal Yisrael, the unity of the Jewish people, by strengthening our link to the broader Jewish community and the State of Israel.

### **Wholeness of body, mind and spirit**

שלמות

*Shleimut*

We respect and nurture each individual's journey toward wholeness and see our role as a catalyst for wellness, exploration, reflection and growth.

### **Repairing the world**

תקון עולם

*Tikkun Olam*

Each person makes a difference. Together we are responsible for making our community a place where we uphold dignity for all and seek to improve the world through our actions.

# TABLE OF CONTENTS

<b>Mission .....</b>	<b>1</b>
<b>PJCC History .....</b>	<b>1</b>
<b>Your Center for Life.....</b>	<b>1</b>
Byer Athletic Center	
Koret Learning Center	
Youth Center	
Early Childhood Education Center (ECE)	
<b>Jewish Holiday Guide.....</b>	<b>1 - 3</b>
<b>Volunteer.....</b>	<b>3</b>
<b>Make a Difference—Donate to the PJCC.....</b>	<b>3</b>
<b>General Policies .....</b>	<b>3 - 4</b>
Dietary Guidelines	
Non-Discrimination	
Privacy Policy	
Solicitation	
Insurance	
Safety	
Lost or Stolen Items	
Cell Phones and Cameras	
Smoking	
Alcohol and Illegal Drugs	
Pets	
Guests	
Foster City Program Discounts	
Photography	
Parking/Neighbor Relations	
Insufficient Funds	
Facility Rentals	
Transportation	
<b>Membership Policies and Information .....</b>	<b>4 - 6</b>
Types of Memberships	
Terms of Membership	
Membership Cards	
Changes to Membership Status	
Resignation	
College Student Rejoin Policy	
Temporary Freeze Status	
Lockers	
Weekly Passes	

Table of Contents (continued)

Financial Assistance	
Member Suggestions	
Visiting Other JCCs	
Reciprocity	
<b>General Youth Guidelines Summary for Ages 17 and under .....</b>	<b>6</b>
<b>Byer Athletic Center Rules and Regulations.....</b>	<b>6 – 9</b>
General Guidelines	
Dan Cook Gymnasium Guidelines	
Group Exercise Guidelines	
Swimming Pools and Pool Area Guidelines	
Locker Room Guidelines	
<b>Byer Athletic Center Childcare Information.....</b>	<b>9</b>
J.Care	
Fees and Hours	
Reservations	
Late Fees	
<b>Program Policies and Registration Information.....</b>	<b>9 – 11</b>
Preschool Registration	
Treehouse Registration	
Camp Keff Registration	
PJCC Programs Registration	
Activity Waiver	
Class Cancellation Policies	
Program Refund Policy	
<b>Department Directory .....</b>	<b>12</b>

## Welcome to the PJCC!

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We are proud of our diverse, multicultural community guided by Jewish values including Shleimut, celebrating wholeness of body, mind, and spirit.

These policies help us ensure that the PJCC remains a place where all are welcome. They help ensure your safety as well as the safety of other members and guests.

## Mission

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Leveraging Jewish wisdom and experience, we celebrate diversity, promote healthy lifestyles, and inspire personal growth and connection.

## PJCC History

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Founded by a group of enthusiastic Jewish community members, the PJCC was brought to life in a rented house in Burlingame in 1948. The PJCC quickly became popular among many San Mateo County residents. With demand for the Center growing by leaps and bounds, the tiny house was soon too small to support the needs of its membership, so the Center was moved to a storefront in San Carlos.

By 1960, due to the Peninsula's increasing population, the Board of Directors eagerly set out to find a new home yet again. In 1963, the PJCC purchased and opened a much larger facility on a 4+ acre site in the Belmont hills where it remained for the next 40 years.

By 1993 our membership was once again exceeding capacity and our Board went in search of a more spacious home for the Center. A lease was signed with the City of Foster City in 1998, and the plan to build our new campus was born.

In May 2004, the PJCC opened its doors in its new Foster City location. Joining the PJCC on the North Peninsula Jewish Campus are the Ronald C. Wornick Jewish Day School, Jewish Community Federation, and Jewish Family and Children's Services.

## Your Center for Life

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Open to people of all ages, faiths and backgrounds, our innovative Center provides a gathering place for everyone from infants to seniors.

## Byer Athletic Center

Featuring an extensive health and fitness complex, an aquatics complex with indoor, outdoor and kiddie pools, spa, a wide range of sports leagues and recreation programs, and all the amenities you expect in a premier facility.

## Koret Learning Center

Featuring a broad range of programs for adults of all ages, including lectures, special interest classes and Jewish family life celebrations. You will also find programs and activities geared towards the entire family.

## Youth Center

Featuring programs specifically created for our youth community, such as the Treehouse after-school program, enrichment classes, our award winning Camp Keff and many educational, recreational and social activities.

## Early Childhood Education Center (ECE)

Featuring an award-winning preschool and seasonal day camps, our ECE offers a full range of family toddler play groups, part-time and full-time preschool programs for children 2 - 5 years of age, enrichment classes and parent education.

## Taube Center for Jewish Peoplehood

The PJCC is proud to be a part of the Initiative on Jewish Peoplehood, co-funded by the Koret Foundation and the Taube Foundation for Jewish Life & Culture. Through this initiative, we present programs and celebrations that bring community together, travel and education programs that build connections to Israel and the heritage of the Diaspora communities, innovative classes and participatory experiences that elevate Jewish literacy and invigorate Jewish practice. The PJCC believes that the ongoing vitality of the Jewish people lies in the richness of its communal life, the vibrancy and diversity of its cultural and spiritual expression, and the shared experiences that inspire a sense of connectedness to Jews everywhere and in every generation.

## Jewish Culture at the PJCC

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In addition to attracting Jewish members, the PJCC actively seeks membership and participation from the entire community. You do not have to be Jewish to join as a Member or to participate in our programs. Indeed, the PJCC is proud of its diverse and multicultural membership and staff which, in keeping with our mission and guiding principles, reflect the diverse faiths and backgrounds of our Bay Area community.

Some traditional Jewish dietary restrictions are observed at the PJCC. See "General Policies/Dietary Guidelines" on page 3.

## Jewish Holiday Guide

Throughout the year, certain Jewish holidays will affect Center hours; visit [www.pjcc.org](http://www.pjcc.org) for these special holiday hours and descriptions. All Jewish holidays begin at sundown the night before the first day of the holiday (referred to as "Erev").

There are also Jewish holidays that may not affect Center hours, but are significant and often acknowledged and celebrated at the PJCC. Below is a brief overview of the Jewish holidays.

