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Membership Policy & Procedures

For Membership Information:

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Please note: all forms are available by contacting the Director or by visiting our website!

MISSION STATEMENT

Striving to empower the community through supplemental education and socialization.

POLICY STATEMENT

The Canton Community Center is an organization designated by the IRS as a non-profit 501(c)(3) and is designed to provide facilities for educational and exercise classes, meetings, and social events. The following policies and regulations have been established to assure fair usage and maximum enjoyment.

BENEFITS OF MEMBERSHIP

The Canton Community Center offers its memberships to any individual. Membership will include access to all fitness classes offered by our instructors. Members will also receive 50% off all other classes such as basket weaving, cooking, nutrition, art, music and drama to name a few. Members will also receive 50% off rental of our great room or conference/kitchen. Not to mention the benefit of the social life and countless free community classes we will offer.

USERS

Groups or individuals using the Canton Community Center's facilities will be required to comply with rules and policies governing same. Failure to comply could subject the group or individual to the loss of use privileges.

The following uses are generally permitted; meetings, parties, receptions, dances, social or cultural activities, fundraising activities, along with our business incubator program and classes held by the Canton Community Center through the support of many instructors.

Certain uses identified below may be allowed, following the approval of the Canton community Center.

Sales and Solicitations

Sales and solicitations are gatherings for the purpose of advertising, sales, solicitations, or display of articles for sale. This shall not apply to sales meetings conducted by private organizations for their own dealer or personnel, nor to our Business Incubator Program. Commercial uses of the Canton Community Center, when not part of our Business Incubator Program, are low priority uses of the Center resources and will only be permitted when there is no competing request for use of the center. The Canton Community Center recommends if sales and solicitations of goods is requested and this will be on an ongoing basis, to apply for our Business Incubator Program.

Sales or solicitations do NOT include incidental sales at a meeting or gathering otherwise authorized in the rules and policies for the Canton Community Center. Sales and solicitations also do NOT include fundraising activities conducted by preauthorized groups from the Canton Community Center Director or our Board of Directors.

Fundraising

Fundraisers are only permitted on behalf of the Canton Community Center, or benevolent, philanthropic, patriotic, charitable organizations, or other fundraisers that the Director or Board of Directors deems fit. Every organization or individual intending to conduct a fundraising activity must provide the Canton Community Center Director with the following:

- A rental agreement form (for space to be used)
- Name under which the charitable organization intends to solicit contributions.
- General purpose for which the charitable organization is organized and purpose for which the contributions to be solicited will be used.
- Whether organization or individual hosting has ever been banned by any court from soliciting contributions or lost its authorization to so solicit contributions.

- Other information as may be necessary or appropriate in the public interest or for the protection of contributions

MEMBERSHIP

The Canton Community Center is a dues paying center. Membership begins on the date indicated on your membership application (please obtain from the Director or our website) and remains active until canceled by you or the Center (by using a Cancel Membership Form). Please observe the following policies as a member of the Canton Community Center. Please contact the Director if you have any questions or would like an additional copy of these policies.

