

# Y POLICIES AND PROCEDURES™

We build strong kids, strong families, strong communities.

## **YMCA Code of Conduct**

The YMCA is committed to providing a safe and welcoming environment for all members and guests. To promote safety and comfort for all, all individuals are asked to act appropriately at all times when in our facility or participating in our programs.

We expect persons using the YMCA to act maturely, to behave responsibly, and to respect the rights and dignity of others. Our Member's Code of Conduct outlines prohibited action, but the actions listed below are not an all-inclusive list of behaviors considered inappropriate in our facilities or programs.

- Using or possessing alcohol or illegal chemicals on YMCA property, in YMCA vehicles, or at YMCA sponsored programs.
- Smoking on YMCA property- the YMCA and its property is a smoke-free environment.
- Carrying or concealing a weapon or any object that may be used as a weapon.
- Harassment or intimidation by words, gestures, body language, or any type of menacing behavior.
- Physical contact with another person in an angry, aggressive, or threatening way.
- Verbally abusive behavior. Including angry or vulgar language, swearing, name-calling, or shouting.
- Sexually explicit conversation or behavior, any sexual contact with another person.
- Inappropriate, immodest, or sexually revealing attire.
- Theft or behavior that results in the destruction or loss of property.
- Transferring membership cards.
- Loitering within or on the grounds of the YMCA.

In addition, the YMCA reserves the right to deny access or membership to any person who has been accused or convicted of any crime involving sexual abuse, is or has been a registered sex offender, has ever been convicted of any offense in relation to the use, sale, possession, or transportation of narcotics or habit forming and/or dangerous drugs, or is presently or habitually under the influence of dangerous drugs or chemicals, narcotics or intoxicating beverages.

Members and guests are encouraged to take responsibility for their personal comfort and safety by asking any person whose behavior threatens their comfort to refrain from such behavior. Anyone who feels uncomfortable in confronting a person directly should report the behavior to a staff person on duty.

In order to be able to carry out these policies, we ask that members and guests identify themselves to staff when asked.

The Membership Director will investigate all reported incidents. Suspension or termination of YMCA membership privileges may result from a determination by the Membership Director if in their discretion a violation of the YMCA Member's Code of Conduct has occurred.

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## **Program/Class Fees**

All session fees must be paid in full at time of registration. Payments are accepted by cash, check, ATM or bank debit card, or credit card (Visa, MasterCard, American Express, or Discover). Memberships must be current through length of program.

## **Locker Rooms**

General locker rooms - Locker rooms are available to all members and guests. Children ages seven (7) and older must use appropriate gender locker rooms. Family/special needs changing rooms are available near the Welcome Center at our Deer Path Branch. Lockers are available for daily use only.

Adult locker rooms - Adult locker rooms are available at our Deer Path Branch for members age 18 and over. Personal items should be secured at all times. Locks may be purchased at the Welcome Center. Lockers are available for daily use only. Kit lockers are available for rent.

## **Fitness Program Guidelines**

Use of all exercise equipment is restricted to members 12 years of age or older. Members 12, 13 and 14 years of age must complete orientation with fitness instructor.

Appropriate clothing must be worn.

Gym bags and additional clothing or personal items should be left locked in lockers.

Please utilize sign-up boards in the fitness centers. All members should follow the posted guidelines for treadmill and cross trainer etiquette. As a courtesy to other members, please utilize the cleaning solution and towels to wipe down pieces of equipment after your workout. When using free weights, please be sure to return the weights to their racks when finished.

## **Gymnasium Guidelines**

Open gymnasium is available to Full members. Open gymnasium schedules are available in the lobby. In order to accommodate the variety of programs offered at the YMCA, there are specific times throughout the day that the gymnasium is "closed" for classes.

We ask that you respect the class participants by honoring the gym schedule and the designated "closed gymnasium" times. For the safety of our members, use of program equipment is to be utilized only during structured classes.

## **Lost Or Stolen Items**

We encourage you to leave your valuables at home. Locks are available at the Welcome Desk to purchase or borrow. The YMCA is not responsible for lost or stolen items. Any lost or stolen personal items should be reported immediately to the Welcome Desk. Found items are held in our lost & found area for 14 days.

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## **Cell Phones**

Cell phone use is restricted to the lobby and hallways of our facilities.

## **Food And Drink**

Deer Path Branch - Vending machines are located in our member lounge. Food and drink are allowed in the member lounge only. Free coffee is available. Water may be used throughout the facility, in unbreakable containers only.

Round Valley Branch - Coffee and beverages are available by the Welcome Center. Water may be used throughout the facility, in unbreakable containers only.

## **Membership Cards**

Each member receives a coded membership card. Your membership identification card is required for access into facilities. If you forget this card, you will be required to check in at the Welcome Center. All members are required to have a photo on file.

## **Member Referrals**

Satisfied members are our best advertisement! When a friend referred by you joins the YMCA, you get one month free after your friend has completed their first 3 (three) months of full yearly membership! Thank you!

## **General Policies**

All youth 11 years and under must be supervised by an adult when using our facilities.

To assure all feel welcome within our YMCA, access through the halls, workout areas, and to exercise equipment and programs will be maintained at all times.

Safety is a priority. Members should report any injury sustained in the YMCA to a staff person or the Welcome Center when it occurs. YMCA staff will provide first aid or call for emergency assistance depending on the nature of the injury.

To assure safety and quality, specific rules and regulations are posted in program areas. Please abide by posted rules.

## **Refunds, Credits And Cancellations**

The YMCA reserves the right to cancel, combine or modify a program due to insufficient enrollment. If a program is cancelled by the YMCA, every attempt will be made to place the enrollee in another section of the same level program. If the enrollee cannot be accommodated, the YMCA will issue a full refund. If a participant decides not to take a class, credit for that class must be requested prior to the first class of the session. After the session has started, credits will only be issued for extended illness/injury and with a doctor's note. Credits will be prorated based upon attendance and all requests for credit are subject to a \$5 processing fee. Credits are good for one year from issue date. Credit requests are available at the Welcome Center.

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## **Inclement Weather/Emergency Closings**

In the event of inclement weather or any other emergency where the YMCA must close the facility and a class must be cancelled, every effort will be made to schedule a make-up class at the same time and day of the week. If you cannot attend that make-up class, contact the Program Director to arrange for another make-up. No credits or refunds will be given. Weather closings or delayed openings will be announced on FM 101.5. To avoid dangerous driving conditions, please call the YMCA before venturing out.

## **Class Make-Ups**

Please attend your scheduled class, as make-up classes are not available for non-attendance. No credits or refunds will be given.

## **Autopay**

A 30-day written notice is required prior to your next scheduled draft date (15th or 30th) to stop autopay. It is the member's responsibility to check monthly bank/credit card statements to ensure the cancellation has taken effect. No refund will be given for an autopay that occurs during the 30-day cancellation period. The YMCA will not take responsibility to cancel your autopay. Accounts with non-sufficient funds (NSF) will be re-drafted the next autopay date for the returned draft, the current draft, plus a \$20 service fee. If the account drafted has NSF a second time, or has been closed, the YMCA has the right to suspend the membership until all fees have been reconciled.