



## **Membership Policies and Codes of Conduct**

### **Mission Statement**

To build a healthy spirit, mind, and body, in children and adults, through programs that foster caring, honesty, respect and responsibility.

### **Membership Information**

Current membership fees are outlined in our program guide available at the membership service desk (MSD). The YMCA accepts credit card, check or cash for membership fees.

### **Financial Assistance**

Financial assistance for Membership and Programs is available to qualifying individuals and families. Applications are available at the Membership Service Desk of each branch.

#### **Income-Based Membership**

Because we here at the YMCA believe a healthy lifestyle should be available to all, we're rolling out an income-based membership fee scale. Your monthly membership fee is based on your annual household income. To take advantage of this program, please bring a copy of your most recent tax return to the YMCA which outlines your annual household income. If you qualify, you will pay a reduced amount. Income scale is available at the YMCA.

#### **Financial Assistance**

Financial Assistance is a 12 month program. **Monthly bills will not be sent**, it is your responsibility to make sure your membership is paid. If the payment is not received, your membership will be terminated and you will be unable to renew your membership until the balance due is paid in full.

#### **Y Cares Membership -Assurance Program**

YMCA members who have had an active YMCA membership in good standing for the past six months and lose their full-time employment are eligible for the Y Cares Membership Assurance Program, which grants them a free membership for up to 6 months. For more information please contact Sharon Zordan at (860) 489-3133 ext. 101.

### **Membership Cards**

1. All current members **MUST** have a Northwest YMCA membership card.
2. All members are required to scan their membership card at Membership Services at the start of each visit.
3. Membership Cards are the property of the YMCA and must be returned upon termination of membership
4. Lost or badly damaged cards will be replaced for a fee.

### **Membership Medical Suspense**

The Northwest YMCA will suspend your membership from the time of request forward for physician-documented medical reasons of one month or more. Contact the Membership Services Supervisor. Membership Card must be returned with medical request. No memberships will be extended for issues that happened prior to request.

### **Membership Cancellation**

To terminate or change a membership type, the YMCA must be given 30 days written notice. Membership Cards are the property of the YMCA and must be returned upon termination of membership. If this procedure is not followed, the YMCA will not be held responsible for money drafted – no refunds will be given.

Membership fees may be refunded if you move from the YMCA's service area or due to medical reasons. Refunds are from the date of notification forward, not retroactive.

### **Transfer of Membership**

If you are moving from the area and wish to continue your YMCA membership at another facility please contact Membership Services Supervisor for a letter of good standing. Please check with the individual YMCA for their transfer policy.

Members joining the Northwest YMCA that are in good standing at their previous YMCA with no lapse in membership will be entitled to membership at current rate without paying the joiners fee.

### **Guest Use Policy**

Maximum purchase of 6 day passes per year. Passes purchased within 30 days of joining may be applied to the joining fee of a new membership. Children under 13 years old must be accompanied by a person 18 or over.

### **CT Reciprocity**

#### **Reciprocal Membership Program Limits and Restrictions**

*Our goal is to balance adding true value to members of CT YMCAs and appropriately serving each individual YMCA's existing members.*

- Reciprocal Membership Program valid for YMCA full facility members only, not program members.
- The program is intended for the use of standard facilities during non-program open member usage times, typically swimming pools, gymnasiums, racquetball courts, basketball courts and fitness centers. See or call local Y's for local restrictions.
- Each YMCA reserves the right to restrict facility/program access (babysitting, fitness classes, water parks, rock climbing, peak court hours, etc.) if capacity is a concern.
- Program discounts are for members of the home YMCA only. Visiting members may sign up for classes at the non-member rate, if the YMCA maintains such a system.
- New Canaan and Darien YMCA's limit this usage to 12 times annually. Otherwise, there are no restrictions.