### **Rosh Hashanah (New Year)**

Rosh Hashanah, the Jewish New Year, occurs on the first and second days of the Hebrew month of Tishrei. In Hebrew, Rosh Hashanah means, literally, "head of the year." The New Year is a joyous remembrance of the creation of the world, as well as a solemn time of reconciliation and confronting the past year. Just as many Americans use January 1 as a time to make resolutions, likewise, the Jewish New Year is a time of introspection, looking back at mistakes of the past year and planning changes to make in the New Year. A popular observance during this holiday is eating apples dipped in honey, a symbol of our wish for a sweet new year. There is a custom of sending friends and relatives New Year's cards with special wishes for a happy and peaceful year and the greeting, Shanah Tovah (Happy New Year).

### **Yom Kippur (Day of Atonement)**

Yom Kippur is the most solemn holiday of the Jewish year. It is traditional to fast from before sundown until after the following

sunset, and spend the day in quiet contemplation and prayer, asking for forgiveness from those one has wronged. The greeting G'mar Chatimah Tovah (May you be sealed in for a good year) is offered, and the day ends at sundown with a festive break of the fast in the synagogue or at home.

### **Sukkot (Fall Harvest Festival)**

Sukkot is both an agricultural and historical festival. Agriculturally, the holiday celebrates the final gathering of fruit and produce of the year. Historically, it represents the journey of the Jewish people through the desert after the Exodus from Egypt, during which time people lived in sukkot (booths such as the temporary shelter assembled in the Hamlin Garden). Meals are eaten inside this hut for seven or eight days, which is decorated with palm branches and hanging fruit.

### **Shemini Atzeret (Rain Holiday)**

Shemini Atzeret is a festival day at the end of Sukkot. It marks the end of the harvest season with prayers for just the right amount of rain in the coming year.

### **Simchat Torah (Rejoicing with the Torah)**

Simchat Torah caps off the Jewish holiday season as the community ends its cycle of public Torah (the first five books of the Hebrew bible) readings and promptly begins again. The concluding passage in the last chapter of Deuteronomy retells the death of Moses and is immediately followed with the first chapter of Genesis, which recounts the world's creation. Torah scrolls are removed from the ark while congregants sing, dance, and celebrate the cycle of readings from end to beginning, which symbolizes the unending nature of Torah learning.

### **Hanukkah (Festival of Lights)**

Around 165 BCE, Judah the Maccabee led a victorious revolt against the Syrian Greeks who occupied Israel. The traditional story of Hanukkah is that when the Maccabees went to rededicate the temple, there was only enough oil for one day. Miraculously, it lasted eight days. The tone of Hanukkah is a festive one, and the only special ritual is to kindle the lights for eight days. Foods made with oil are eaten, especially latkes (potato pancakes) and sufganiyot (doughnuts), and dreidel (spinning top) games are played. It is also common for gifts to be exchanged on each night.

### **Tu B'Shevat (New Year of the Trees)**

Tu B'Shevat is the 15th day of the month of Shevat on the Hebrew calendar. The celebration is known as the birthday of the trees. In Israel it is a popular day for tree planting, while in the Diaspora (Jewish communities outside of Israel) the day is marked with festive meals with fruits and nuts, and by planting either trees or plants. Jewish National Fund tree certificates are often purchased so trees can be planted in Israel (Jewish National Fund, 42 East 69th St., New York, NY 10021).

### **Purim (Feast of Lots)**

Purim comes on the 14th day of the Jewish month of Adar and is the most festive Jewish holiday, celebrating the liberation of the Jews of Persia as recounted in the Biblical book of Esther. The highlight of Purim is the reading and discussion of the Megillah (a special scroll of parchment), also known as "The Book of Esther." This book retells the tale of a woman who, through her beauty and intelligence, captures the heart of the enemy and thereby saves her people from catastrophe. Wrong was righted and everyone joined together in jubilant celebration. It is customary to dress in costume, give to

charity, and give edible gifts to family and friends.

### **Pesach or Passover (Springtime Festival of Freedom)**

Passover is a Springtime Festival of Freedom. At this time of year, Jews remember the escape (with Moses as leader) from slavery in Egypt to freedom in Israel. The primary celebration of Pesach takes place in the home. The ritual dinner, which includes matzah (unleavened bread) and other special foods, is called a seder, the Hebrew word for "order." It is a time of remembrance and thanksgiving, as well as hope that the future brings freedom for all people. Jews cherish the gift of freedom and support efforts for everyone to live in a free world.

### **Yom HaShoah (Holocaust Remembrance Day)**

Jews all over the world mourn the loss of six million Jewish lives lost during the Holocaust as part of Hitler's genocidal "Final Solution."

### **Yom HaZikaron (Israel Memorial Day)**

On this Memorial Day, Israelis and Jews commemorate the soldiers who have fallen fighting for Israel's independence and defending its security. This holiday falls the day before Israel Independence Day. In this way, a day of solemn commemoration can be followed by joyous celebration and song.

### **Yom Ha'Atzmaut (Israeli Independence Day)**

This holiday celebrates the Independence of the Modern State of Israel. In Israel the day of Yom Ha'Atzmaut is marked with fireworks, barbecues and outdoor revelry. For Jewish communities outside of Israel it is a time to gather and celebrate our pride and connection to the Jewish homeland.

### **Lag B'Omer (33rd Day of the Omer)**

This festive outdoor holiday is celebrated on the 33rd day of the Omer (a measure of barley), which is the period between Passover and Shavuot. Every night, from the second night of Passover to the night before Shavuot, the number of days of the Omer is counted. The counting is intended to remind us of the link between Passover, which commemorates the Exodus from Egypt, and Shavuot, which commemorates the giving of the Torah.

### **Shavuot (The Festival of Weeks)**

Shavuot is the holiday celebration of the giving of the Torah (the first five books of the Bible) from God to Moses, and is also the Festival of the first fruits and grains—the fulfillment of the promise of spring. The holiday is celebrated with special services in the synagogues and by partaking of dairy foods, especially blintzes. In the synagogue, the Ten Commandments and the story of Ruth are read. Many synagogues hold Confirmation ceremonies on or near Shavuot. Synagogues and Jewish institutions decorate with flowers and greenery at this time.

### **Tisha B'Av (The Fast of the 9th Day of Av)**

An important fast day in the Jewish calendar is Tisha B'Av, the 9th day of the month of Av. On that day in the year 586 BCE, the Babylonians, led by King Nebuchadnezzar, besieged the Temple in Jerusalem and burned it to the ground. On that same day 656 years later (70 CE), the Second Temple was destroyed by the Romans. Like Yom Kippur, fasting on Tisha B'Av begins on the evening before the day itself and ends at nightfall twenty-five hours later.

