

Creedmoor Community Center

Frequently Asked Questions

Why is there a fee to use the Community Center?

The facility's operation and maintenance involve significant costs. The City subsidizes approximately 70% of these expenses through property taxes. The rental, membership, and program fees paid by users cover the remaining costs, ensuring the sustainability and continuing improvement of the center's services. The City offers free access events every month and an annual fee-waiver for qualifying residents of Creedmoor. Current fees and online enrollment is available at creedmoor.recdesk.com or in person at the community center.

I have a Creedmoor address, why am I charged the non-resident rate.

Your postal address refers to the specific location where you receive mail, while your city residency represents your legal permanent residence within a particular city or municipality. While your postal address may reflect your city residency, they are not always the same. City residents pay a lower rate because they already pay Creedmoor [City] property taxes that subsidize our programs and operations.

When does my membership expire?

Basic and Enhanced memberships are good for a full 12-mos from the time of purchase. Members will receive an email 30-days in advance that their membership is set to expire; Two weeks before it is set to expire you will be alerted when you check in with your key-tag. You can also check your membership expiration date by logging into your online account or asking a staff member.

Allow members to bring a guest for more than one visit.

To enhance the value of membership, each of our 2,000 members receives a complimentary guest pass per calendar year, valued at \$10,000 in total. As drop-in fees contribute significantly to our revenue, providing additional guest passes would reduce revenue and potentially result in higher membership dues. However, if a guest becomes a new member as a result of a referral, the referring member will receive an extra guest pass.

Where do you advertise your programs and information about the facility?

Our digital newsletter is emailed to approximately 2,500 recipients each month. Programs are also posted on our Facebook page [@CreedmoorRecreation](https://www.facebook.com/CreedmoorRecreation), digital signage board on NC-56, online at creedmoor.recdesk.com, and on our physical bulletin board inside the community center.

Why aren't classes FREE to enhanced members.

Many are, however, it's essential to strike a balance between affordability and maintaining the quality and variety of the programs we offer. Membership fees cover only a portion of our instructor costs. Eliminating program fees would result in higher membership fees for

everyone, limit the diversity of programming and restrict our ability to expand our offerings in the future.

Do you offer programs for kids?

Yes, we do offer programs for kids, and we are constantly adding more options. To stay updated on our offerings, we recommend ensuring that you receive the monthly digital newsletter from the community center, checking the online programming calendar, following us on Facebook and regularly visiting the Community Center. We understand that we may not currently have a program that interests your child or is available at a convenient time, so we encourage you to reach out to our Recreation Supervisor, [Cheyenne](#), with your specific requests and suggestions.

Do you offer Yoga classes?

Starting in August we will be offering Yoga on Tuesday evenings from 5:15-6:15pm.

When can I play pickleball?

We have two, shared indoor courts and an outdoor court soon to open. Designated pickleball hours are on Monday evenings and Wednesday, Friday and Saturday mornings; check our monthly schedule for hours and skill level. Pickleball can also be played on a first-come, first-serve basis during open gym, pending court availability (we recommend you call ahead), and during rental hours. Loaner paddles and balls are available for use at no charge.

Why are you closed from 1-3pm?

We close from 1-3pm to allow our janitorial and maintenance crews to perform their tasks without inconveniencing our guests or compromising their safety. During this time, our recreation staff also utilize the break to have meals, run work-related errands, meet with our partners, work on special projects within or outside the center, and focus on their tasks without interruptions. This closure period enables us to maintain a clean and well-functioning facility while ensuring our staff's productivity.

Are you open on Sundays?

Currently, we do not operate on Sundays, but we do have plans to expand our availability and open on Sundays in the future.

What is Open Gym?

Open Gym refers to designated hours indicated on the monthly gymnasium calendar, allowing individuals of all ages and abilities to engage in non-competitive, multi-sport activities. During these hours, full-court games, team practices, and third-party training sessions are not permitted. A maximum of 20 individuals, with a limit of 10 per half-court, are allowed on a first-come-first-serve basis, subject to approval by on-site full-time staff. Gymnasium occupancy limits support a positive guest experience and our ability to adequately monitor the facility. Activities permitted during open gym depend on factors such as the number of participants, their ages, skill levels, and the specific activities they are involved in.

What are Rental Hours

Rental hours for the gymnasium are available to Community Center Members for private use. Members can reserve these hours during business hours, or for an additional fee, during non-business (closed) hours through the after-hours fee option. Reservations can be made up until the day before the rental, and the renter/member must be present before participants access the gym and throughout the rental period. Any rental hours that are not reserved become open gym hours. You can view the [gym calendar](#) online or contact the Community Center directly for available hours.

What is Drop-in Play?

During drop-in competitive play the times listed on the monthly gymnasium calendar are for the designated activity and competitive community play only, use for practices and other sports are not permitted. Drop-in play may vary by activity/sport, gender, ages, and/or intensity level. Unless otherwise authorized, or required by ADA, only players and spectators meeting the criteria for that activity enter the gymnasium during that activity. Games are peer-organized and refereed with the explicit requirement that all participants are provided the opportunity for equal playing time. Occupancy limits apply.

When is the gym court available, most evenings it is rented or at capacity?

To address member feedback and accommodate more open gym usage, we have reduced the total number of rental hours for the gym each week. This change allows us to expand open gym hours, while also introducing additional members-only hours, family and age restricted hours, and special access hours to alleviate congestion. Furthermore, nearly 40% of rental hours remain unreserved, converting them into open gym sessions. You can check the [online](#) calendar or contact the community center to determine if the gym is rented during your desired time.

What is proper etiquette for using the fitness equipment?

To ensure proper etiquette for using the fitness equipment and promote safety and equipment longevity, we kindly request that you adhere to the following guidelines:

- Wipe down the equipment after use to maintain cleanliness.
- Use weight, resistance, or speed levels that you can comfortably control to prevent accidents or injuries.
- If others are waiting, limit your use of any single piece of equipment to a maximum of 30 minutes.
- Equipment usage is restricted to individuals aged 16 or older. However, 14-15 year olds may utilize the equipment if they have undergone an orientation and have a waiver on file. [Contact us](#) to schedule an orientation. Absolutely no one under the age of 14 is permitted on the fitness equipment.
- Please refrain from consuming anything other than water or medically necessary items while using the equipment.
- Immediately report any equipment issues or concerns regarding fellow gym users to staff, ensuring timely resolution.

Do you have meeting and event spaces for rent?

Yes, we have a 150 person event space (the Willow Oak Room) and a 40 person meeting room. We regularly host parties, reunions, receptions, and celebrations. For additional information, tours, and fees contact Angela Perry, Events Coordinator, at events@cityofcreedmoor.org or 919-764-1013. A Community Center membership is required for all rentals.

Easter Egg!

Congratulations, you made it this far! Thank you for your patronage of the Community Center and taking the time to read the responses to your questions; they came directly from our 2023 Annual User Survey. For your efforts we will provide a free guest pass (one per household) to the first five (5) members that [email us](#) and confirm they have read our FAQ. Encourage others to read our FAQ, but please, don't share this Easter Egg, they have to earn it. 😊

Do you have a pool?

Building a pool requires substantial resources, including not only financial investment but also time, staff, and land. Currently, the City of Creedmoor does not have plans in place for constructing a pool. However, recognizing the interest and need expressed by our residents, we will evaluate the feasibility of building a pool independently or in collaboration with a partner agency during our future update of the Parks and Recreation Master plan. Our next capital project aims to be the development of a community playground pending funding and approval by the Board of Commissioners.