



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# VALLEY OF THE SUN YMCA

## MEMBER HANDBOOK

### BENEFITS OF MEMBERSHIP

- **FREE** Family Events & Benefits
- **FREE** Parents Night Out
- **FREE** Amazing Fun for Kids while you work-out for Family Members
- **FREE** Group Exercise Classes
- **FREE** Senior Programs
- **FREE** Mobile App that provides easy access to program schedules, registration, goal setting and MORE!
- **NO CONTRACTS!**
- **REDUCED RATES & PRIORITY REGISTRATION** on youth programs including swim lessons, sports, childcare, summer camp and Camp Sky-Y overnight camp in Prescott.
- **ONLINE** account access for easy membership updates.
- **FREE NATIONWIDE MEMBERSHIP\*** access to all YMCAs across the country!

STAY CONNECTED: Download our app by searching Valley of the Sun YMCA in the App Store or Google Play. Like and Follow Us on Facebook & Instagram.

### MEMBERSHIP PRIVILEGES AND RESPONSIBILITIES

#### Membership Cards and Photo IDs

The YMCA is membership organization and proof of membership must be presented at the Welcome

Center in order to use the YMCA. Each individual must be checked in for each visit. Proof can be provided through a physical membership card or electronically through the mobile app. 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. As a part of the Y's focus on environmental responsibility, beginning in January 2020, membership cards will be provided "electronically" through our mobile app. Physical key tags will be available for a fee of \$5/card. For security purposes, a photo ID must be presented when requesting a physical card.

#### Guests

Members can bring in individual guests for a daily fee of \$15/visit or \$25/family. YMCA offers fees for 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. Program Visitors are also required to sign in at the welcome center.

#### 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.



### 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 1<sup>st</sup>, 5<sup>th</sup> or the 18<sup>th</sup> of each month (except on holidays). Effective June 19, 2017, new members and membership changes will draft only on the 1<sup>st</sup> 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 of \$25 will be assessed in addition to the outstanding dues. Both must be paid to reinstate the membership.

### 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 \$25/month for each additional adult, unless the adult is in school and between the ages of 19-27 in which case the fee is only \$18/month. Add ons are not allowed on insurance based memberships.

### 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 30 day time period are the responsibility of the member (including a bank draft). Memberships paid in full for an entire year are non-refundable and non-transferable. Membership cancellations are not accepted over the phone. The Y reserves the right to cancel your membership due to code of conduct violations, non-payment, or other situations that deem it necessary

### 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.

### 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.

The YMCA conducts regular sex offender screenings on all members, participants, and guests. If a sex offender match occurs, the YMCA reserves the right to cancel the membership, end program participation, and remove visitation access.

### Nationwide Membership Access

At the Y we are dedicated to enabling you to visit any participating YMCA in the United States through membership at your “home” YMCA (your home Y is the local association that enrolled you as a member and collects your membership dues). We offer this because we want to help you reach your health and wellness goals wherever you live, work or travel. This is an essential part of our mission to strengthen communities.



As part of this effort, we are proud to offer our Valley of the Sun YMCA member’s access to YMCA facilities across the United States that participate in Nationwide Membership. With Nationwide Membership, members have the flexibility to use participating Y facilities throughout the United States at no extra charge. To find a Y in another participating location, go to [ymca.net](http://ymca.net). A few important guidelines to the Nationwide Membership program:

- Nationwide Membership is valid for active, full facility YMCA members whose home Y participates without restriction or blackout periods
- Nationwide member visitors must use their home Y at least 50% of the time
- Program-only participants (including Silver Sneakers, Silver and Fit, Renew Active or other like programs) are not eligible for nationwide membership
- Special memberships established by any Y for group homes, other agencies, etc., are not eligible
- When visiting a Y, nationwide members will be required to show a valid YMCA membership card and photo ID as well as provide basic membership data such as name and email address
- Members will need to sign a universal liability waiver and privacy policy

- Ys should allow nationwide members access to services typically offered to full-facility members. Check with the Y for schedule and availability. Nationwide members visiting other Ys for a period greater than 28 days must transfer membership affiliation for continued use
- All Ys reserve the right to restrict or revoke these privileges
- Registered sex offenders are prohibited from participating

### Service Animals

In an effort to support the safety of our members, only certified service animals are allowed on YMCA property. Although service animals may accompany the member/guest in the facility, animals are not allowed in the pool at any time.

### 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, The Club (8-11), open gym or 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 with them 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
- Follow social distancing guidelines and space capacity guidelines
- Practice good hygiene: washing hands frequently and cleaning the equipment before and after use.
- 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!