



MEMBERSHIP HANDBOOK

SOUTHERN DISTRICT YMCA

FOR YOUTH DEVELOPMENT[®]
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

MEMBERSHIP FOR ALL



WELCOME TO THE Y

Welcome to membership at the Southern District YMCA. While our programs and facilities are always based on the unique needs and interests of our communities, every Y has one thing in common: our people. The volunteers, staff, members, and donors of the Y are all united by a deep commitment to strengthening our communities.

CONTACT US

Exeter Area YMCA

56 Linden Street • Exeter, NH 03833

Phone: 603.642.3361

Email: membership@sdymca.org

YMCA Camp Lincoln

67 Ball Road • Kingston, NH 03848

Phone: 602.642.3361

Email: info@ymcacamplincoln.org

YMCA School Age Child Care

56 Linden Street • Exeter, NH 03833

Phone: 603. 642.3361

Email: SACCinfo@ymca.org

BUILDING HOURS OF OPERATION

Monday - Thursday	5:00am – 8:00pm
Friday	5:00am – 7:00pm
Saturday	7:00am – 5:00pm
Sunday	8:00am – 4:00pm



KIDS CLUB (BABYSITTING SERVICE)

Monday – Friday	8:30am – 11:15am
Saturday	8:00am – 11:00am
Monday-Thursday	4:15pm – 7:00pm

ACTIVE KIDS (BABYSITTING SERVICE)

Monday – Friday	4:15pm – 6:30pm
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HOLIDAY CLOSURES – 2024

January 1	New Year's Day	9:00am – 1:00pm
March 31	Easter	Closed
May 27	Memorial Day	Closed
July 4	Independence Day	Closed
September 2	Labor Day	Closed
November 28	Thanksgiving Day	7:00am – 11:00am
December 24	Christmas Eve	Close at noon
December 25	Christmas Day	Closed
December 31	NewYear's Eve	Close at noon



IMPACT STATEMENT

The Southern District YMCA is a community resource for all connecting and partnering with businesses, schools, towns, and individuals to encourage everyone to learn, grow and thrive.

MISSION

Southern District YMCA provides opportunities for youth development, healthy living and social responsibility in our southern New Hampshire community. We achieve this by putting Christian principles into practice through programs that build healthy spirit, mind and body for all - regardless of age, gender, sexuality, race, ability, religion or income.

VISION

- Embody the YMCA core values: caring, honesty, respect and responsibility.
- Be community centered: listen and respond to community needs.
- Bring people together.
- Nurture potential: everyone should have the opportunity to learn, grow and thrive.
- Be local and think global: mobilize local communities to effect lasting, meaningful change.



MEMBERSHIP

At the Y, we're more than just a workout. The Exeter Area YMCA is a place where people can connect with others, engage in fitness programming to better their mental and physical health, and strengthen the community as a whole. We offer a wide variety of programs for all ages, abilities and interests including group fitness classes, pick-up basketball, yoga, indoor cycling, personal training, weight training, open gym, and more. In addition, you can utilize any Y nationwide at no additional charge.

MEMBERSHIP TYPES

YOUTH OPTION

Youth/Teen	12 to 17 years of age
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ADULT OPTIONS

Young Adult	18 to 26
Adult	27 to 64
Couple 2 adults	18 to 64 in same household, no dependents
Senior	65+
Sr Couple 2 adults	65+ in same household, no dependents

FAMILY OPTIONS

Family 1 Adult	1 adult in same household with dependents to age 18, and college students to age 25 (with 12 credits)
Family 2 Adults	2 adults in same household with dependents to age 18, and college students to age 25 (with 12 credits)
Family 3 Adults	3 adults in same household with dependents to age 18, and college students to age 25 (with 12 credits)



INSURANCE

Silver Sneakers	65+ with Silver Sneakers benefit
Renew Active	65+ with Optum (United Health Care) benefit

MEMBERSHIP RATES

It is our goal that membership remains affordable for our community. From time to time, membership rates may be adjusted to cover the increased cost of operations. Members will be notified with a minimum of 30-day notice of any rate changes.

JOIN FEE

The YMCA has established a one-time Joining Fee for memberships as long as the membership remains active. Fees are only discounted or waived with an approved promotion. Join fees are not charged or credited due to an upgrade or a downgrade in membership type. Join fees are non-refundable.

CURRENT JOIN FEE

Youth/Teen Memberships	\$25.00
Adult/Family Memberships	\$49.00

PAYMENT OPTIONS

The Y offers two convenient payment options.

Automatic Deduction This option is the most convenient way to pay membership fees. We will automatically deduct your membership fees from either a checking/savings account or a credit/debit card each month. All deductions are drafted on the 1st of the month.



