

# MEMBERSHIP & FACILITY GUIDELINES

## YMCA OF GREATER TOLEDO



FOR YOUTH DEVELOPMENT  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## INCLUSION

The YMCA of Greater Toledo welcomes all. Together, we work to ensure that everyone, regardless of ability, age, cultural background, ethnicity, faith, gender, gender identity, ideology, income, national origin, race or sexual orientation, has the opportunity to reach their full potential with dignity.

## MEMBERSHIP

### PHOTO ID

Each member is required to provide the YMCA of Greater Toledo with a valid Photo ID with enrollment of any new membership, guest passes and program registration. The YMCA reserves the right to refuse service to anyone without a valid Photo ID.

### CHECK-IN

The safety of our members and staff is our top priority. All members are required to check in at the membership desk, by scanning their key fob, bar code on app and/or providing their full name to the staff at the membership desk. If a member is missing and/or in need of an up-to-date picture, the membership desk staff will require you to complete this process prior to allowing entry into the building.

### PHOTOGRAPHY

Use of electronic devices – cameras, cell phones, smart phones, etc. – is strictly forbidden in locker rooms and restrooms.

### CODE OF CONDUCT

The YMCA is a Christian-based organization where children are often present. To promote safety and comfort for all, we ask individuals to act appropriately at all times when in our facilities or when participating in programs. The Y is committed to providing a safe and welcoming environment for all members and guests.

We expect persons using the Y to behave in a mature and responsible way and to respect the rights and dignity of others. This Code of Conduct does not permit language or any action that can hurt or frighten another person or that falls below a generally accepted standard of conduct.

Membership is a privilege, not a right. All members are expected to adhere to the YMCA of Greater Toledo code of conduct at all times while participating in YMCA programs. Membership may be revoked for conduct that conflicts with this code.

### SEX OFFENDER SCREENING

In order to better protect the youth and families that we serve, the YMCA of Greater Toledo is participating in a screening process of our Members, Guests, Outside Contractors and Vendors to prevent access to Registered Sex Offenders.

### ATTIRE SECTION

**General:** The YMCA is a Christian-based organization where children are often present. We expect that our members and guests wear clothing that is appropriate for this environment.

**Wellness Center:** Proper workout attire is required: Shirt, shorts/pants and closed-toe shoes.

**Swimming Pools:** Proper swim suits are required at all times. Swimsuits are expected to cover all private areas and be made of traditional swim suit material.

**Saunas/Steam Rooms:** Swim suits and/or shorts are required at all times while using these amenities.

The YMCA reserves the right to ask a member to change what they are wearing if it is deemed to not be fitting with our mission and values.

### FOOD & BEVERAGES

Food and beverages are not permitted in any workout area and/or studios, with the exception of water bottles.

### SMOKING/TOBACCO USE OF ANY FORM

Tobacco use in any form, which includes but is not limited to, smoking (e.g. cigarettes, electronic cigarettes, ENDS – electronic nicotine delivery systems, pipes, cigars, etc.) are/or using smokeless tobacco (e.g. snuff, chew, etc.) is prohibited in all areas within or on any YMCA grounds, without exception.

### MEMBERSHIP DESCRIPTIONS

**Family:** Up to two Adults and Dependents 26 and under living in the same household.

**Grandparent:** Up to two Adults and grandchildren 18 & under.

**Two-Person:** Two individuals living in the same household (one must be 18+).

**Individual:** One adult (18+).

**Youth:** One youth (age 10–17). Not eligible for discounts on Y Programs, Child Care or Storer Camp fees.

### MEMBERSHIP CANCELLATION

All cancellations require a 14-day written cancellation notice prior to the members monthly draft date. Request can be submitted through our website by submitting a cancellation request. No verbal and/or email requests are accepted. Our member service desk staff cannot process cancellation request.

### MEMBERSHIP REFUNDS

Memberships are not refundable or transferable.

### FAILED PAYMENT

If your check, automatic bank draft and/or credit card payment is returned for any reason, it will be collected electronically by a third party provider. The check writer/card holder is also responsible for all other fees charged by your financial institution.

### NATIONWIDE MEMBERSHIP

Visit any participating Y in the United States for FREE! Valid for all active, full facility YMCA members. Nationwide members must use their home Y at least 50% of the time. Y members under special membership arrangements, such as group homes, service agencies, program participants, SilverSneakers®, SilverandFit, etc. may visit other Y's as a guest.

## AREA OF USE

### KIDZONE

- The Y provides free babysitting to all active members and their immediate family
- Child must be listed on the membership
- Children must be between the ages of 6 weeks and 10 years old
- Child must be checked in and out
- No child is permitted with a fever
- Fever must not be present for 48 hours
- Children must wear socks at all times
- Children may utilize the KidZone up to 2.5 hours per day
- No snacks are permitted
- Adult dropping off the child(ren) must remain in the Y while the child is checked into KidZone

### LOCKER ROOMS

Lockers are available free of charge for day use only. Locks are the responsibility of the members and must be removed after use. Youth 6 and under may use the same locker room as their supervising individual regardless of gender.