- **Non-Sufficient Funds Fee:** There is a mandatory \$35 charge for all returned checks or EFT transactions, including any recurring fees placed upon a credit or debit card.
- **Schedules, Fees and Classes:** All Memberships are pro-rated for the month you sign up. Annual Members are expected to pay the pro-rated fee plus the first year fee when upon registration and membership will end at the end of the month but 12 months later. Monthly draft Members are expected to pay the pro-rated fee and EFT transaction fee each transaction.
- **Setup Fee:** The Canton Community Center may charge a setup fee for each membership that is created. This fee covers the cost of processing fees and paperwork associated with a new member. This fee is non-refundable. (More information can be found on the Membership Application)
- **Cancellation of Membership:** Members that wish to cancel must fill out 30 days or more, prior to the first of the month, a "Cancel Membership form". Failure to submit the form, or in designated time, will result in billing for the next month, Membership dues may still be accessed during the cancellation process if the first of the month is less than 30 days from application for cancellation. There is no need to submit an "Electronic Funds Transfer Add/Change/Cancel Form" as to the "Cancel Membership Form" will cover this.
- **Physical Exams:** Before beginning any exercise at the Canton Community Center, we strongly recommend that each Member complete a physical exam with your primary care physician. It is your responsibility to ensure you are healthy enough to complete a class, the Community Center will not be held liable for any injury, death, or problems associated with any exercise class.
- **Insurance Coverage:** The Canton Community Center does not provide insurance for injuries sustained during Center activities or events. Members use the Canton Community Center facilities and participate in programs and events at their own risk.
- **Cell Phone Policy:** Our Center has instituted a cell phone policy for the protection of each Member's privacy and safety as well as to maintain a peaceful environment for all to enjoy. Cell phone use is prohibited in all programs and classes. Members may have phones on their person, however they must be turned to vibrate, and if a conversation is required they must step outside to conduct said conversation.
- **Lost and Found Policy:** Any items that were lost and then found, which resemble clothing of any kind, footwear, hats, locker items or fitness accessories, will be stored temporarily at the Center. If the items are not claimed within 30 days we have no choice but to discard or donate them. If the item lost is jewelry or has any significant value, it will be held in a secured location for three months. Please contact the Director for claims on all items.
- **Parking:** Parking is free to all Canton Community Center members. If our lot is full and street parking is required please adhere to local laws and be respectful of our valued neighbors.
- **Youth supervision:** the safety and comfort of your child is our first priority. When your child is enrolled in a Canton Community Center Class, you can be assured that the instructor is a trained individual with experience working with children. We require that no child under 13 years of age be left unattended. Please note that we are not responsible for pickup and drop off of children and the instructor & Center cannot provide "babysitting" services before or after a class.

- Any member that requests to not have photos or videos taken of them, are required to complete a “Photo Suppression” form. Please note that the Canton Community Center will do its best in suppressing all photos and videos of the individual(s) but due to the nature of our center, this may not always be possible and you can request a photo or video to be removed, and if possible the Center will make every effort to do so, however this may not always be possible. The Canton Community Center can not be held liable for any third party photography.
- Any members, and all guests, expressly agrees to indemnify and hold the Canton Community Center, Staff, Director, and Board of Directors harmless for any and all claims of any nature arising from or due to the Members use of the Community Center.
- CODE OF CONDUCT: The Canton Community Center is committed to providing a safe and welcoming environment for all of our Members and guests. To ensure the safety and comfort of all who visit the Center, we ask individuals to act appropriately at all times while they are in our facility or while they are participating in Center programs. We expect persons using the Center to behave in a mature and responsible way and to respect the rights and dignity of others. Our Code of Conduct does not permit language or action that can hurt or frighten another person or falls below a generally accepted standard of conduct. Specifically this includes:
 - Angry or vulgar language including, swearing, name-calling and shouting.
 - Physical contact with another person in any angry or threatening way.
 - Any demonstration of sexual activity or sexual contact with another person.
 - Harassment or intimidation by: words, gestures, body language or any other menacing behavior.
 - Carrying or concealing any weapons or devices which may be used as a weapon.
 - Behavior which intends to or results in the theft or destruction of property.
 - The sale, possession, distribution, or use of any illegal substance – or alcohol, unless at an event- by an individual on Center property is prohibited and will constitute grounds for immediate termination of membership and possible prosecution.

Please report any inappropriate or suspicious behavior immediately to the director or staff person. Any member or non-member may be *written up* when such behavior warrants this, The Director or Staff member will use the “Member Warning Form”. If warranted the Director or Staff may also ban an individual or group by using the “Banned Member Form”. Both forms will apply to Non-Members as well. There is no set number of warnings before a member or non-member is banned, the severity of the incident will be the judge of this. Any complaints about this process please fill out the “Complaint Form” more information on this process can be found further in this document.

MEMBERSHIP DUES

The Canton Community Center is a membership DUES facility. Dues are due on the first of each month for monthly Members and on the first of the anniversary month for annual members.

