

# MEMBERSHIP POLICIES

**AWAY Policy:** AWAY members may use our facilities. AWAY members must present Member Services Desk with a valid membership card(s) from their home YMCA.

- AWAY members may take our free programs however; they cannot take a space away from a paying member (meaning you cannot reserve a bike for an Indoor Cycling class).
- AWAY members must pay Program Member fees for the use of Child Watch.
- To take fee-based programs, AWAY member must activate a membership with the Regional YMCA.
- It is our right to verify with AWAY members YMCA their utilization if they are using our facility more than their home facility. It is our right to contact AWAY member to explain they need to have an active membership with our facility if they are utilizing more than their home branch.
- AWAY members do not receive free guest passes.
- AWAY members do not receive free access to our Health Center; it is \$15.00 per visit.

**Child Care:** Babysitting is **FREE** with a full Family or Single-Parent Family membership.

- Ages allowed are 3 months-9 years of age
- 2 hour **MAX** when leaving your child/children in babysitting room
- No outside food allowed in child care room for food allergy purposes.
- You may supply a beverage for your child/children when dropping off for the duration of their stay.
- Please apply sunscreen during warm months since we take children outside on playground.
- On babysitting slip please provide where you will be in the facility. We will need to locate you if your child/children need their diaper changed.
- Same person who drops off **MUST** pick up, unless you notify child care staff.
- You may only pick up your child/children from babysitting.

**Cancellation of Membership:** This is a continuous membership plan. It is my understanding that if I wish to terminate or change my membership in any way, I must give the YMCA **30 DAYS WRITTEN NOTICE**. (Member must complete the membership cancellation form in person at the branch).

**Member Card Policy:** All members are required to present their membership card to the Member Services Desk upon entering the facility. Membership cards are the property of the Regional Y and must be surrendered upon demand of this institution. Lost cards will be replaced for a \$5 fee.

- If you are a Wellness Plus member you must bring your Wellness Plus card when entering the facility. If forgotten, the front desk staff will have to let you into the facility. We will no longer allow you to leave your car keys/license if you forgot your card. To replace card, it will cost \$5.00 per card.
- We reserve the right to revoke a membership if a member is caught giving their membership card to a non-member to use.

**Cell Phone Policy:** Video recorders, cameras, or any other visual recording devices are not allowed within the YMCA without the express written consent of the Branch Director or CEO. Cell phones now have the capacity to take pictures. To protect members and guests from unauthorized photos, the use of cell phones in locker rooms is strictly prohibited. Anyone caught taking pictures of another person without their permission and knowledge will be prosecuted to the full extent of the law by the YMCA and may lead to the termination of their membership. Contact member services with any concerns.

- There is no cell phones allowed in the cardio/weight rooms, functional fitness room or cycle studio unless you are using it for recreation purposes (listening to music, reading a book).

## **Child Supervision Policy:**

No child under the age of 13 years will be allowed in the facility without an adult (18yrs+)

- Children 12 years and younger must have an adult present in our facility, including at the pools at all times.
- Children under the age of 6 years must have a parent/adult (18yrs+) in the water with them at all times.
- Children age 7 years and over must use the locker room of the same gender.

**Inclement Weather Policy:** Any facility closings will be posted on our Website, Facebook Page and a voice message will be left on our phone lines. By State Law, all pools are subject to close in instance of thunder and lightning and will remain closed for a half hour after the lifeguard(s) on duty have heard the last boom of thunder.

**Joiners Fee:** A one-time joiner's fee is due for all Full members upon joining/rejoining the Regional Y. Joiners fee will be waived if reactivating a membership within **60 days of cancellation**.

**Membership Hold/Freeze:** A member may put their membership on hold for **\$5.00 per month up to (3) months** per calendar year. Members may not access the facility while membership is on hold. To put membership on hold, member must fill

out a skip/hold form at the Member Services Desk, allowing 30 days' notice before next draft date. After the last skipped month, draft will automatically begin.

### **Monthly Dues Payment Options**

- Monthly Draft: Monthly payments will be drafted from your checking or savings account, debit or credit card (Visa, MasterCard, Discover or Amex).
- Annual: Fees are paid in full upon joining/renewal via cash, check, debit or credit card.
- Down Payment: Down payment (joiner's fee + pro-rated first month) is due at time of enrollment and is based on join date.

**Program Cancellation:** All the programs have a minimum participant requirement. The Y may cancel a program due to low enrollment.

### **Program Participants:**

- If your child is taking classes and is less than 6 years old then you must be close by to supervise the class. Please ask your class instructor where they would prefer you to be during class times.
- If your child is taking classes and is at least 6 years old and you are a full member then you are free to use the facility while your child is in class.
- Teens who are 13 and up have all the privileges of an adult member, fitness classes included!
- Please make sure we have an accurate emergency phone number for inclement weather or injury.

**Program Refunds:** If a class is cancelled by the YMCA due to weather or other reasons, a voucher will be issued. If a class is missed by the participant, no voucher or refund will be issued and no make-up class will be given.

- Any request for session refunds must take place within the first week of current program session or a \$10.00 fee will be subtracted from refund amount. (To be approved and applied by Program Director)

**Rate Change:** The YMCA Board of Directors may, at their discretion, adjust the monthly rate applicable to my category of membership. I understand that I will receive at least a four-week notice prior to any such change.

For further information contact the Member Engagement Director, Megan Hebert.  
Greenknoll Branch: 203 775 4444 ext. 110 or [mhebert@regionalyymca.org](mailto:mhebert@regionalyymca.org)