### **Tu B'Av (The Day of Love)**

Six days after the solemn fast day of Tisha B'Av comes Tu B'Av, a festival celebrating love! In ancient times, under the light of the full

moon, women wishing to marry would wear white garments (so none would know who was rich or poor) and dance outside the Jerusalem city walls. Suitors—or so it was hoped—would dance after them. Today in Israel, Tu B'Av is the occasion for a popular music festival on the shores of the Sea of Galilee. In the Jewish world, both in and outside Israel, it is a day to celebrate love and friendship. There is a connection between the last holiday of the year, Tu B'Av, and the first, Rosh HaShanah: both celebrate new beginnings.

## **Volunteer—Your Time and Talents are Priceless**

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In addition to financial support, we rely on many volunteers who give selflessly of their time and talents to enable the PJCC to continue its valuable work. We always need volunteers to assist in many different facets of our organization such as: administrative and clerical support; hospitality; youth and teen programs; special events; sports and recreation coaches; adult and older adult programs. If you would like to volunteer for one of these rewarding opportunities, please call 650.378.2780 or email [memberservices@pjcc.org](mailto:memberservices@pjcc.org).

## **Make a Difference—Donate to the PJCC**

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As a non-profit organization, your tax-deductible gift makes a true difference.

Many of our most valuable programs rely on donor support — like transporting seniors to the doctor and grocery store, enabling kids-in-need to attend preschool and summer camp, creating meaningful Jewish and interfaith programming, and bringing the joys of multi-cultural, world-class art and music to the Peninsula.

### **Learn About It All in One Call**

Contact the PJCC Development Office at 650.378.2759 to learn about each of our opportunities, including annual gifts, program and financial assistance, named sponsorships, our annual benefit and bequests and other planned gifts.

### **Ways to Donate — Donate annually, pay monthly**

Save time with one-time set up of recurring credit card contributions or electronic funds transfers. Call us at 650.378.2707 for more information.

### **Secure Online Giving**

Complete a secure credit card contribution on our website at [www.pjcc.org/support](http://www.pjcc.org/support). In addition, by registering at [escrip.com](http://escrip.com) to benefit the PJCC (#130169295), your everyday credit and debit card use supports the PJCC at no cost to you.

### **Leverage Your Employer's Contribution Program**

Check to see if your employer has a matching gift program, which will often match your gift dollar-for-dollar. Some businesses also give cash, goods or services directly to community-based organizations like ours. To learn more about this, or our Philanthropic Partners program for companies, please contact the development office.

### **Securities Transfers**

A stock transfer to the PJCC can be simple, and gifts of appreciated stock may have tax advantages - check with your tax advisor.

### **Honor or Memorialize Someone You Cherish**

We will gladly send a Tribute Card on your behalf to commemorate a gift given for a special purpose.

Other tribute opportunities are available through Funds described below.

### **Endowed Funds**

Endowment gifts create a steady stream of income for important programs and services. You can contribute to an existing endowed fund, or create a fund of your own – perhaps honoring a loved one.

### **Legacy Giving**

Planned gifts and bequests, through our Morasha Society, are a growing part of our Center's future. They create a lasting legacy for our children and grandchildren, while helping to achieve tax and financial planning goals. You can also honor a loved one with your gift.

## **General Policies**

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### **Dietary Guidelines**

The Café at the J conforms to a dairy/vegetarian/fish menu. Shellfish and pork products are not permitted on the premises. During the eight days of Passover each spring, the café is closed in order to avoid serving any leavened foods.

### **Non-Discrimination**

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

### **Privacy Policy**

At the PJCC, we are committed to respecting your privacy and recognize your need for appropriate protection and management of any personal information you share with us. For additional information, please see our Privacy Policy at [pjcc.org](http://pjcc.org).

### **Solicitation**

No solicitations of a commercial nature are permitted on the PJCC premises. PJCC authorized vendors will conduct their business through PJCC personnel and need to check-in with security at each visit.

### **Insurance**

It is the responsibility of every individual, or his/her parent or legal guardian to provide health coverage while participating in all PJCC activities. The PJCC does not provide any accident or health coverage for its members or guests. As a reminder all Center Members, guest visitors [and program participants sign a waiver of liability to participate at the PJCC.

### **Safety**

For the security and safety of our members, the PJCC 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. Children 12 years of age and under must check in at the Welcome Center with a supervising adult or parent who will accompany them to and from classes or programs.

### **Lost or Stolen Items**

The PJCC is not responsible for lost or stolen items. Lost and Found

is located at the Welcome Center. Items will be kept for 10 days and then donated.

### **Cell Phones and Cameras**

Cell phones and cameras are prohibited in the Byer Athletic Center locker rooms. Please observe the proper cell phone etiquette for the privacy and comfort of other members:

- Set phone to vibrate mode.
- Find an appropriate location to chat. We recommend the lobby, Café at the J, Hamlin Garden, outdoor pool deck away from others and hallways outside of any if the fitness rooms.
- Talk quietly while en route to that appropriate spot.
- Cameras or camera phones strictly prohibited in the locker rooms under any circumstance.

### **Smoking**

There is no smoking of any substance allowed anywhere on the PJCC premises.

### **Alcohol, Marijuana and Illegal Drugs**

Possession and consumption of alcohol and/or marijuana in any form is not allowed on PJCC premises. Occasionally, the PJCC CEO will authorize responsible alcohol consumption for a specific event on activity, limited to a particular area of the PJCC. Anyone possessing or consuming unauthorized alcohol will be asked to dispose of it.

Use of illegal drugs on PJCC premises is strictly prohibited. Any observation of such use will be handled by the PJCC security staff, and referred to the local law enforcement agencies.

### **Pets**

No pets are allowed on the PJCC premises, with the exception of Service Animal and Service Animal In Training as defined by the ADA and in accordance with state and federal law.

### **Guests**

Guests are welcome at the PJCC. All guests are asked to sign in via the iPads at the Front Desk upon entering the Center.

A guest pass, a completed guest agreement (which includes a waiver of liability) and a photo (taken on first visit) are required for access to the pools and surrounding areas, the playground, and Byer Athletic Center (BAC).

Center Members may bring up to four guests per visit, per membership household. A pass is required for each guest. Guest passes may be purchased at the time of entry.

- Children 6 years of age and younger, and any age child not swim safe, requires a guardian IN THE WATER within arms reach at all times.
- Guests 12 years and under must be accompanied and supervised by an adult at all times.
- Guests 13 – 17 years require parent's or legal guardian's signature on the Guest Agreement. They have access to Dan Cook Gymnasium and pools only; access to the fitness floors is not permitted.
- Guests must be 18 years and older for access to fitness floors.

Please refer to Byer Athletic Rules and Regulations for detailed guidelines.

### **Foster City Program Discount**

Discounts on Non-Member rates are available to Foster City residents for certain programs. Quantities are limited.