Annual Prepaid This option is perfect for those who prefer to pay for their membership annually. The Y will refund the unused balance of your membership dues if you choose to cancel.

JOINING THE YMCA

Members will complete a membership application with Code of Conduct/Informed Consent/Liability Waiver Agreement and a payment authorization form. The member must provide a driver's license or state ID. A new member will be provided a folder containing membership details, class schedules, Kids Club benefits, how to stay connected handout, and other relevant information.

REFUNDS

Typically, membership refunds are not permitted. If there are extenuating circumstances that prevented you from notifying the YMCA of your cancellation. Proper documentation (i.e. doctor's note, email, etc) would need to accompany the request. If you were incorrectly charged due to the YMCA's failure to cancel your membership, a full refund will be given as long as the refund is accompanied by proper documentation (i.e. cancel form, email, etc). Under these circumstances, the YMCA will not refund more than three months of membership at any given time but may be approved at the discretion of the Membership Director due to extenuating circumstances.

MEMBERSHIP CARDS

For the safety and security of all members, we capture your photo at time of joining and issue a unique membership card. Members are expected to scan in with each Y visit. If you forget your membership card, please stop at the Welcome Center to have an associate check you in.

Sharing of membership cards is strictly prohibited.



MEMBERSHIP CHANGES

You may change your membership type at any time. No join fee is charged when a member is upgrading from one membership type to another. No refund of the join fee is provided when a member is downgrading from any membership type.

If you would like to add or remove members from your membership, simply stop by the Welcome Center to complete a Membership Change form. (This form can be downloaded from the SDYMCA website and emailed to membership@sdymca.org.)

MEMBERSHIP CANCELLATIONS

Monthly membership drafts are continuous until the member notifies the Y with a 14-day written notice of their desire to cancel their membership. Memberships are not terminated due to non-use. Memberships will be terminated after two months of non-payment and may be subject to returned payment fees.

If you would like to cancel your membership, simply stop by the Welcome Center to complete a Membership Cancellation form. (This form can be downloaded from the SDYMCA website and emailed to membership@sdymca.org).

MEMBERSHIP BENEFITS AND FACILITY FEATURES

- Full access to the Southern District YMCA, Exeter Area Branch
- Priority registration and reduced member rates for programs for youth, family, adult and active older adult programs
- No contracts to sign
- Full-size gymnasium
 - basketball court
 - indoor track



- 4,000 square foot state-of-the-art wellness center and cardio equipment
- Three group exercise studios
 - fitness studio
 - yoga
 - cycling
- Functional training equipment
- FREE orientation to wellness equipment
- Youth, family, and active older adult programs
- Early registration opportunity for School Aged Child Care and Camp Lincoln for family memberships
- Member only events and promotions (summer nights at Camp Lincoln, appreciation days, etc.)
- FREE Babysitting while you work out with a family membership
- Guest passes
- Access to more than 2,700 participating Ys across the country
- On-site parking
- Green building design utilizing the neuroscience of design, sustainable products and energy efficiency

FINANCIAL ASSISTANCE

At the Y, we work side-by-side with our neighbors to ensure that everyone, regardless of gender, income or background, has the opportunity to learn, grow, and thrive at the Y. Thanks to the generosity of the local community, the Y offers financial assistance to any individual or family in need. No one will be turned away because of an inability to pay, subject to the availability of funds. All application records will be held in strict confidence.



CODE OF CONDUCT – Terms and Conditions

We invite members to join the Y to seek new opportunities to learn, grow and thrive. Members from the community come together in a commitment to youth development, healthy living and social responsibility. With the values of caring, honesty, respect and responsibility, the Y works with each member every day to help them realize their potential. We promote and expect the same from our members to create a safe, fun, inclusive and nurturing place for all. All members and guests will be screened against a national sex offender database.

Our Code of Conduct outlines these expectations: We encourage the following:

- Engaging in Healthy Lifestyles
- Respecting Differences and Celebrating Diversity
- Modeling Empathy
- Learning New Skills
- Meeting Other People
- Supporting Relationships
- Volunteering
- Being a Role Model
- Behaving in a Safe Way

The following are not permitted on YMCA premises, in YMCA vehicles or at YMCA sponsored functions:

- Inappropriate sexual, physical or verbal contact
- Posturing, bullying or intimidation
- The use of cameras, camera phones, and other recording devices is prohibited in the facility
- Using or possessing alcohol or illegal chemicals
- Smoking/Vaping – the YMCA and its property is a smoke/vape-free environment



- 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
- Physical contact with another person in an angry, aggressive, inappropriate or threatening way
- Verbally abusive behavior, including angry or vulgar language, swearing, name-calling or shouting
- Discriminatory speech or actions
- Sexually explicit conversation or behavior; any sexual contact with another person
- Theft or behavior that results in the destruction or loss of property
- Loitering within or on the grounds of the YMCA
- Inappropriate attire
- Any other behavior deemed in conflict with the YMCA Mission by the CEO or Director of Operations.

