



WELCOME TO OUR FAMILY



Benefits of Membership

- **FREE** Family Events
- **FREE** Parents Night Out
- **FREE** Amazing Fun for Kids while you work-out For Family Members
- **FREE** Group Exercise Classes
- **FREE** Senior Programs
- **REDUCED RATES** on Swim Lessons
- **REDUCED RATES** on Youth Sports
- **REDUCED RATES** on Before/After School Care
- **REDUCED RATES** on Summer Camp and Summer Programming
- **PRIORITY REGISTRATION** for Programs

MEMBERSHIP PRIVILEGES AND RESPONSIBILITIES

Membership Cards and Photo IDs

A membership card must be presented at the Welcome Center in order to use the YMCA. A member who does not have a membership card must present photo identification such as a driver's license to allow staff to verify the membership. Replacement cards are available for a fee of \$5/card. For security purposes, a photo ID must be presented when requesting a replacement card.

Guests

Members can bring in individual guests for a fee of \$10/visit (Daily Fee). YMCA offers fees for Families and Weekly rates as well. All Guests must pay their fee, sign the Visitor Form, and Waiver before utilizing the facility or services. Guests under 18 years old must have a parent, legal adult, and/or guardian present and in the facility during their usage.

YMCA AWAY Program

The Valley of the Sun YMCA participates in the YMCA of the USA National Program called AWAY. This program allows YMCA Members from outside of Arizona to use Valley of the Sun YMCA facilities, up to 7 visits (in a calendar year; Jan 1- Dec 31), at no additional cost. After the 7th visit, AWAY Visitors are charge \$5/visit for Adults and \$10/visit for Families.

Arizona YMCA Reciprocity

The Valley of the Sun YMCA and the Southern Arizona YMCA participate in statewide reciprocity which allows members from one organization to use the facilities and services of the other organization at no additional cost.

Membership Dues

The YMCA makes paying your monthly dues easy by offering monthly bank drafts or monthly credit card drafts. Charges to your account will be made on the 1st, 5th or the 18th of each month (except on holidays). Effective June 19, 2017, new members and membership changes will draft only on the 1st of the month. Membership dues are paid for the upcoming month, not previous month. Membership Dues are paid for access of the facility and services and are not based on the usage of the facility or services. If Membership Dues are not received, membership is automatically suspended until payment can be received. If Membership Dues are not received on assigned draft date, then a processing fee maybe assessed to the membership as well.



Attire

Attire suitable for a family facility is required at all times and in all areas of the YMCA. Attire with inappropriate graphics and language is not allowed. Closed toed shoes are required in the wellness center, group fitness room, and on the basketball courts. Swimsuits are required when using the pool, sauna, steam room, or whirlpool.

Safety/Security

When using the YMCA, please bring a lock and secure your belongings, including car keys and wallets at all time. Valuables are best left at home. Never leave a wallet, purse, or cell phone locked in your car while you are in the facility. The YMCA is not responsible for lost, stolen, or damaged property. Use of camera and cell phone cameras are not allowed in wellness facilities and locker rooms. In the event objects are lost or stolen, YMCA Staff will support and instruct members to call local police and file the proper report.

In the event of an emergency or a potential risk hazard, the YMCA reserves the right to limit, restrict, or close part and/or all of the facility. YMCA will re-open the facility when all resources are available and the YMCA can offer services again.

Membership Changes

The YMCA offers the opportunity for members to change their membership type by adding or deleting individuals (in their same household) to their membership. The YMCA does not charge a fee for this change, however membership rates may increase or decrease based upon the change in membership type. If a membership contains more than two adults (ages 19+), the membership qualifies only for a family membership and the YMCA will charge \$20 per month for each additional adult.

Membership Holds

The YMCA offers the opportunity to place a membership on Hold for up to 3- months for a fee of \$10/month. After 3-months the membership will return to drafting at its normal membership rate. Any request for over 3-months of a Hold, member will be encouraged to cancel their membership, and re-join at the return time.

Membership Cancellation

The YMCA requires no long term contract; 30-day written notice is required to cancel a membership. All fees that occur during that time period are the responsibility of the member. Membership Paid in full for an entire year are non-refundable and non-transferable. Membership cancellations are not accepted over the phone.

Refund Policy

YMCA will not refund membership dues for lack of use. Membership dues are based on access to the facility and not on previous usage of the facility. Annual Memberships are non-refundable and non-transferable.

Smoking/Weapons

YMCA is a Smoke Free Environment; this is including E-Cigarettes.

Possession or use of any weapon on YMCA property is prohibited; including all YMCA office buildings, surrounding areas, sidewalks, driveways, parking lot, vehicles, and inside the facility. Weapons include and are not limited to: firearms and knives.



Facility Usage and Age Guidelines

11 years old and under

- All children 11 years old and under must have a legal adult, guardian, or parent in the building (unless in a YMCA Program)
- All children 11 years old and under registered for a YMCA Program must remain in the scheduled Program area until a legal adult, guardian, or parent are present and in the building
- All children 11 years old and under must be supervised either by the parent, or have the child in our Amazing Kids area, Club 8-11, or in a scheduled program.
- Children behaving inappropriately can/will cause correction to the entire membership
- May not use the Wellness Facility
- Must pass a Swim Test to be outside of a parent's reach in the pool.
- 7 years old and under must have a legal adult, guardian, or parent present to use the Pool



Children 12- 13 years old

- May use the facility without a legal adult, guardian, or parent present
- Will receive their own membership card
- May use Wellness Facility (exception of the free weights) with parent, legal adult, and/or guardian present
- May attend Group Fitness Classes with parent, legal adult, and/or guardian present

Age 14- 17 years old

- Have same access and expectation as Adult Members

Member Code of Conduct

YMCA expects members to act maturely, to behave responsibly, and to respect the rights of others. Some actions and behaviors are prohibited in YMCA they are the following but not limited to:

- Using possessing, buying, selling, or delivering alcohol or illegal chemicals on YMCA property, in YMCA vehicles, or at YMCA sponsored programs
- Smoking on YMCA property
- Carrying or concealing a weapon or any device or object that may be used as a weapon
- Harassment or intimidation by words, gestures, body language, or any type of menacing behavior to other members, staff, or individuals
- 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
- Use of camera in the Wellness Facility, Group Exercise Classes, Pool, and the Locker Rooms
- Unsafe or inappropriately distracting, immodest, or sexually revealing attire
- Theft or behavior that results in destruction or loss of property or injury to a person
- Loitering within or on the grounds of the YMCA
- Engaging in conduct that unreasonably interferes with another member or staff person's enjoyment of the YMCA
- Bring in outside service into the YMCA that conflict with YMCA service (e.g. outside Personal Trainers not paid by the YMCA offering services)
- The YMCA reserves the right to deny access or membership to any person who has been convicted of any crime involving sexual abuse.

YMCA asks to respect the YMCA Staff and the judgment of the employees and follow their direction and respect their action. Many situations require investigations and cannot always be solved instantly; however there will be proper follow up.

YMCA respects the privacy of its members, and does not share member info to outside organization, other members, or to the general public.

YMCA does reserve the right to make changes and adjustments to organization's policies.

If there are any questions or concerns, please ask any YMCA Staff to help support you on your YMCA journey.



THANK YOU