Guest Policy
The Mandel JCC is an active, lively and engaged community center for people of all ages. To ensure that members’ and guests’ experiences are positive, welcoming and safe we have adopted the following Guest Policies. We encourage members to introduce their friends and family to The J under the guidelines outlined in this brochure.

If you have any questions please contact our Membership Staff at (216) 831-0700 ext. 0 or infodesk@mandeljcc.org or visit our website at mandeljcc.org/guest. We look forward to serving you and thank you for your continued membership and support.

Jake Krider
Manager, Membership Services

Guest Passes
- Members and renewing members annually receive three complimentary one-day Guest Passes per family (Guest Passes may be picked up at the Membership Desk and expire 12 months from date of receipt.)
- Members can purchase additional one-day Guest Passes for $15 each. There is no limit to the number of Guest Passes that may be purchased by a member. Guest passes are available for purchase at the Membership Desk however they are not available for purchase Fridays after 4 pm and all day Saturdays.
- Guest passes may be purchased during these hours: Monday – Thursday 8 am - 9 pm Friday & Sunday 8 am - 4 pm
- Guest passes may be redeemed when the building is open and up to one hour before closing.
- Guests may use The Mandel JCC up to three times per 12-month period, after which they are encouraged to join to have access.

An exception is made for out of town guests (more than 60 miles away.) Out of town guests are not limited to the number of times they may use the facility provided they have a valid guest pass or purchase a guest pass and can provide proof of residency (driver’s license, current Student ID or other proof of identity) to purchase a youth membership or guest pass and a liability waiver must be signed by the accompanying adult.
- Guests ages 12 and under must be accompanied by an adult at all times and a liability waiver must be signed by the accompanying adult.

Guests Under the Age of 18
- All guests under the age of 18 must be accompanied by a member and have a valid Guest Pass to use the facility.
- Guests under the age of 18, must have a parent or guardian present (with a valid photo ID) to purchase a youth membership or guest pass and a liability waiver must be signed by the accompanying adult.
- Guests ages 12 and under must be accompanied by an adult who remains in the building.

Guest Policies – Friday Evenings & Saturdays
When the Membership Desk is Closed
- We do not conduct financial transactions or sell guest passes on Shabbat (Fridays after 4 pm and all day Saturday). If you (or your children) anticipate bringing a guest during these times, please stop by the Membership Desk ahead of time to purchase a Guest Pass.
- If an individual does not have a valid Guest Pass they will not be admitted into The Mandel JCC during these times.

Guests ages 9 and under:
- In addition to the above rules,
- Guests ages 9 and under must have direct adult supervision when entering and/or using any of The J facilities

Out-of-Town Travel – JCC Reciprocity
There are nearly 200 JCCs located across the country, and when you travel out of town most JCCs welcome you to use their facility for up to one week. Visit www.jcca.org for a complete listing of JCCs. Restrictions may apply or differ at other JCCs and you are encouraged to contact the visiting JCC prior to your visit.

Out-of-Town JCC Members
Members of out-of-town JCCs, with the presentation of an out-of-town JCC card and photo identification, will be issued a Guest Pass and may access our facility without charge for up to one week.

Out-of-Town Guests
Guests who are visiting the area from out of town (more than 60 miles away) and who do not belong to a JCC may purchase a Guest Pass. A driver’s license, current Student ID or other proof of residency is required to purchase the pass. Out-of-town guests under the age of 18 must be accompanied by an adult.

The Mandel JCC is committed to providing a safe and welcoming environment for all members and visitors. To promote safety and comfort for all, we ask all guests to act appropriately, to respect the rights of others and to obey all Mandel JCC rules and policies when using the facility. The Mandel JCC reserves the right to suspend or revoke guest privileges, without refund, if an individual does not act within these guidelines.