

## NON-MEMBERS

Non-Members are individuals without a YMCA membership who participate in programs at a higher rate than Members. Non-member registration is after Member registration and program rates could be nearly double member rates. Some programs provided as a benefit of membership at no cost are not available to non-members. This includes Child Watch, Active Kids, and free adult fitness programs. Nonmembers are limited to use of the facility during program times that they have registered and paid to attend. YMCA membership is not required for YMCA Camp Lincoln or YMCA School Age Child Care programs.

## COMPLIMENTARY MEMBERSHIP

Volunteers, including members of the board of directors are not eligible for complimentary memberships. Complimentary memberships will not be provided for volunteer services. Complimentary memberships may only be provided and approved by the CEO as follows:

- Occasional Bartering: The relative value of the vendor services provided exceeds the value of the membership by at least 50% (e.g., \$200 membership; services = \$300). The term of the agreement cannot exceed 12 months.
- Membership for local not for profit fundraising events. Limited to 3, 6 or 12-months.

## CORPORATE MEMBERSHIP

The Exeter YMCA has formalized a corporate membership program that helps local employers develop a comprehensive wellness program for the benefit of their employees. We will provide a 10% discount and waive the joining fee for employers who have a minimum of 20 employees signed up as YMCA members. This will extend to the employees' family, but we will ask that your employee be on the active membership. We understand that not all employers will be able to get 20 employees to join the YMCA. For those companies, we will provide information on our Open Doors and Financial Assistance program to individuals on an as requested basis. A Corporate Membership Agreement will be completed by the Membership Director and a Discount Group will be entered into Daxko.

## INSURANCE MEMBERSHIPS

We accept Silver Sneaker members and Optum Renew Active. The membership eligibility is confirmed through the corporate portal and will be reviewed annually. Members must scan in for each visit.

## AGENCY PARTNER MEMBERSHIPS

The Exeter YMCA Partners with local non-profit and community-based organizations who provide critical service to our shared community. We recognize the YMCA facilities are desirable and would like to assist local agencies when possible and appropriate. The Director of Membership in conjunction with the CEO will consider each request to partner.

All requests must provide a full understanding of the needs of the organization, its clients and the needs of the YMCA. The request should also include the agency commitment or contribution to the YMCA in support the ongoing costs of supporting our mission and the rising costs of our facilities. The Agency should complete the application and schedule a meeting with the Director of Membership to discuss the relationship.

## YMCA MEMBERSHIP BENEFITS AND FACILITY FEATURES

- Full access to the Southern District YMCA, Exeter Area Branch SDYMCA.org
- Priority registration and reduced rates for facility programs
- FREE orientation to wellness equipment
- Adult Group Exercise programs
- Youth, Family, and Active Older Adult programs
- Babysitting Services for family memberships – 1.5 hours/day while in building
- Guest pass benefits
- On-site parking
- Reimbursement may be available from your health insurance provider
- Nationwide Membership at more than 2,700 participating Ys across the country
- No contracts to sign – month to month or annual payment options
- Green Building Design utilizing the neuroscience of design, sustainable products and energy efficiency
- Full-size gymnasium with basketball court with indoor track
- 4,000 square foot state-of-the-art wellness center – cardio and free weights
- Three group exercise studios
- Functional training equipment

## MEMBERSHIP POLICIES

### NON-DISCRIMINATION POLICY – All are welcome at the Y

It is the policy of the YMCA to make membership available to all persons regardless of race, color, religion, sex, age, marital status, sexual orientation, national origin, disability, or financial circumstances without discrimination.

### JOINING THE YMCA PROCESS

Members will complete a membership application with Code of Conduct/Informed Consent/Liability Waiver Agreement and a payment authorization form. The member must provide driver's license or state ID. A new member may be provided various information of interest such as membership flyer, Child Watch flyer, class schedules, and other relevant information.

## 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.

## MEMBERSHIP CARD/KEY TAG

Members will receive a membership card at the time of joining and will be required to present this card to access the YMCA. A photo identification will be required to join and anytime that the membership card cannot be presented.

## 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 live life to the fullest. 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 simply because of an inability to pay, subject to the availability of funds. All application records will be held in strict confidence. A full Financial Assistance policy and procedure are included later in this document.

## PERSONAL INSURANCE DISCLAIMER

It is the members or participants responsibility to provide his/her 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 may be found behind the Welcome desk. Clothing items are kept for a limited amount of time. Items such as jewelry, phones, etc. are stored at the Welcome Center. The Y is not responsible for lost or stolen items. We strongly encourage you to use a locked locker.

## YMCA SURVEILLANCE CAMERAS

The Y is not responsible for damage to vehicles in the parking lots. If you are involved in 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.

## SATISFACTION GUARANTEE

if you are not completely satisfied with your membership within the first 30 days of joining, we will refund your join fee and any membership dues paid.

## PAYMENT OPTIONS

**Monthly Bank Drafts** - Monthly bank draft is a convenient monthly membership fee automatically deducted from your personal checking account. To participate in the bank draft, you must provide a voided check at the time of joining. A 30-day written notice is required to cancel or terminate bank drafts. Please be advised that membership rates may be adjusted annually.