- Annual Dues: Dues are to be paid on an annual basis. A one-time payment is required (discount does apply) during registration and subject to pro-ration if membership is started that day. Each subsequent year the Member invoice will be sent out via email on the account, approximately 45 days prior to expiration, a reminder will be mailed two weeks prior to due date, if payment has not been received. Fees will be due by the date on the invoice (first of the month.)
- Monthly Dues: Dues are to be paid on a monthly basis. A payment is due at time of registration and subject to pro-ration if membership is started that day. Each month a reminder email will be sent out approximately one week before the first of the next month.
- EFT (electronic funds transfers): EFT is available for any Membership. A \$2.00 fee does apply per EFT transaction. EFT will be processed on the first of each month that membership is due. EFT is available using a Checking or Savings account, and/or a Credit or Debit card. Accepted Cards are MasterCard, Visa, and Discover. For each EFT transaction that is returned as NSF (non-sufficient funds) a \$35 fee will be accessed. If an EFT transaction is denied, an email will be sent to the email on file, the Center will resubmit the EFT

transaction on the 15th and 30th of each month, to try to obtain payment. For each day late, a \$10 late fee will be accessed up to equal the amount of the Membership fee for that month. Membership will be suspended until all membership fees, late fees, and NSF fees are paid in full. After 2 months of non-payment membership(s) will be cancelled and Members will be invoiced for all NSF fees due. Failure to pay within 30 days from invoice Member will be turned into collections. Any cancelled Membership(s) that the Member wishes to reinstate will have to pay the setup fee again.

- To set up an EFT after membership has started please fill out the “Electronic Funds Transfer Add/Change/Cancel form”. If you wish to change or cancel an EFT transaction, please complete the same form following the directions on the form.
- Where EFT is the best option we also allow Cash, Check, and Money order payments for Membership(s). Membership fees are due in hand of the director, on or before the first of each month by 12 p.m. Late fee will be accessed at a rate of \$10 per day after the first of the month, up to equal the Membership dues for that month. Membership will be suspended until all membership fees, late fees, and NSF fees are paid in full. After 2 months of non-payment membership(s) will be cancelled and Members will be invoiced for all NSF fees due. Failure to pay within 30 days from invoice Member will be turned into collections. Any canceled Membership(s) that the Member wishes to reinstate will have to pay the setup fee again. Any NSF returned checks are subject to a \$35 NSF Fee.
- The Canton Community Center reserves the right to adjust the membership fees with a minimum of 60 days written notice. This notice will be sent to the email on the main Members account, if there is no Member email then it will be mailed.
- Full Classes. If a class is full, the Member has the right to ask the instructor if there is any non-members in the class and ask them to leave. However the Member can only do this for the first 5 (five) minutes of class, after that if the class is full, the Member will be asked to leave. The Canton Community Center takes attendance seriously, if you are unable to attend a class due to it being full, please inform the Director so the Center can work on obtaining a second class if scheduling and traffic allows.

HOLIDAYS

The Canton Community Center is open year around, however due to certain holidays it may be in the best interest to close the Center so Employees and patrons can observe these with their family, in addition, this allows the Center to be open from classes to allow room rentals to Members, the public or the Center for special gatherings or events. The Center will be closed, but not limited to, the following days; Labor Day, 4th of July, Memorial Day, Thanksgiving, Christmas and Easter.

INCLEMENT WEATHER

All class cancellations and building closings due to weather or emergency will be posted on the Facebook page of our center, and we will make every effort to broadcast such notices on the following TV stations, WGEM and KHQA. Please understand that there might be an unexpected occasion that will require us to cancel or close without advance notice. Credits will be issued if the Canton Community Center cancels a prepaid class, please see the refund policy in this document. No discounts to monthly or yearly memberships will apply for cancelled classes, Membership fees are not refundable.

MAINTENANCE OF BUILDING

Maintenance of the building may be required at times. The Canton Community Center will do all in its power to limit the interruptions to all, however this may not always be possible. The Canton Community Center will try to schedule all scheduled routine maintenance during its scheduling period or during non-peak hours. However, unplanned maintenance or emergency service may be required, and the Canton Community Center may need to cancel class(s). Please note that the Center does not do this lightly and we will limit interruptions.

REFUND POLICY

Membership dues are non-refundable/nontransferable. Program refunds will be made only if the Canton Community Center, not the instructor, cancels a class. Missing a class does not warrant a refund. Please note, if a refund is warranted, it may take up to two weeks to process the refund, and the Canton Community Center will provide you with a "Refund Form" via email, once there is due cause to provide such refund. No discounts to monthly or yearly memberships will apply for canceled classes, Membership fees are not refundable.

