Cal Poly Recreation Center
Membership FAQS

Who is eligible for a Recreation Center membership?

- Cal Poly community members are eligible for a Recreation Center membership including:
  - Non-Fee Paying Students (Cal Poly students on leave of absence, recently graduated or paid the UU fee during the previous 2 quarters)
  - Faculty/Staff
  - Part-time/Intermittent Faculty/Staff
  - Retired/Emeritus Faculty/Staff
  - Alumni
  - Spouse/Registered Domestic Partner
  - Cal Poly Continuing Education

Where and how do I register for a new membership?

- Eligible new members register at the Recreation Center front desk. At the time of registration the member will need to provide proof of eligibility, agree to the ASI Waiver of Liability and provide a form of payment.
- A facility tour along with a description of what your membership includes is available before you commit to a new membership.

What do I need to bring in order to sign up for a new membership?

- Proof of membership eligibility and a photo ID are required in order to purchase a membership. Please refer to the following chart for what you'll need to bring when you register:

Eligible Member	What to Bring
Continuing Students/Recent Graduate/Leave of Absence	• Cal Poly student ID • Cal Poly Portal login
Faculty/Staff	• Cal Poly staff ID • Cal Poly Portal login
Emeriti Faculty/Staff	• Photo ID • Emeritus card • Cal Poly Portal login
Alumni	• Photo ID • Confirm *current* Alumni Association member
Spouse/Registered Domestic Partner	• Rec Center member must be present with spouse/domestic partner • Member & spouse must show photo ID • Confirm both members live at same address
Retired Faculty/Staff	• Photo ID • Proof of being retired/letter from HR stating you're retired from Cal Poly
Cal Poly Continuing Education	• Photo ID • Cal Poly ID or proof of current student status- may need transcript or paperwork from CPE

What is the membership refund policy?

- Refunds for pre-paid memberships (annual and 3 month) are handled on a case by case situation. The member requesting a refund may fill out the Refund Request form which can be picked up and dropped off at the Recreation Center front desk. A staff member from Membership Services will be in contact with the member who requested the refund.

How can I renew my membership?

- You can renew your membership at the Recreation Center front desk. You may renew the same membership plan or you may change to a different type of membership plan (i.e. you had a 1 month, but would now like a 3 month).

Can I cancel my membership?

- Pre-paid memberships may not be cancelled. Members who opted for the 1 month automatic payment plan may choose to cancel their automatic payment at any time. Please fill out and turn in the Automatic Payment Membership Cancellation form located at the Recreation Center front desk.

Can I put my membership on hold?

- Memberships may not be put on hold. Special circumstances may apply (i.e. injury), please contact Membership Services at 756-6335.

Can I transfer to a different membership?

- Memberships are non-transferrable. One membership plan must expire before purchasing a different membership plan.

How do I cancel my monthly automatic payment membership?

- Please come by the Recreation Center front desk and ask for the Automatic Payment Membership Cancellation form. Please complete the form and turn in to the front desk. Please allow for 10 days to process your request. An email will be sent to you confirming your cancellation.

I am a recent Cal Poly alumni, did I pay for any of the cost to expand the Recreation Center?

- Part of the stipulations of the referendum when it was passed in 2008 was that current students would not incur an extra fee while the building was under construction. Students were not charged the $65/quarter fee increase until the Recreation Center opened winter 2012.

As an alumni, why do I pay a $10 guest pass fee when students pay a $5 guest pass fee?

- Our guest pass fees are based on a student and non-student rate. Although Cal Poly alumni may have been part of the 2008 referendum they did not monetarily support the expansion. The 2008 referendum was in favor of a $65 fee increase to support the expansion of the Recreation Center, however, the fee was not implemented until the Recreation Center re-opened winter quarter 2012.

Will my membership automatically renew?

- Memberships do not automatically renew. When your membership expires, the HandKey access system (turnstile gates) will no longer grant you access into the facility. The HandKey will display a message that your membership has expired. You may then renew your membership at the Recreation Center front desk.

What forms of payment do you take for membership?

- We accept cash, check or credit card as valid forms of payment for membership.

May I commit to the annual membership, but pay for it monthly?

- Payment is required upfront for the annual membership in order to receive the lower rate compared to the 1 month membership plan. The annual membership is the only plan that includes four complimentary guest passes and one complimentary towel service (a $45 value).

May I buy a pass to access the pool without purchasing a complete Recreation Center membership?

- The Recreation Center memberships are all inclusive which include access to all amenities of the Recreation Center. There is not an option to purchase a pass specifically for the pool. Before purchasing a membership, we encourage you to come in and tour the facility to see what amenities and services are available to Recreation Center members.
- You may also purchase a one day guest pass to try out the facility. You may apply the cost of the guest pass to an annual or 3 month membership when receipt is redeemed within 30 days of purchase. Please review our guest pass policy[1] for more information.

Before I sign up for a membership, can I try out a group fitness class?