### WELLNESS CENTERS

The workout area in all Y branch locations is considered the Wellness Center. The following applies to all branches:

- Must be an active member and/or registered as a Guest of the Y
- Must be 18 years of age or older to be permitted without restrictions

### Ages 13–17

May use the full Wellness Center & free weights after completing a Teen Fit 101 orientation, no parent or guardian supervision is required.

### Ages 10–12

May use the cardio equipment in the Wellness Center after completing a Youth Fit 101 orientation, with a parent or guardian present at all times.

## USE OF FACILITY

### 24/7 ACCESS

- Required to sign a 24/7 Access Waiver
- 24/7 Access is an additional monthly cost per member
- Must be 18 years of age or older
- Current Photo required to be on file under your membership account
- Members must scan in
- Guests are not permitted
- Only permitted to use the Wellness Center, restrooms and or locker rooms
- Use of any other rooms and or property is strictly prohibited

### CHILDREN UNDER 18

Children 9 years and under must be actively supervised by a parent or guardian age 18 or older or must be enrolled in a supervised program

- Children 10-12 must be supervised by a parent or guardian age 18 or older when using cardio equipment

## CREDITS / REFUND

### PROGRAM CREDIT AND REFUNDS

- A full refund will be issued if a program is cancelled by the Y due to the lack of enrollment
- 100% credit will be issued if enrollment is received prior to the start of the session
- 50% credit will be issued if enrollment is received after the session starts, prior to week 3 starting
- 0% refund will be issued if enrollment after the 3rd week of the session start date
- If cancellation of enrollment is accompanied by a physician's statement, a prorated credit may be issued
- Refunds and or credits will not be issued for classes that are cancelled due to weather and or holiday scheduling.

## CLOSINGS

### WEATHER SECTION

In the event of adverse weather or other emergency situations, the YMCA of Greater Toledo may find it necessary to cancel programs, events and or close any one of our 10 branch locations. We will make every effort to inform our members.

### MAINTENANCE CLOSING

Major maintenance in our facility requires that we close certain areas for extended periods of time, during which members may continue to use other areas of the facility and or other branch locations.

## POOLS

The YMCA of Greater Toledo uses the Test, Mark and Protect wristband safety system at all of our branches with swimming pools.

### TEST

We require swim tests\* for all children 15 years and younger to determine their swimming ability. Swimmers who do not take the test will be marked as non-swimmers. Each child will be given a swim band that clearly identifies their swimming ability.

### \*SWIM TEST

Enter pool in shallow end, swim first half of a length on back, turn over and finish the length on stomach. Climb out of the pool and jump in deep water, surface and recover, then tread water for 30 seconds.

### MARK

**Red Band:** Non-swimmer under the age of 10. Adult must actively supervise and accompany red band swimmer in shallow water.

**Yellow Band:** Non-swimmer age 10 or older. Must stay in pool areas with a depth at or below the shoulders.

**Green Band:** Swimmer. May swim in any area of the pool.

**Blue Bands:** Swimmer meeting the height requirement for facility water slide. May swim in any area of the pool and may use the water slide.

### PROTECT

Only properly fitted US coast guard approved flotation devices are permitted.

## GENERAL

### INSURANCE

The YMCA of Greater Toledo does not provide accident insurance for injuries sustained during YMCA activities. Members and program participants partake in programs and use the facilities at their own risk and are encouraged to have personal medical insurance coverage.

### MISC.

#### GUEST PASSES

YMCA members are welcome to bring one guest at a time, guest are admitted free of charge. Guests must be accompanied by a YMCA member that is 18+. Each guest is allowed two visits in a 12-month period. All guests under the age of 18 must be accompanied by an adult. For more information, visit [ymcatoledo.org](http://ymcatoledo.org).

#### SCHEDULES

Group exercise classes can be found on our YMCA360 app and on our website. Gym & pool schedules can be found on our website. [Ymcatoleado.org](http://Ymcatoleado.org)

#### PERSONAL TRAINING

Personal, partner and group training in our pools, gyms and wellness centers are a member service. Trainers not employed by the YMCA may not train individuals in our facilities.

## STAY CONNECTED

### CONNECT WITH US

**Facebook:** YMCA of Greater Toledo

**Instagram:** @YMCAToledo

**LinkedIn:** YMCA of Greater Toledo

### Y360

YMCA360 is a video platform that offers on-demand and livestream group exercise classes, youth sports training, wellbeing class and much more. Take the YMCA with you wherever you go.

### SET UP YOUR ACCOUNT ONLINE

With your online account you will be able to join online, register for programs, and manage your account information. Getting started is easy; to activate your account visit [ymcatoledo.org](http://ymcatoledo.org), choose the membership tab, select My Account/ Sign In, and create your password. If you need assistance, please call the Member Service Desk.

The YMCA is a weapon free zone including but not limited to; Guns, illegal knives, Gel Blasters Guns, Mace, Tasers