**Monthly Credit Card Drafts** - You can have your membership fees drafted monthly from your debit or credit card. This is a simple option for monthly payments. Simply ask about this option at the Welcome Center. A 30-day written notice is required to cancel or terminate bank drafts. Please be advised that membership rates may be adjusted annually.

**Annual Membership** - You can pay for your membership annually in advance if preferred.

## MEMBERSHIP CHANGES, UPGRADES, DOWNGRADES

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 join fee is provided when a member is downgrading from any membership type to a membership type which charges a lesser joining fee.

If you would like to add or remove members from your membership, simply stop by the Welcome Center to complete a Membership Change form.

## HOLD MEMBERSHIPS

Members may put their membership draft on hold, at no cost, for up to three (3) months per year. This hold must be by calendar month, i.e., January 1 - 31. The Hold request should be made in person at the YMCA membership desk or by mail. Use of the YMCA Membership Change Form is required. Hold request must be received at least 30 days prior to the month of the Hold. The membership will be automatically reactivated, and the draft will resume on the ending date of the Hold.

## TRANSFER OF MEMBERSHIP

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

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

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

## REFUNDS AND CREDITS

All credits will expire after one year from date issued to a member's account.

Program fees will be refunded/credited if the YMCA cancels a program due to insufficient enrollment or if a member provides a doctor's note due to illness. Child Care programs under separate policy.

A credit may also be issued for the following reasons:

If the YMCA is notified at least one week before a class begins, 100% refund/credit.

If you qualify for a credit, it will be pro-rated based upon participation.

All requests for refunds/credits must be approved by the program director.

Deposits specific to programs such as Child Care or Day Camp are non-refundable.

Membership payments will not be credited or refunded for non-usage.

A Change form must be submitted to cancel a bank draft.

Refunds/credits will not be issued the first time a class is cancelled due to inclement weather. Second and subsequent termination/cancellations can be credited to the member account.

## MEMBERSHIP TERMINATION/CANCELLATION

Members can terminate/cancel membership with a 30-day notice by completing a Membership Termination/Cancellation form at the Welcome Center. This form can be completed in person or mailed to the YMCA.

## GUEST PASS POLICY AND PROCEDURES

The YMCA is a membership organization and guest passes will be a benefit of membership. For the safety of our guests and members, all guests must be accompanied by an active Adult Member. Adult members will get 3 guests per year and families will get 5 passes per year. Teens will receive 3 guest passes per year, but teen guests will be required to have parents sign the YMCA waivers authorizing use of the YMCA. Each guest may only be a guest three times per calendar year and must present a valid photo ID to participate in any activity at the Y. Guest hours, facility usage and free guest pass usage may vary from time to time.

Non-members must enter as a guest with an Active Adult Member and present a valid photo ID.

- Guest must complete a Guest Form and present a valid photo ID for each visit.
- Guest will be entered into Daxko as a non-member, and a photo taken and stored.
- Guest will be screened through the national sex offender registry.
- A Guest is only eligible to use the YMCA up to three (3) times per year.
- Nonmembers escorting a child to a program will remain in spectator area.

## NATIONWIDE MEMBERSHIP

### ALWAYS WELCOME IN EVERY COMMUNITY

Traveling or commuting? Visit any participating Y in the United States with your Southern District YMCA membership. Visit [ymca.net](http://ymca.net) to find a participating Y.

- 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
- Community or Program-only participants (including Silver Sneakers) are not eligible for nationwide membership
- Special memberships established by any Y for group homes, 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
- Members will need to sign a universal liability waiver and privacy policy
- All Ys reserve the right to restrict or revoke these privileges
- Registered sex offenders are prohibited from participating

## CODE OF CONDUCT – Terms and Conditions

The YMCA values caring, honesty, respect and responsibility. For the enjoyment of all, our members agree to abide by the rules and regulations of the YMCA. The protection of members and guests who are utilizing the facility is of paramount concern to the YMCA. All members and guests will be screened against a national sex offender database.

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.

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 specifically inappropriate attire, angry or vulgar language, physical contact with another person in an angry or threatening way, any demonstration of sexual contact or activity, harassment or intimidation by words, gestures, body language or any other menacing behavior, theft or behavior resulting in destruction of property. Parents will be held responsible for the behavior of their children.

Currently, cell phone use is not permitted in the locker rooms. Phones used for videotaping and taking pictures may be confiscated and the offender will be excluded from the building. As the Y promotes healthy living and youth development - we are moving to a policy of limited use of cell phones in the Y building.

The YMCA is a weapon and smoke/vape free environment. This includes any type of devices or objects which may be used as weapons.

## SUSPENSION OR REVOCATION OF MEMBERSHIP

The Membership Director or CEO of the YMCA 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.