### **Photography and Video**

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

### **Parking and Neighbor Relations**

Please be courteous to our neighbors. No parking allowed in neighboring apartment building lots, Foster Square or the Foster City Recreation Center parking lot. Cars subject to be towed at owner's expense if parked on private property. ADA-accessible spaces are reserved for those legally disabled and displaying a DMV-issued placard. Motorcycles must be parked in a regular parking spot. For your safety and the safety of others, please observe all speed limit and directional signs at all times while on campus and parking lots — as you would on city streets. The PJCC is not responsible for lost or stolen items, or damaged vehicles, and we strongly recommend not leaving valuables exposed in parked cars.

### **Insufficient Funds and Other Forms of Non-Payment**

There is a \$20 charge for any form of payment that is returned unpaid, including checks and electronic transactions.

### **Facility Rentals**

Facility rentals, birthday parties/birthday party packages and pool parties are available to members and non-members. Members and non-profit organizations pay discounted rates. For more information, contact the PJCC at 650.212.PJCC (7522) or visit [pjcc.org/facility-rentals](http://pjcc.org/facility-rentals).

### **Transportation**

Every Monday, Tuesday, Thursday, and Friday, Get Up & Go provides transportation within San Mateo County for non-driving adults 50 years and older for medical and personal appointments, shopping, and other destinations. Rides are provided by PJCC staff drivers, using wheelchair-enabled buses and van, as well as volunteer drivers using their own cars. Transportation to the PJCC is available on Wednesdays for the Get Up & Go socialization program. Programs, including transportation, are free. First come, first served, so reserve your ride early. Call 650.378.2750 to register or reserve your ride.

To charter the PJCC 28 Passenger Bus, please call 650.378.2717

### **Membership Policies and Information**

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When you join the PJCC, you're more than a member—you're a valued part of our vibrant community. Join us to feel how good it is to belong.

For information and rates, please call the Membership Office at 650.378.2701 or visit [pjcc.org/membership](http://pjcc.org/membership).



## Types of Center Membership

### Center Membership

Experience our state-of-the-art fitness equipment. Participate in our fun, high-energy group ex classed. Swim laps, then relax poolside. With a PJCC Center Membership, you have full access to our fitness facilities. Plus, you'll receive special invitations to Member-only events, enjoy Member pricing and special benefits.

#### Center Membership benefits

- Unlimited use of our state-of-the-art fitness facility, pools, whirlpool, sauna, steam and Evolution Cycling Studio.
- Member pricing and special offers on spa services, personal training, Pilates, childcare, TRX and much more.
- Member pricing\* on PJCC programs including concerts, adult and kid classes, swim lessons, sports leagues and more.
- Member pricing\* on Youth Programs including Treehouse, Camp Keff and enrichments.
- Priority registration for Summer Camp.
- Special Pricing for currently-enrolled Preschool Families.
- Priority on Early Childhood Education & Treehouse waitlist.
- Guest passes to the Byer Athletic Center.

*\*Must be a current member at time of registration to receive the member price. Child must be a member at time of registration through the completion of the program to receive the member price.*

### Network Membership (Multi-Center)

A Network Membership grants you access to JCCs throughout the Bay Area, including the Jewish Community Center of San Francisco, Osher Marin Jewish Community Center in San Rafael, Oshman Family Jewish Community Center in Palo Alto, and Addison Penzak Jewish Community Center in Los Gatos.

### Community Membership

A Community Membership makes you a part of the PJCC family. You'll receive priority registration for Camp Keff, participate in programs and events, and receive special Member pricing for concerts, activities & classes. Plus, you'll be connected to our wonderful community of friends and family!

#### Community Member Benefits

- Member Pricing for Select programs, concerts & events\*
- Priority registration for Camp Keff
- Guest passes to the Byer Athletic Center

Annual fee per household is renewable annually. For annual (family or Senior 65 and above) rates visit [pjcc.org/membership](http://pjcc.org/membership) or call 650.378.2703.

*\* Excludes preschool, swim lessons and Byer Athletic Center program and Classes*

### Terms of Center Membership

Center Membership is on a month-to-month basis per the terms and conditions of the Membership Agreement. Membership Agreement is part of the membership application and is also available on request at Membership office. One must be a

current paying member to receive program discounts at time of registration through the session they are registered for. Child members must have a paying active adult member on account to maintain membership status and receive program discounts.

Cancellation for Center Membership must be submitted in writing through an electronic form provided by PJCC Member Services per the terms of the Membership Agreement. Community Membership is on an annual basis and is non-refundable. PJCC Center and/or Community Membership is not transferable.

### Membership Cards

All Center Members (2 years of age and over) must present a valid membership card upon arrival at the Welcome Center. Presenting a membership card is part of a security system designed for the safety of Members. In the event that a Member does not have his/her card present for any reason, access will be permitted only after membership is verified.

If a card is lost, stolen or damaged, it must be reported to Member Services immediately. Replacement cards will be subject to a \$10 fee. Children 17 years of age and under are required to have their photos updated annually at no charge. New photos and cards can be obtained from the Welcome Center.

### Changes to Membership Status

Primary Member may convert to another available type of membership by giving advance written notice to the PJCC, paying the difference of two prevailing membership enrollment fees, if applicable, and commencing payment of the dues of the new membership type. Notices requesting conversion of membership type received by the PJCC on or before the first calendar day of the month will become effective on the last day of that month. Notices received by the PJCC on or after the second calendar day of the month will become effective on the last calendar day of the following month.

If primary member cancels his/her membership, the Adult Add-on becomes the Primary Member and, as such, is required to complete a new Membership Agreement, accepting financial responsibility.

### Resignation

Primary Member may resign from the PJCC by giving advance written notice to the PJCC by completing an electronic form to remove him/herself as well as any other persons on the membership. Resignation notices received by the PJCC on or before the 15th of the month will become effective on the last day of that month. Resignation notices received on or after the 16th of the month will become effective on the last calendar day of the following month. Dues will continue to accrue until the resignation is effective. No resignation will be effective, and dues shall continue to be payable here under, until all required payments have been received by the PJCC.

After Primary Member's resignation has become effective, he/she will not be subject to any further dues and all membership privileges will be terminated. Unless otherwise noted, all members on a family or corporate membership will be converted to individual memberships and subject to the dues of that category of membership, if the primary Member resigns or terminates. After resignation becomes effective, a person who wishes to rejoin the PJCC will be subject to a new enrollment fee and dues at the current rate.

PJCC reserves the right at any time to terminate the membership or privileges thereunder of any member for failure to comply with

the terms the Membership Agreement or with any of the rules and regulations adopted by the PJCC or for any conduct PJCC determines in its discretion to be improper or in any way contrary to the best interest of PJCC and its membership.