### **A.W.A.Y. Policy (Always Welcome at YMCAs)**

The AWAY sticker on your Membership card provides YMCA members when away from home on business or vacation, an opportunity to feel warmly welcomed by all participating YMCAs in the United States for periodic use. Each individual YMCA has the option of setting its own policy – to allow free access or charge up to 50% off their regular guest fee.

The Northwest YMCA welcome's all active YMCA members from outside the State of CT who have the AWAY sticker on their membership card. YMCA staff must verify the membership is active by contacting the home YMCA. For YMCA members with no AWAY logo, 50% of the guest fee must be charged.

**A.W.A.Y. Policy (Always Welcome at YMCAs) cont.**

We hope this program will provide our members, when away from home on business or vacation, an opportunity to feel warmly welcomed by all participating YMCAs in the United States. However, because of the autonomous nature of the YMCA, local agreements and policies on use of facilities, equipment, programs and/or services are protected. As an A.W.A.Y participant, your YMCA's staff and volunteers will be responsible for developing your own guidelines for member guest usage.

Visiting Members of YMCAs outside of CT restriction:

- Visiting members with an AWAY logo are limited to 12 visits per year.
- After 12 visits, visiting members will be charged 50% of the guest fee.
- Visiting members with no AWAY logo will be charged 50% of the guest fee.
- Visiting members may use the facility only-no program participation.
- Because of safety considerations, certain equipment and racquetball may not be available for use by visiting members

Members must submit a copy of their drivers' license and YMCA membership card. Each visit the member must show membership card and must be logged into the visiting member notebook (or database). YMCA must verify active membership initially and every 3 months with home YMCA.

Northwest YMCA members wishing to use other YMCA facilities are encouraged to call the appropriate YMCA for their policy regarding A.W.A.Y members. Information can be found at [www.ymca.net](http://www.ymca.net).

**Returned Checks/Drafts**

All Checks and Credit/Debit Card Drafts returned will be subject to \$25.00 service fee.

**Credit and Refund Policy**

Membership fees may be refunded if you move from the YMCA's service area or due to medical reasons. Refunds are from the date of notification forward, not retroactive.

Program fees will be refunded in the event the YMCA cancels a class due to insufficient enrollment or facility conflict and will be processed by the appropriate program director.

If you wish to withdraw from a program the following will apply:

1. All refund requests must be made in writing.
2. If you notify the YMCA before classes begin, class fee paid less \$10 service charge.
3. If you notify the YMCA after one class meeting, 75% refund less \$10 service charge.
4. If you notify the YMCA after two class meetings, 50% refund less \$10 service charge.
5. No refund will be approved after three class meetings.
6. Refunds will not be given to participants who fail to use membership or attend classes.
7. All refunds will be processed through our Business Office.

**Class Change Policy**

Members who change class registrations will be charged a \$10 change fee. With limited enrollment in many of our programs this allows us to find a replacement participant from the vacancy.

**Class Make-up Policy**

We are unable to provide make-up classes for days in which participants are unable to attend.

### **Canceling/Changing Personal Training Appointments/Private Swim Lessons**

Due to time restraints and scheduling 24 hours notice must be given to Personal Trainers/Instructors of change/cancellation of appoints. Less than 24 hours notice will result in loss of appointment and no refund.

### **Program Registration**

1. Membership must be current through the end of the program session at the time of registration.
2. Registration dates are listed in the program guide.
3. All registration must be made in person or by Fax using our Program Registration form, available online at [www.northwestctymca.org](http://www.northwestctymca.org)

### **Facility Policies**

#### **Locks and lockers –**

**Annual Locker rentals** maybe available please see Member Services for details.

**Day Use Lockers** – all persons using locker rooms must provide their own locks. Locks must be removed after each use. Locks will be cut off if left on lockers. The YMCA is not responsible for lost, left behind or stolen items.