We reserve the right to deny access or membership to any person whose behavior is judged to be in conflict with the welfare and safety of other members and/or staff; or who is a registered sexual offender; has pleaded guilty to or been convicted of any crime involving sexual abuse; or a crime against persons such as child, spousal or parental abuse or any offense relating to the sale or transportation of illegal, habit forming or dangerous drugs; is presently clearly under the influence of intoxicating beverages or behavior modifying drugs.

NON-DISCRIMINATION POLICY

All are welcome at the Y

The Y is made up of people of all ages, from all walks of life, working side-by-side to strengthen communities. Together, we strive to ensure that everyone, regardless of



ability, age, cultural background, ethnicity, faith, gender, gender expression, gender identity, ideology, income, national origin, race or sexual orientation has the opportunity to reach their full potential with dignity. Our core values are caring, honesty, respect and responsibility — they guide everything we do.

SEX OFFENDER SCREENING

The YMCA conducts regular sex offender screenings on all members, participants, and guests. If a sex offender match occurs, the YMCA will cancel the membership, end program participation, and remove visitation access. Any discrepancy or error in identity shall be discussed with the Membership Director.

PERSONAL INSURANCE DISCLAIMER

It is the members' or participants' responsibility to provide their own accident and health insurance. The Y does not provide any health or accident insurance coverage for individual members.

ACCIDENTS & INCIDENTS

Immediately notify a staff member if there is an accident, injury or unusual incident. We are happy to assist and will provide first aid supplies and treatment, as necessary. Please cooperate if asked to complete an accident/incident form.

LOST & FOUND

Lost and found clothing can be found on the first floor near the Odyssey Center. Clothing items are kept for a limited amount of time. Items such as jewelry, phones, keys, etc. are stored at the Welcome Center. The Y is not responsible for lost or stolen items. We strongly encourage you to lock all items while visiting. (The Y has padlocks for purchase at the Welcome Center.)



YMCA SURVEILLANCE CAMERAS

The Y maintains security surveillance cameras to discourage theft on the premises. The Y is not responsible for damage to vehicles in the parking lots. If you are involved in an accident or identify vehicle damage, we recommend that you report the incident to the police and your insurance company. The YMCA will only provide surveillance video, when available, to the investigating police department.

TRANSFER OF MEMBERSHIP

Transfer between Individuals: Membership and the use of privileges shall not be transferred from one person to another.

Members from another YMCA: The Membership Director or designee will contact the current YMCA to verify the status of the potential member. The entire join fee will be waived, provided the membership has not lapsed more than 60 days.

Transfers to another YMCA: Members who move to another geographic area outside of the YMCA will need to contact that YMCA for its specific policy on transfers.

PROGRAM REGISTRATION

The Exeter Area YMCA offers a number of programs and classes to our members and the community. These programs may require additional fees and registration. Members can register for these programs through Daxko or by calling the Welcome Desk.

REFUNDS AND CREDITS

- Requests for program withdrawal may be made by email to membership@sdyymca.org or in person at the Welcome Center.



- There will be no refunds for program withdrawal unless requested one week prior to the first day of class.
- Prorated credits will be issued for medical conditions which prohibit the participant from continuing in a class. A doctor's note is required.
- Programs without sufficient enrollment may be canceled; an option of a credit or refund will be given.
- There will be no makeup classes, credits or refunds for personal absences, vacations, inclement weather or missed classes.
- Credits or refunds will be issued for individual classes canceled by the Y.
- All credits will expire after one year from the date issued to a member's account.

MEMBER GUEST PASS POLICY

Our members are encouraged to bring their friends who are not familiar with the YMCA. After all, the Y is more fun with friends.

Adult memberships qualify for three (3) guest passes per year.

Family memberships qualify for five (5) guest passes per year.

Teen memberships qualify for three (3) guest passes per year.

Teen guests under the age of 18 are required to have a parent or legal guardian sign the YMCA waivers authorizing use of the facility prior to their first visit. Member guests may only be a non-paying guest three (3) times per calendar year. Guest hours, facility usage, and guest pass availability may vary from time to time.

SUSPENSION OR REVOCATION OF MEMBERSHIP

The CEO or Membership Director of the YMCA or their designee has the authority to deny, suspend or revoke membership to any individual as well as access on its premises if it has been determined that said individual's actions has or may violate our code of conduct or any other policy of the YMCA.



AGE REQUIREMENTS AND FACILITY USAGE

The Y offers free Wellness Orientations with trained Wellness Coaches to help participants of all ages learn safe, effective workout techniques and to learn the proper use of equipment.