- If you are a current faculty, staff, emeritus or alumni you may purchase a 1 day guest pass for $10 at the front desk. This guest pass will allow you to use all amenities in the facility (including fitness classes) for the day. Please bring proof of eligibility to purchase a 1 day guest pass.

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[1]Guest Pass Policy - http://www.asi.calpoly.edu/form_policies/show/573

- If you are the spouse of a current Cal Poly student or Recreation Center member you may be sponsored by them for a one day guest pass. Please come in with your spouse and bring a photo ID to purchase a guest pass.
- If you choose to join the Recreation Center within *30 days* of purchasing your guest pass you may apply one daily guest pass toward a new annual or 3 month membership. Please present your guest pass receipt to the front desk at the time of membership registration.

Do you have a free trial option before I sign up for a new membership?

- We do not offer free trials before registering for a new membership. You may, however, use the facility as a guest with the purchase of a 1 day guest pass. Please refer to the guest pass policy[2] for more information.

Do new memberships include any incentives?

- Purchasing a membership at the Cal Poly Recreation Center includes many new and exciting benefits.

Membership Benefits Include:

- Group Exercise Classes
- Equipment lending from Pro Shop
- 21,000 sq. ft. of cardio and weight space
- Exercise equipment orientations
- Indoor track
- Rec Pool and Leisure Pool
- 3 fitness studios
- 6 glass racquetball courts/ 1 squash court
- 6 gymnasium courts
- Access to Climbing Park
- WiFi throughout facility

Additional Fee-Based Benefits:

- Personal training
- Towel Service (included in annual membership)
- Instructional fitness classes
- Instructional aquatics classes
- Intramural leagues
- Poly Escapes trips
- For a nominal fee, access to equipment from Poly Escapes

Do you have a payroll deduction program for memberships?

- Membership Services will no longer be instituting a payroll deduction program. Alternatively, you may opt for a monthly membership. For monthly memberships you may sign up to have your credit card or debit card billed automatically, so no in person renewal is necessary.
- All annual/3-month memberships must be paid in full.

Who can use the guest passes that are included with the annual membership plan?

- Guest passes may be used by anyone, as long as they are accompanied by a current Recreation Center member or Cal Poly student. If the guest is a student (from another school) they must present a valid student ID in order to qualify for the student daily guest pass rate of $5. The non-student daily guests pass rate is $10.
- All guests must be 16 or older.
- Guests who are Cal Poly alumni or current Cal Poly faculty/staff may purchase a daily guest pass for $10 without being sponsored by a Recreation Center member or Cal Poly student.

Why were membership prices increased from the previous fee structure?

- In support of the Recreation Center expansion project, the students voted on a referendum in 2008 to increase the Student Union Fee by $65. In order to compensate for this increased fee, membership fees were raised proportionally. For additional information on membership and fee structures, please visit the front desk or email Membership Services.[3]

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[2] Guest Pass Policy - http://www.asi.calpoly.edu/form_policies/show/573
[3] Membership Services – Memberships@asi.calpoly.edu

As a student, can I opt out of paying the ASI/UU Fees?

- ASI/UU fees are mandatory each quarter. ASI/UU fees are a part of the CSU Educational Code (Title 5) Category II fees. Category II fees cover University Union, ASI, and Instructionally Related Activities. These fees are mandated by the CSU Board of Trustees. The CSU Board of Trustees defines Category II as campus mandatory fees that must be paid to enroll in or attend the university. These are set by the CSU Chancellor. For additional information please refer to the Cal State Education[4] website.

Are martial arts classes included in membership?

- Martial arts classes are considered instruction classes. The instructional classes are not included in the membership fee. For pricing on instructional classes please refer to Fitness[5] page of the ASI website.

Why are memberships not available to the greater SLO community?

- Membership is limited to the Cal Poly community in order to ensure the Cal Poly students have open access to all services and equipment available to them.
- During the summer the Aquatics program offers family swim on weekends which is open to the San Luis Obispo community. For more information on the family swim opportunities please visit the Aquatics[6] page of the ASI website.

Will there be limited hours for non-student members to give greater access to students?

- During operating hours the Recreation Center will always be available for all current Cal Poly students and members. Access will not be closed or denied to current members.
- Kinesiology classes do have scheduled reserved times to use racquetball courts and the track exercise room for their class. These reserved times are for students enrolled in the class. These days and times are posted in the facility and also available at the front desk.

Will the Recreation Center still be free for students during the summer?

- In order to use the Recreation Center, students must be enrolled in classes for the summer session. They must be paying the Student Union Fee. If students are not paying the Student Union Fee during the summer they are required to purchase a membership at the student rate. They can purchase the Continuing Student membership plan for either 1 month or 3 months.
- Once fall quarter begins, all enrolled students will be eligible to use the Recreation Center without paying for a membership.

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[4] Cal State Education - http://www.calstate.edu/budget/student-fees/fee-policy/categories.shtml#c2
[5] Fitness - http://www.asi.calpoly.edu/fitness
[6] Aquatics - http://www.asi.calpoly.edu/aquatics