To obtain the required online form, please contact [memberservices@pjcc.org](mailto:memberservices@pjcc.org), call 650.378.2709 or visit the PJCC Welcome Center.ices at 650.378.2703 or email [memberservices@pjcc.org](mailto:memberservices@pjcc.org).

### College Student Rejoin

College Students ages 18 – 25 who are children of existing Center Members may cancel and rejoin their parent's membership during specified college breaks, with no enrollment fee, as long as one parent has an ongoing current membership and the child has paid the enrollment fee once. If a college student rejoins at any other time they are subject to the current enrollment fee. To re-enroll your college student during their break, contact [memberservices@pjcc.org](mailto:memberservices@pjcc.org), call 650.378.2703 or visit PJCC Welcome Center.

Breaks include:

- Summer: One – three month membership starting May
- Winter: One-month membership starting December option
- Spring: Weekly passes and/or day passes are the best option

### Temporary Freeze Status

Primary Member may apply for a temporary "Freeze Status" for any person on their membership for a minimum of one (1) month and a maximum of six (6) consecutive months and by giving written notice to the PJCC on or before the 15<sup>th</sup> of the month which will become effective on the last day of that month. Freeze requests received on or after the 16<sup>th</sup> of the month will become effective on the last calendar day of the following month. Temporary Freeze Status is subject to PJCC approval. **During an approved Freeze Status, a Member may not use any PJCC facilities and is subject to reduced membership dues.** (See Member Services for fees). One must be a current paying member to receive program discounts at time of registration through the session they are registered for. Child members must have a paying active adult member on account to maintain membership status and receive program discounts. Members may purchase guest passes at Non-Member rate to use facility during freeze. Member may return to regular membership status by notifying the PJCC in writing and commencing payment of prevailing dues per their membership agreement. The availability of Freeze Status varies and may not be available for some categories of membership.

### Lockers

Lockers are available for day use only in the men's, women's and family locker rooms. Limited long-term lockers are available for rent on a month-to-month basis. Please check with the Welcome Center for availability and fees.

### Weekly Passes (Center Members Only)

Weekly passes are available for family members of Center Members visiting from out of town (over 75 miles out of area) or for college-age students visiting during holiday breaks. Weekly passes must be purchased a Center Member and guest must show proof of out-of-town residency. Guests 17 years of age and under require parent/legal guardian signature on the Guest Agreement for each visit and have access to Dan Cook Gymnasium and pools only and are not allowed on the fitness floor. Refer to Byer Athletic

Center rules and regulations for guidelines and age restrictions at [pjcc.org/youth-policies](http://pjcc.org/youth-policies). List of fees are available at the PJCC Welcome Center or at [pjcc.org/guests-policies](http://pjcc.org/guests-policies).

### Financial Assistance

Limited financial assistance is available for both children and adults who need financial support to participate in PJCC Preschool, Camp, PJCC Programs and membership. Applications can be obtained by contacting the Member Services Director at 650.378.2711 or [bboscarino@pjcc.org](mailto:bboscarino@pjcc.org).

### Member Suggestions

Your opinion is of great value to us. If you see areas where we need to improve, or you would like to acknowledge things we are doing well, we want to know! If you have an idea or suggestion let us know by completing a member suggestion form located on the iPad at the Welcome Center or email [memberservices@pjcc.org](mailto:memberservices@pjcc.org).

### Visiting other JCCs

When you travel and want to work out or use services at a Jewish Community Center (JCC) in another city, you may do so on a short-term basis at participating JCCs. Each JCC is autonomous and establishes its own guest policies and procedures. A minimal guest fee may apply. Network membership is available to local JCCs. Contact PJCC Membership Office at 650.378.2701 or [membership@pjcc.org](mailto:membership@pjcc.org) for rates and details.

### Reciprocity

The PJCC is pleased to offer a courtesy membership for up to two weeks to current, active members visiting from JCCs over 75 miles from the PJCC with presentation of a valid JCC Member identification card. After two weeks, guest passes must be purchased to continue use of the facility. Members of JCCs within 75 miles of the PJCC must purchase a guest pass for each visit.

### General Youth Guidelines for Ages 17 and Under

PJCC Byer Athletic Center facilities are for Center Members only. Non-Members are invited to use our facilities, such as the Fitness Center or pools, with the purchase or use of a guest pass.

All Center Members (2 years and over) must present a valid membership card upon arrival and all guests must sign in.

Refer to PJCC Byer Athletic Center rules and regulations for specific guidelines and age restrictions.

### 6 years of age and under

- Must check in with a supervising adult or parent who will accompany them to and from all classes or programs.
- Must be accompanied and supervised by an adult at all times when using all PJCC facilities unless registered in a supervised activity.
- Are not permitted on the fitness floor.
- Are not permitted to use the sauna or steam room.
- Must be accompanied by an adult in their gender-respective locker room.
- Children 36 months of age and older are not permitted in the opposite sex locker room and should use family changing rooms.
- Guardian is required to be within arm's reach when child is in the water using any of our pools, including the whirlpool.
- Guardian must stay at the indoor pool area while child is in swim classes.

## 7 – 12 years of age

- Must check-in with a supervising adult or parent who will accompany them to and from all classes or programs.
- Must be accompanied and supervised by an adult at all times when using all PJCC facilities unless registered in a supervised activity.
- Center Members may swim by themselves, but a parent MUST be in the facility. Lifeguards may use discretion in the enforcement of this rule. It is the parent's responsibility to remain with a child who is a poor swimmer, regardless of age.
- Center Members ages 11 – 12 may participate in open gym by themselves, but a parent MUST be in the facility. They may also use the Fitness Center with a parent after completing the Youth Fitness Certification program, otherwise they are not allowed on the fitness floor.
- Center Members are allowed to participate in age-appropriate youth fitness classes and must be checked in by an adult.
- Must be supervised when using the whirlpool during permissible hours
- Are not permitted to use the sauna or steam room.

## 13 – 17 years of age

- Center Members are allowed to use the fitness floor only after completing a FIT 1-fitness orientation.

# Byer Athletic Center Rules and Regulations

## General Guidelines

1. PJCC Byer Athletic facilities are for Members only.  
Guests are invited to use our facilities, such as the fitness center or pools, with the purchase of a guest pass and signed waiver.
2. All Center Members (2 years of age and over) must present a valid membership card upon arrival at the Welcome Center.
3. Children 12 years of age and under must check-in with a supervising adult or parent who will accompany them to and from their class or program. They are not allowed on the fitness floor unless participating in a youth fitness program or working with a personal trainer.
4. Center Members 11 – 12 years of age are eligible to use the fitness floor with a parent or supervising adult after completing the PJCC Youth Certification Program.
5. No food of any kind is allowed in the Byer Athletic Center, on the fields or in the indoor swimming pool. Food may be consumed in the café, lobby, courtyard and outdoor areas only. While exercising, only water or sports drinks are permitted in workout areas and must be contained in closed, unbreakable, containers. Glass is not permitted.
6. Take pride in the PJCC and respect other members by helping keep the Center clean. Please remember to:
  - Wipe down machines, mats or equipment after each use.
  - Deposit used towels in the towel drop.
  - Throw away trash in receptacles.
  - Limit towel use to one towel per person. Workout towels are available upstairs in the fitness areas, and bath towels are available in the locker rooms.
  - Wear closed-toed shoes while in fitness areas.