#### **Family Facility Use**

This membership provides up to two adults married or living at the same address with dependent children through 12<sup>th</sup> grade with use of the facilities, per scheduled hours. College students with a valid college ID up to the age of 22 may be included as a dependent child. **Children 12 and under must be accompanied by a parent unless enrolled in a supervised YMCA program.**

#### **Youth Facility Use**

Provides children, age's birth to 12 years of age, participation in programs at a reduced rate. Youth Members may not utilize the fitness center or circulate the YMCA without parental supervision. This membership is required at the beginning of the season for swim team members planning on participate in any YMCA sanctioned meet. Must be accompanied by an adult 18+ to enter the facility.

#### **Lost & Found**

The Northwest YMCA assumes no responsibility under any circumstances for lost, left behind or stolen items. This includes items brought to Membership Services OR put in Lost and Found.

#### **Fitness Centers Codes of Conduct**

1. Children under the age of 13 years old are not permitted in the fitness center.
2. Members using the weight equipment are requested to return them to proper racks.
3. Please wipe down machines when finished.
4. Only personal listening devices with headphones are allowed to be worn.
5. Shoes or sneakers must be worn at all times.
6. Athletic attire only. No jeans or pants with belts in the fitness center.

#### **Spectator Codes of Conduct**

All spectators for swim meets, classes, etc. must stay in assigned areas. Children are not to be left unattended to roam the building. Please refrain from bringing food, gum, beverage (except water), or any glass container in the pool area and fitness center.

### **Babysitting Codes of Conduct**

Babysitting is available to our Members at no extra charge. Parents/Guardians must be utilizing the facility (ie cardio/fitness center, pool or participating in a program).

1. Parents must sign children in/out
2. Parents may bring a snack but is not required.
3. Child must be at least 6 months old to use our services.
4. The safety and welfare of all the children is first and foremost. Children not adhering to basic rules of courtesy will be;
  - a. redirected to another activity
  - b. will be spoken with ie
    - i. Not taking toys from our friends
    - ii. No hitting, pushing and throwing of toys at our friends and staff
    - iii. Any other inappropriate behavior
5. Upon pick up we will share any problems that may have occurred with parent/guardian

### **Swimming Pool Codes of Conduct**

1. Please accept and demonstrate the following YMCA character values:
  - a. Caring
  - b. Honesty
  - c. Respect
  - d. Responsibility
2. All swimmers must thoroughly shower with warm water and soap before entering the pool. (CT State Law).
3. Any persons known or suspected of having a communicable disease are prohibited from using the pool. (CT State Law).
4. Spitting, blowing the nose and urinating in the pool are prohibited. (CT State Law).
5. Please refrain from bringing food, gum, beverage (except water), or any glass container into the pool area.
6. Hanging from the lane dividers or ropes is prohibited.
7. Noodles & swim bubbles can be used during family open swim. Kickboards, barbells and all other pool equipment are to be used for lap swim or instructional class only.
8. Only YMCA swim bubbles or US Coast Guard approved life jackets are to be used. No flotation devices that are inflatable will be permitted.
9. Children under the age of 13 must be accompanied by an adult while using the pool facilities, outside of supervised YMCA programs.
10. Proper swim attire is required in the water. Children who are not toilet trained must wear tight fitting rubber or plastic pants over a clean diaper. Traditional disposable diapers are prohibited, however disposable swim diapers are allowed.
11. A qualified lifeguard must be on the pool deck before anyone may enter the pool area. No one, including lifeguards, is to ever swim alone.
12. The dive blocks are to be only used for competition or lesson time. They are not for use by members during open or fitness swim. Diving may only be done in 9 feet of water. Jumping may be done only in the designated coned area of the pool.
13. All injuries occurring on the premises must be reported immediately to a lifeguard or other staff member on duty.

### **Dropping Children Off**

Parents are required to escort their children 12 year and under to and from all programs/classes. No Exceptions.

### **Fire Alarms**

All members must evacuate the YMCA immediately. Any member found remaining in building will receive a 1 day suspension. Swimmers are asked to grab their towels and head to the nearest exit and wait with the lifeguard if there is inclement weather, (winter).