



MEMBERSHIP FREQUENTLY ASKED QUESTIONS CENTRAL QUEENS

Membership Basics

What is included?

Membership includes use of the heated indoor pool, fitness center, group exercise classes, and discounted rates for all Commonpoint programs.

What types of memberships do you offer?

We offer individual, couple, family, senior, and flexible membership options. Please contact the Membership Office for details about eligibility and pricing.

How do I join?

If you have never visited Central Queens before, you are welcome to stop by for a tour. Staff can help determine which membership level is best for you.

If you do not need a tour, you can purchase a membership online or contact:

Phone: 718-268-5011 x121

Email: cqmembership@commonpoint.org

How much does a membership cost?

We offer a variety of membership options to suit different needs. Please review our 2026 membership rates for current pricing.

How long is my membership valid?

Annual memberships: Valid for one year from the contract signing date.

Flexible memberships: Monthly memberships that may be canceled at any time with 30 days' notice.

Do you offer reciprocal memberships with other JCCs or YMCAs?

No, we do not honor active memberships from other JCCs or YMCAs.

Payment, Insurance & Discounts

Do you accept insurance?

We do not accept direct payment from health insurance providers. However, we participate in SilverSneakers and Renew Active. Please contact your insurance provider directly to verify eligibility.

Can I use my HSA/FSA card to pay for membership?

Please check with your HSA/FSA provider to determine whether membership fees qualify.

Do you offer discounts for veterans or active military?

No, we do not currently offer discounts for veterans or active military members.

If I haven't been able to use the facility, can I get a refund?

No, refunds are not provided for non-use of the facility.

Membership Changes & Cancellations

Can I freeze my membership?

No, memberships cannot be placed on hold or frozen.

Can I upgrade or downgrade my membership level at any time?

Membership tier changes require written notice before the 15th of the month.

How do I cancel my membership?

For annual contracts, cancellations are permitted only for:

Medical disability or moving more than 25 miles away

To avoid charges for the following month, submit cancellation requests in writing before the 15th of the month to cqmembership@commonpoint.org and include professional documentation supporting the request.

Requests submitted after the 15th will take effect the following month.

Memberships are non-refundable and non-transferable.

Facility Access & Policies

How do I get into the building?

Each family member age 12+ receives a fob that must be scanned upon entry. Replacement fobs: \$10 each. SilverSneakers members must scan both their Commonpoint fob and their SilverSneakers barcode. Fobs are not transferable.

I forgot to bring my fob. What do I do?

Adults should present a photo ID to the Front Desk team. Members under the age of 18 will not be permitted entry without a fob.

What is your guest policy?

Commonpoint Central Queens welcomes guests use of the facility with an accompanying member. All Member guest passes are \$20. These passes provide access to Commonpoint's facilities including the Body Shop, Pool and Gymnasium for that day. Members and guests must enter and leave the facility together. Please note that member hours may vary. Guests must bring and present a photo ID and are limited to 5 visits during a calendar year. Members under the age of 21 are not permitted to bring guests.

Guests must adhere to Commonpoint Central Queens Membership Policies; it is incumbent upon sponsoring members to ensure their guests are doing so. To help us manage capacity, Commonpoint may limit the number of guests in the facility at any time.

How do I stay informed about events, schedule changes, and closures?

Members are automatically subscribed to the Commonpoint Central Queens email newsletter. To opt in for SMS updates: Text "START" to 718-514-2975

Parking & Locker Rooms

Do you have a parking lot?

Yes. The parking lot is located on 108th Street between 68th Ave. and 68th Rd. A parking permit is required and unauthorized vehicles may be towed. Spaces are limited and available on a first come, first served basis.

Do you sell locks?

No, please bring your own lock.

Can I rent a locker by the month?

No, lockers are not available for monthly rental.

Do you have towel service?

No, towel service is not available.

Amenities & Services

Do you provide childcare while parents use the facility?

No, babysitting services are not available at this location.

Do you have a sauna?

Yes. A sauna is available in the women's locker room only.

Do you have a steam room?

Yes. A steam room is available in the men's locker room only.

Do you offer massage therapy?

No, massage therapy services are not offered.

Are group exercise classes included with membership?

Yes. Group exercise classes are included as part of membership.

Do you offer personal training?

Yes. New members receive a complementary 30 minute orientation in The Body Shop with a personal trainer. Please contact the Health & Wellness Department for additional personal training availability and pricing.

Is Wi-Fi available in the facility?

Yes. Stop by the welcome desk for information about guest Wi-Fi access.