- When doing multiple sets, allow fellow members to work in.
  - Do not tie up equipment by resting on it between sets.
  - Adhere to the 30-minute time limit when others are waiting for the cardiovascular equipment.
  - Return free weights and other equipment to their proper place after use.
  - Do not drop weights or lean weights against walls, mirrors or machines.
7. Spotters must be used during all free weight heavy lifting. Ask the fitness staff for assistance, if needed.
  8. Chalk or other similar substances used for weight training are not permitted.
  9. Be aware of your body's limits. Fitness trainers are available to provide you with a safe and effective exercise program.
  10. Gym bags and personal items including handbags, coats, etc., are not permitted in the weight room, cardio equipment areas, Group Exercise Studio and indoor pool deck. Complimentary day lockers are available for storing these items.
  11. The PJCC is not responsible for lost or stolen items.
  12. Outside trainers are not allowed. All exercise instruction and private training is to be given by PJCC staff only.
  13. Inappropriate behavior that adversely affects fellow members/ staff including, but not limited to, yelling, loud grunting, and foul or abusive language will not be tolerated.
  14. Be respectful and courteous to other members. Please use a towel when using equipment.
  15. If you have any problems, please ask a staff member for assistance. We are here to make your experience at the PJCC the best it can be!

## Dan Cook Gymnasium Guidelines

For the enjoyment and safety of all Members and guests please observe the following rules:

1. Play at your own risk. PJCC staff is on duty for limited hours.
2. Children 10 years of age and under must be under direct supervision of an adult at all times unless registered in supervised activities while using the facilities. Center Members 11 – 12 years of age may participate in open gym by themselves but a parent MUST be in the facility.
3. Only non-scoff shoes are allowed; no open-toe shoes.
4. Shirts must be worn at all times.
5. Absolutely no food is allowed. Beverages must be in a covered, non-glass container.
6. Horseplay, fighting, destructive, threatening behavior, and disrespectful language are prohibited.
7. Equipment is available for check-out at the Welcome Center located in the lobby when a gym supervisor is not on duty.
8. Outside trainers are not allowed. All exercise instruction and private training is to be given by PJCC staff only.
9. To contact the Security Desk, dial 2740 from the phone located on the wall near the gym office.
10. Open Gym: Activities will be set-up and permitted at the discretion of the Gym Supervisor.
11. Drop-In: Gym Supervisors may cancel a drop-in activity if there is insufficient attendance or may be rescheduled due to conflicts with other programs.

12. Family Gym occurs on designated Sundays. Half of the gym is reserved for families and equipped with child-friendly games.
13. Gym schedules are posted on gymnasium doors and at [pjcc.org/gymschedule](http://pjcc.org/gymschedule).

### Group Exercise Class Guidelines

1. Classes are a group activity. Please follow the instructor's routine.
2. Be respectful of others and arrive for class on time. To avoid disruptions, please do not enter class if you are more than 10 minutes late. Instructor may ask you to leave if you are late or the class is full.
3. Be considerate of other members' space. Please do not crowd a member who has arrived in class before you.
4. If you have an injury, medical condition or concern, inform the instructor before class.
5. Keep conversation to a minimum.
6. Do not enter the Group Exercise Studio before the previous class has finished.
7. Reserving places is not permitted.
8. Gym bags are not permitted in the Group Exercise Studio.
9. Please wipe up your perspiration from mats and floor area.
10. Bringing a water bottle to class is recommended. It must be in an unbreakable container. Food is not permitted.
11. Talking on cellphones is not permitted in the Group Exercise room, Yoga Studio, Evolution Cycle studio or Pilates Studio. Cellphones should be set to silent or vibrate mode.
12. Members may not operate PJCC stereo equipment.
13. Be considerate of other members, and refrain from wearing perfume, cologne, or heavy scented lotion.
14. Return all equipment to the proper storage area.
15. Most specialty classes and workshops require registration. All fees must be paid prior to session or series start date.
16. Members are required to provide their own yoga mats.
17. Center Members 12 years of age and under are allowed to participate in age-appropriate youth fitness classes that are specifically offered for their age group. Otherwise, for their safety, they are not allowed to participate in adult classes.
18. Pre-registration is required for all Kids' Fitness classes.

## Swimming Pools and Pool Area Guidelines

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### General Pool Rules

1. Parents are responsible for the safety of their children.
2. Lifeguards are on duty at the indoor and outdoor pools only and have final authority on pool usage and safety issues. Kiddie Pool has no lifeguard on duty. Children must be supervised by an adult at all times.
3. Please adhere to all posted signs in pool and whirlpool areas.
4. Members swim at their own risk.
5. Anyone with a special medical condition must alert staff and the lifeguard on duty prior to entering the pool.
6. Take all safety precautions when using the pool and whirlpool.
7. Showers are recommended before entering the pools or spas.

8. Walk on the pool deck at all times.
9. No excessive horseplay or rough-housing.
10. No glass or glass objects are permitted around the whirlpool, indoor pool or outdoor pool at any time.
11. Possession and consumption of alcohol in any form is not allowed on PJCC premises, see policy on page 3.
12. No chewing gum allowed in the pool or on the pool deck.
13. No diving, back jumps or "twisty" jumps is allowed. Enter the water feet first. Jumping feet first into the outdoor pool may be done from the gutters only. No prolonged underwater swimming or breath holding is permitted.
14. Jumping from the edge of the pool is not permitted in the indoor pool due to the raised edge.
15. Babies may not be left in stroller or car seats unattended.
16. No hanging on lane lines, ladders or railings. Lane lines are to be used only as safety lines in case of an emergency.
17. Bathing suits are required. Please no bathing suits with built-in flotation. These suits give a false sense of security while in the water. No street clothes, cut-offs, see-through swimsuits, thong bikinis or regular diapers allowed. Water shoes are recommended if spending an extended amount of time in the pool.
18. Only "U.S. Coast Guard-approved" flotation devices are allowed. "Water wings" are not allowed.
19. Please use benches or towel hooks to hang towels. Do not hang towels on hand rails or lifeguard equipment.
20. No cell phone use is allowed on the indoor pool deck or whirlpool. See the "Cell Phone and Cameras" section on page 9 for guidelines.
21. Inappropriate behavior and language is not permitted.
22. Limit use of lotions in the indoor pool or apply at least 15 minutes prior to swimming.
23. Pools and whirlpools may be closed for maintenance or safety reasons at any time at the discretion of PJCC staff.
24. All instruction and private lessons must be conducted by PJCC staff only. No outside instructors are allowed.