## INFORMED CONSENT/LIABILITY WAIVER/INDEMNITY AGREEMENT

I/We, the undersigned, realize that there may be medical risks associated with physical exercise, the use of this facility, or use of equipment within the facility. I/We also recognize that the YMCA cannot evaluate my/our physical abilities and medical limitations as they pertain to participation in programs, to use the facilities, or use of equipment within the facility. I/WE therefore **ASSUME ALL RISK AND RESPONSIBILITY** for having a thorough medical examination performed, by a medical practitioner of my/our choice, before participating in any programs and prior to using the facilities or equipment within YMCA facilities. Furthermore, in consideration of my/our participation in the activities of the YMCA and its respective officers, employees and members, including but not limited to its or their own negligence, and do hereby for myself/ourselves, heirs, executors and administrators, **WAIVE, RELEASE, COVENANT NOT TO SUE, AND FOREVER DISCHARGE** any and all rights and claims for damages, personal injury, property damage, disability, death, sickness or disease which I/We may have or which may hereafter accrue to me arising out of or connected with my participation in any of the activities of the YMCA, use of its facilities, or use of equipment within its facilities.

In further consideration of the use of facilities and participation in programs, I agree to **INDEMNIFY AND HOLD HARMLESS** Releases from any and all causes of action, claims, demands, losses, suits, liabilities or costs of any nature whatsoever, including claims of negligence, arising out of or in any way related to the use of facilities and participation in programs by myself, my family members, dependents, or guests, including any minors.

By participating in the YMCA Nationwide Membership Program, I agree to release the National Council of YMCAs of the United States of America, and its independent and autonomous member associations in the United States and Puerto Rico, from claims of negligence for bodily injury or death in connection with the use of YMCA facilities, and from any liability for other claims, including loss of property, to the fullest extent of the law. I, the undersigned, have read, understand and agree to the above.

# AGE REQUIREMENTS AND FACILITY USAGE

## 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. Children under 12 must be part of a family membership. Exceptions may apply based on the equipment used in classes. This might include cycling programs where the bike fit is critical and Body Pump where the equipment may need to be modified. Members should speak with the instructors in advance of taking the class.

## WELLNESS CENTER

Members ages 10 – 11 may use the Wellness Center after an orientation and under the direct supervision of a parent or guardian who is also a member. Youth/Teen (ages 12-17) members may work out alone after they have had an orientation. 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. Children under 12 must be part of a family membership.

## 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 part of a family membership and under the direct supervision of a parent or guardian or registered in a specific program.

## LOCKER ROOMS

Children 6 and under may enter locker room with their parents. Children 7 and up may use the appropriate locker room alone. Children 7 and older may choose to use the individual restrooms off the main hallway.

## PROGRAM REGISTRATION

The Exeter Area YMCA will offer programs and classes based on the needs of the membership. The full list of current offerings will be included in the Program Guide and on our website. These programs and classes may require registration and additional fees.

Members will receive preferred registration for all fee-based programs prior to non-members. Members will also receive preferred pricing. Programs that are a benefit of membership will not be open to non-members. Personal Training is not available to non-members.

## PROGRAM PRICING

Programs are priced to benefit membership. Rates are subject to change periodically. Financial assistance is available within available resources.

## CHILD WATCH (BABYSITTING SERVICE)

In Child Watch, children ages 6 months to 6 years play under the supervision of caring, trained Y staff. At the same time, their parents have the opportunity to relax, connect with other Y members, and enjoy healthy activities at the Y. Care can be provided up to 1.5 hours per day and the parent must remain in the building while children are in Child Watch. This service is included as a benefit for Family Memberships only. Parents must remain in the building at all times while their child is in the Child Watch room and have their cell phone available in case of emergency. Children must be signed in by a parent, guardian. Parents must list the child's name, age, allergies and the parent's approximate pick-up time and their location in the building. Child Watch staff are unable to assist with diapering or using the toilet. Parents must ensure that any child who requires such assistance is helped before leaving them in Child Watch. Should a child have an accident or need changing, the parent in the building will be called.

For the health of children and staff, please do not bring your child to Child Watch 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.

Masks are currently required for all children while in attendance. In addition, all children are required to sanitize their hands and wear socks and/or shoes during their time in Child Watch.

In the event that a child becomes ill during a visit at the YMCA, we will contact you immediately.

We understand that children need time to acclimate to our program. For those times we cannot console any child after 10 minutes, we will contact you. Child Watch 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. If a behavior continues, an incident report is completed, and parent/adult will receive a copy.

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 not allowed in the Child Watch room to reduce concerns with allergies and to limit unmasked time. Water bottles and sippy cups, labeled with the child's name, are permitted.

## ACTIVE KIDS (Ages 7 - 13)

Active Kids is for youth ages 7 to 13 and is a benefit of membership. Participants will enjoy age-appropriate activities. At the same time, their parents have the opportunity to relax, connect with other Y members, and enjoy healthy activities at the Y. Care can be provided up to 1.5 hours per day and the parent must remain in the building while children are in the program. This is a drop-in program with a mixture of activities in the gymnasium, including arts and crafts, sports-related activities, and free time, all supervised by our trained staff. Class is located in the gymnasium. Registration is not required for members.