SUPERVISION REQUIREMENTS

The YMCA has established a minimum age for youth to use the facilities. Children under the age of 12 must be part of a family membership and must be accompanied by a parent or guardian who is 18 years or older. Parents will sign off on the Code of Conduct and will be held responsible for the behavior of their children.

GROUP EXERCISE CLASSES

Members ages 10-14 may participate in all classes upon completion of a wellness orientation and must be accompanied by and in direct supervision of an adult who is also a member. Exceptions may apply based on the equipment used in classes. This might include Cycling class where the bike fit is critical and Body Pump™ where the equipment may need to be modified. Members should speak with the class instructor in advance of taking the class.

WELLNESS CENTER

Members ages 10 – 11 may use the Wellness Center upon completion of a wellness orientation and under the direct supervision of a parent or guardian who is also a member. Youth/Teen members ages 12-17 may work out alone upon completion of a wellness orientation.

GYM, TRACK AND OTHER SPACES

The gym, track and other program space are open to all members when a program is not running. Children under the age of 12 must be under the direct supervision of a parent or guardian or registered in a specific program.

LOCKER ROOMS

- We ask that members respect the privacy and comfort of other members by practicing modesty in the locker rooms and remaining covered as much as possible.
- Lockers are available for rent for adult members monthly or annually. There is limited availability.
- Locks must be removed daily for those not renting lockers.
- Locks may be cut when a lock is placed on a locker that has been rented to another member or when a member fails to observe the policy that lockers are to be used daily (not for more than 24 hours).
- Only authorized personnel are allowed to cut locks. Items removed from a locker will be stored at the Welcome Desk until the items can be returned to their rightful owner.
- The Y is not responsible for personal items left in the locker rooms or anywhere within the facility. It is recommended that valuable items be left at home.
- Children ages 5 and under may use either gender locker room only if they are accompanied by a parent or guardian. We encourage the usage of privacy stalls in both changing rooms and in the gender-neutral bathrooms as available.

KIDS CLUB (BABYSITTING SERVICE)

WHAT IS KIDS CLUB?

Children aged 6 months to 6 years play under the supervision of caring, trained Y staff. This service affords the parents the opportunity to relax, connect with other Y members, and enjoy healthy activities at the Y. This service is included as a benefit for Family Memberships only. A parent must remain in the building at all times and have their cell phone available in case of emergency while their child is at Kids Club.



RESERVATIONS AND FEES

Care can be provided for up to 1.5 hours per day. Reservations are highly encouraged. Availability may be limited without a reservation. This service is included as a benefit for Family Memberships only.

Registration is required for this service through Daxko, <https://operations.daxko.com/>

VISITING KIDS CLUB

At drop off, children must be signed in by a parent, guardian. Parents must list the child's name, age, allergies, the parent's approximate pick-up time and their location in the building. Kids Club staff are unable to assist with diapering or using the toilet. Parents must ensure that children who require such assistance are helped before leaving them at Kids Club. Should a child have an accident or need changing, the parent will be called.

All children are required to sanitize their hands and wear socks and/or shoes during their time at Kids Club. In the event a child becomes ill during your visit to the Y, we will contact you immediately.

We understand that children need time to acclimate to our program. If we are unsuccessful in consoling your child after 10 minutes, we will contact you. Kids Club uses positive guidance methods including reminders, distractions, logical consequences and redirection to encourage appropriate behavior. Depending on the severity of the behavior, the YMCA reserves the right to utilize these methods in any order.



We have a variety of toys, books, and other activities for your children during their visit with us. Please do not bring toys from home. Food and snacks are allowed in the Kids Club room. Water bottles and sippy cups, labeled with the child's name, are permitted.

For the health of children and staff, please do not bring your child into Kids Club if they are sick or displaying any sign of illness including fever, vomiting or diarrhea within the last 24 hours, unusual spots or rashes, and other infectious illnesses. Child should be symptom free for 24 hours to attend.

ACTIVE KIDS (BABYSITTING SERVICE)

WHAT IS ACTIVE KIDS?

Youth ages 7 – 10 participate in a mixture of activities in the gymnasium under the supervision of caring, trained Y Staff while the parents are visiting the Y. This service is included as a benefit for Family Memberships only. A parent must remain in the building at all times and have their cell phone available in case of emergency.

RESERVATIONS AND FEES

Care can be provided for up to 1.5 hours per day. Reservations are highly encouraged. Availability may be limited without a reservation. Drop off for Active Kids is at the Welcome Center. This service is included as a benefit for Family Memberships only.

Registration is required through Daxko, <https://operations.daxko.com/>



SOUTHERN DISTRICT YMCA