### Open Swim

Open Swim is designed to provide a safe, fun environment for members and their guests to enjoy the pool together.

1. Children 6 years of age and under or any child not able to fully swim on their own must be accompanied and supervised in the water at all times by an adult or Member over 16 years of age.
2. Children 7 years of age and older may swim by themselves, but a parent MUST be in the facility. Lifeguards may use discretion in the enforcement of this rule. It is the parent's responsibility to remain with a child who is a poor swimmer, regardless of age.
3. No diving. Both pools are too shallow to dive safely.
4. Children 3 years of age and under or children not fully potty-trained must wear nylon swim diapers, which can be purchased at the BAC desk or in most stores. These diapers are reusable and washable. Disposable swim diapers have a tendency to leak and are not permitted.
5. Due to health and safety concerns please do not bring in any

toys from home. Some floatation devices and equipment may be allowed during open swim. This rule is up to the discretion of the lifeguard based on the number of participants in the pool. Squirt guns are not permitted.

6. Swim lesson teaching equipment use is not permitted during open swim times.
7. Kick boards may be used during open swim, but please no sitting on or standing on kick boards.

### Lap Swim

Lap swim is designed to be a workout time for adult members and their guests.

1. Lap swimmers must be at least 13 years of age or able to swim the full length of the pool (25 yards) continuously for 4 laps without stopping.
2. Water exercises, water walking, and floating are not permitted except during designated or non-busy times.
3. Kick boards, pull buoys and fins may be available for use.
4. Lap lanes are designated for continuous swimming. Circle swim (counter clockwise) when there are more than two swimmers per lane.
5. Maximum of 6 swimmers per lane.
6. Choose the lane that best fits your ability before entering the water. Make sure to alert any swimmer in your lane before entering the water. Lifeguards may move swimmers accordingly to ensure safety.
7. When passing a swimmer in your lane, tap the swimmer in front of you on the foot. Pass only when they have stopped at the wall. When tapped, please allow the faster swimmer to pass.
8. Be alert to the lane lines when they are being added or removed from the pool. There may be a delay in the pool schedule between changing activities.

### Whirlpool

Unsupervised children ages 13 and under **may not** use the whirlpool in accordance with State California Code of Regulations, Title 24, Chapter 31B.

Whirlpool use, for supervised children 13 years of age and under, is restricted to:

- Monday – Friday 10:30 am – 8:00 pm
- Saturday – Sunday 10:00 am – 5:00 pm

Maximum of 8 individuals permitted in the whirlpool at time.

### Locker Room Guidelines

1. Day-use lockers are available free of charge while in the Byer Athletic Center only. Limited long-term rental lockers are available for a fee. Items left overnight in day-use lockers will be removed. The PJCC assumes no responsibility for items left in day-use lockers.
2. Children 3 years of age and older are not permitted in opposite sex locker rooms and should use the family changing rooms

with parent or supervising adult.

3. Family changing rooms are for members with disabilities and for children 36 months – 12 years of age with caregivers of a different gender.
4. Children 12 years of age and under must be supervised by an adult in the locker room unless registered in supervised activities while using the facilities.
5. Please help keep locker rooms clean by depositing used towels in towel drops and throwing trash in trash bins.
6. Please leave valuables at home. The PJCC is not responsible for lost or stolen items. Call 378.2703 for Lost and Found.
7. Disabled members have first priority in disabled showers. Be considerate of other members waiting for showers and limit usage to 5 minutes.
8. Hair dyeing is not permitted in locker rooms or shower areas.
9. Food is not permitted in the locker rooms.
10. Refrain from applying perfumes or cologne until you are out of the Center.
11. Families may also utilize poolside restrooms as a family changing room.
12. Swim suit extractor machine is for swim suits only. PJCC is not responsible for lost or damaged goods.

### Sauna/Steam Room

1. Water, shaving and scents are not permitted in the steam or sauna.
2. Inappropriate behavior adversely affects fellow members/ staff. Sexual obscenities will not be tolerated.
3. For safety and health reasons, children 12 years of age and under are not allowed to use the sauna or steam room.

### Byer Athletic Center Childcare Information

Childcare is available for Center Members only for a fee. Members whose children are also members enjoy priority use; reservations may be made 48 hours in advance. All other Center Members with children who are not paying members may make reservations 24 hours in advance. Guests of Center Members may use childcare on a space-available, drop-in basis only. Parents need to be on-site during reservation time.

**Please note:** Fees are subject to change at any time.

### J.Care

The J.Care program cares for children from 6 weeks of age through preschool. The program offers various theme-based activities including active play, art, fine and gross motor skill development, imaginary play and music.

### Fees and Hours

Visit [pjcc.org/jccare](http://pjcc.org/jccare) for current fees and hours.

### Reservations

To make your childcare reservation, please call the Welcome Center at 650.378.2703. Please reference posted schedules at [pjcc.org/schedules](http://pjcc.org/schedules) or at the Welcome Center for holiday closures and/or reduced hours of operation.

## Late Fees

A late fee will be charged for every 15 minutes beyond the scheduled reservation. Two-hours notice is required to cancel or reschedule your reservation. Failure to give two-hours notice will result in a no-show charge of \$5.

## Program Policies and Registration Information

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### Preschool

For more in-depth information about our programs, explore our brochure or visit us at [pjcc.org/preschool](http://pjcc.org/preschool).

Want to see the PJCC Preschool for yourself? Call 650.378.2670 to make a reservation for one of our monthly tours.

### Treehouse @ the J

Interested in giving your child the a cool afterschool experience? Learn more about our Treehouse Afterschool Childcare program at [pjcc.org/treehouse](http://pjcc.org/treehouse). For more information, contact at 650.378.2704 or by email [treehouse@pjcc.org](mailto:treehouse@pjcc.org).

### Camp Keff

Youth of all ages explore, grow, imagine, make friends, build confidence, and most definitely PLAY. Save your spot at [campkeff.org](http://campkeff.org) for grades K – 12. We offer Fall, Winter, Spring, or Summer camps. Contact the Youth and Family Department at 650.378.2704 or by email [camps@pjcc.org](mailto:camps@pjcc.org).

## Log in & Registration Programs at the PJCC Where Should I Log In: MyPJCC or MindBody?

Go to [pjcc.org/mypjcc](http://pjcc.org/mypjcc) for more information.

### MyPJCC

Use MyPJCC if you want to register for...