MEMBERSHIP REFERRALS

The Canton Community Center offers members the ability to refer an individual and receive a discount on that month's membership. Existing members that are in good standing, payment and warning status can refer members and receive a discount of \$1 (one dollar) per individual that signs up for a membership and after their first payment, for a maximum of \$5 (five dollars) in discounts a month. This is a one-time discount for that individual and the discount does not apply each month the new member is enrolled, nor if the individual lets their membership expire and the existing member refers them again. Membership discounts will be applied on the next month's membership, if there is less than 14 days before billing than the discount will be applied the following month. If an existing Member wishes to refer someone, a "Membership Referral Form" is required to qualify for this referral program.

COMPLAINTS

The Canton Community Center is a building designed, but not limited, to provide facilities for educational and exercise classes, meetings, and social events, however as with any function where there is people and brick & mortar buildings, there is a chance that a complaint may arise. We at the Canton Community Center take all complaints seriously. Due to this, we have created a complaint process. If a complaint arises, please request a "Complaint Form" from the Director or you may obtain one on our website. Please fill out as much information as possible and in great detail. Once completed return to the director, and we will take appropriate measures. If the complaint is about the Director then forms may be returned to any Board of Directors in person or via E-mail to the Board of Directors email found on the form. All Complaints regardless of severity will be reviewed by the Board of Directors at each meeting, as time allows, in which time policy and procedures may change, and/or action taken against an individual or group, or a solution to the problem as requires. If a complaint is about the Board of Directors decision, any individual or group may request to be heard at the next board meeting. A request for a third party mediator may be requested at the cost to the individual requesting the third party, all requests must be done via e-mail to the email on the complaint form. All complaints must be filed within 15 days of incident.

INJURY or ACCIDENT REPORT

The Canton Community Center takes all injury or accidents seriously. As a result, any time there is any incident that has injured an individual or property, an "Incident Report" is REQUIRED to be completed. This form must be filled out within 24 hours and statements collected from all parties. Incidents will remain in possession of the Canton Community Center for a period not less than required by law, and may be passed to the insurance carrier of the Canton Community Center, police, and any individual requesting that was a part of the incident (some information may be withheld if it does not pertain to that individual). Forms may be obtained from the Director or via our website.

NON-MEMBERS

The Canton Community Center is a building designed to provide facilities for, but not limited, to educational and exercise classes, meetings, and social events. We are a Membership driven facility, however we encourage all individuals to attend a class to try us out. All Non-Members are required to complete a "Non-Member Release of All Claims Form" and pay a nominal fee (class fees may vary) If there is no class fee a minimum of \$5 per class will be required. At that time they will be asked to complete a membership application and pay member dues. Also please note a position in a class is not guaranteed. If class is at capacity, and a member walks in up to 5 (five) minutes

past start time, the non-member will be refunded all fees and asked to leave. Membership Members are our first priority. After the 5 (five) minute mark from start of class, the Member will be told the class is full and they will be asked to leave.

EEOC STATEMENT

The Canton Community Center is an equal opportunity provider and employer.

REVIEW AND AMENDMENT PROCEDURES

It is recognized that as conditions change, these “Policy and Procedures for the Canton Community Center” will need to be reviewed and possibly amended or revised to reflect those changes or to address omissions which have become apparent.

Membership Handbook Acknowledgment

I have received a copy of the Membership Handbook. I acknowledge that I will read and make myself familiar with the information contained in the Membership Handbook. I understand the information contained in the Handbook and agree to abide by the policies and procedures set out in the Handbook. I also understand that it will not be a defense to any misconduct if I have not read the Membership Handbook or do not understand any of its provisions. I further acknowledge that I have had adequate opportunity to ask questions and become fully informed about the policies and procedures contained in the Handbook.

I additionally confirm that in signing this acknowledgment and having a copy of the Membership Handbook, I understand the Handbook does not form a written membership agreement between the Canton Community Center and me. I understand that I am not required to maintain membership at the Canton Community Center for any set period of time and that the Canton Community Center is not required to rent to me.

I further understand that the policies and procedures set forth in the Handbook are subject to change at any time, with or without notice, in the sole discretion of the Canton Community Center and that new policies and procedures may from time to time supersede or supplement those set forth in the Handbook.

I understand also that it is my obligation to inform the Canton Community Center of changes in my address or telephone number, and any other changes that may affect the rental and I agree to the cancellation policy, and the Director or Board of Directors have a right to limit, change, or cancel this contract.

Main Member Printed Name: _____

Main Member Signature: _____

Date: _____

This signed and dated acknowledgment will be placed in the Membership file.