- Adult and Youth classes and programs
- Aquatics programs/swim classes
- Community Engagement opportunities
- Cultural Arts programs
- Jewish Life programs
- Preschool and Youth Enrichment classes
- Sports and Recreation programs (e.g., basketball leagues)

### PJCC MindBody

Use MindBody if you want to register for...

- Group Exercise classes that require reservations
- Evolution Cycle classes
- Pilates Reformer classes
- TRX
- Women On Weights
- Small Group Training
- Personal Training
- Spa appointments and Eminence purchases

Remember: if you need further assistance, we welcome you to contact our Member Services Team at [mypjcc@pjcc.org](mailto:mypjcc@pjcc.org). You can also stop by our Welcome Center or call 650.378.2711 for assistance.

## Activity Waiver

Participation by non-members in PJCC programs requires a signed Activity Waiver submitted prior to the first class. Parent or legal guardian signature is required for children under 18 years of age.

## Class Cancellation Policies

**Swim School Cancellation Policy:** All withdrawal requests must be made in writing through email or done in person by the 15th of the current month for a next month cancellation. No partial refunds are provided.

**Personal Training Cancellation Policy:** To cancel an appointment without charge, you must contact your trainer at least 24 hours before your scheduled appointment. If you fail to cancel at least 24 hours in advance, you will be charged for a full session.

**Private Pilates Cancellation Policy:** To cancel an appointment without charge, you must contact your trainer at least 24 hours before your scheduled appointment. If you fail to cancel at least 24 hours in advance, you will be charged for a full session.

**TRX Cancellation Policy:** To be canceled without charge, TRX cancellations must be made 24 hours prior to start time of the class. Your TRX package will be activated on the day of your first TRX class, and will expire 35 days after that date.

**HITT Cancellation Policy:** High Intensity Team Training (HITT) packages expire 35 days after sale date. To be canceled without charge HITT cancellations must be made 24 hours prior to start time of the class.

**WOW Cancellation Policy:** To be canceled without charge WOW cancellations must be made 24 hours prior to start time of the class. Your WOW package will be activated on the day of your first WOW class, and will expire 35 days after that date.

**Spa Services Cancellation Policy:** To cancel your appointment without charge Spa cancellations must be made 12 hours prior to the start time of your appointment.

## Refund Policies for Individual & Series Classes

To receive a 100% refund, written requests must be received at least one week prior to the individual class or first session of series. To receive a 75% refund, written requests must be received at least one day prior to the individual class or first session of series. To receive a 50% refund (does not apply to individual classes), written requests must be received at least one day prior to the second session of the series. Refund requests made after one day prior to the individual class or second session will not be accepted, and no refund will be granted.

## **Requesting a Refund**

Requests must be made in writing to the Program Department. Refunds are computed from the date written notice is received and will appear as credits on PJCC house accounts immediately after being processed. Refunds may take 5 - 7 business days to be processed. The PJCC is not responsible for providing makeup classes or issuing refunds for programs missed as a result of illness, travel, emergencies or other events beyond the control of the PJCC. All classes are subject to minimum enrollment. The PJCC reserves the right to cancel classes by refunding all fees where the minimum enrollment is not met.

The PJCC reserves the right to close facilities for maintenance, change rooms for best utilization or substitute teachers when necessary. Programs such as Swim School, Preschool, Camp Keff, Treehouse, events, trips and tours are subject to their own cancellation and refund policies, which supersede those policies stated above. Please contact individual departments for specific departmental policies.

## Department Directory

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### Executive Administration

Chief Executive Officer.....650.378.2712  
 Chief Wellness Officer.....650.378.2734  
 Chief Financial Officer.....650.378.2756  
 Chief Marketing Officer.....650.378.2721  
 Chief Engagement and Innovation Officer.....650.378.2759  
 Director of Jewish Life .....650.378.2743  
 Director of Human Resources .....650.378.2758

### Administrative Office

info@pjcc.org

And all other PJCC staff .....650.212.PJCC (7522)

### Membership & Member Services

Current Member Information & Billing.....650.378.2711  
 memberservices@pjcc.org  
 New Member Inquiries .....650.378.2701  
 memberservices@pjcc.org  
 Member Services Director.....650.378.2711

### Program Registration, Appointemnts & General Information

Welcome Center .....650.378.2703

### Byer Athletic Center (BAC)

**Fitness** fitness@pjcc.org  
 BAC Fitness Desk .....650.378.2775  
 Personal Training & FIT Appointments.....650.378.2727  
 BAC Fitness & Wellness Manager.....650.378.2771

### Group Exercise & Pilates

pilates@pjcc.org

Group Exercise & Pilates Manager.....650.378.2771

### Swim School

aquatics@pjcc.org

Registration, Information & Billing.....650.378.2782  
 Aquatics Manager.....650.378.2735

### Spa

Spa Appointments.....650.378.2703  
 Spa Manager.....650.378.2790

### J.Care Childcare

J.Care Appoinments.....650.378.2703  
 J.Care Staff.....650.378.2664

### Sports & Recreation

aquatics@pjcc.org

Sports & Recreation Coordinator.....650.378.2783  
 Birthday Party Coordinator .....650.378.2716

### Jewish Programs

Jewish Family Engagement Manager.....650.378.2777  
 Jewish Programs Manager .....650.378.2663

### Adult

Registration & Information .....650.378.2764  
 Adult Director .....650.378.2751  
 Adult Program Coordinator .....650.378.2718  
 Get Up & Go Program Manager.....650.378.2717  
 Adult Services Program Assistant.....650.378.2750  
 Volunteer Manager .....650.378.2780

### Camp Keff, Treehouse & Youth & Family

Registration, Information & Billing .....650.378.2704  
 youthandteen@pjcc.org camps@pjcc.org  
 Director of Youth, Family & Recreation .....650.378.2726  
 Treehouse Manager .....650.378.2768  
 Camp Director .....650.378.2767  
 Camp Assistant Director .....650.378.2744

### Cultural Arts

arts@pjcc.org

Program Registration.....650.378.2764  
 Culture Arts Director.....650.378.2751

### Preschool

ece@pjcc.org

Information & Billing Questions.....650.378.2670  
 Director of Early Childhood Education.....650.378.2695  
 Assistant Director .....650.378.1831  
 Preschool Office and Enrollment Manager...650.378.2696  
 Preschool Camp & Family Manager.....650.378.2772

### Facilities

Facilities Manager/Rentals.....650.378.2668  
 Property Manager.....650.378.2779

### Other Campus Organizations

Ronald C. Wornick Jewish Day School.....650.378.2600  
 Jewish Community Federation.....650.349.1523

### Employment at the PJCC

Apply at [pjcc.org/careers](http://pjcc.org/careers)