



## **MEMBERSHIP POLICIES**

The Meadowlands YMCA has designed the following policies and rules to ensure a safer and more enjoyable environment in which to exercise. So, please be thoughtful and observe the policies and rules that you, and all members, agree to follow.

The YMCA may, in its sole discretion, modify the policies and rules without notice at any time. It's your responsibility to know and follow the most current policies and rules in accordance with your YMCA membership contract.

### **VIOLATION OF RULES:**

A violation may cause the YMCA to terminate the violator's membership according to the terms of their Membership Agreement at the discretion of management.

# ENTRANCE POLICY:

## A. MEMBERSHIP CARDS

1. Each member will receive a membership card. The physical/digital card will be required to enter the facility. A fee of \$5.00 may be charged to replace lost membership cards. If the card is worn from use we will be happy to replace it at no charge.
2. AT NO TIME can you give your key fob to someone else for use. If security reviews find unauthorized use, your key fob will be put on "freeze" status, and this may lead to membership termination.
3. If your card is lost/stolen you are responsible to immediately contact the YMCA. Replacement cards are \$5.

## B. CHECK - IN

You must check-in every time you enter the facility. This includes same day check-ins. You must have a photo on file to gain access to the facility. If you do not have a photo on file you will be required to take one before entering the facility.

## C. LOCKER ROOMS

1. The men's and women's locker rooms are for members and guests eighteen (18) years and older.
2. Boy's and girl's locker rooms are for children 12 to 17 without a parent. Guardian's may enter the boy's and girl's locker room but may not change in them.
3. Children ages 6 to 12 are to use the family locker room or the boy's and girl's locker rooms under the supervision of a guardian.
4. Children under the age of 5 may use any locker room under the supervision of a guardian.
5. As a precaution, we encourage you to bring your own lock and not to bring valuables in the YMCA. The YMCA will not be responsible for lost, damaged or stolen articles.
6. The YMCA will have a limited number of rental lockers available on a first-come, firstserve basis. A yearly or monthly rental fee will be assessed. Locker rentals are non-refundable.
7. For your safety, please wear shower shoes and use caution when walking on all wet surfaces in locker, shower and pool areas. Please be courteous of the other adults who are using the locker rooms.
8. Appropriate clothing or a towel are required while using the sauna or steam rooms in the locker rooms.

# GUEST POLICY:

1. Guests will need to register at the front desk before admission to the facility.
2. For security, legal Photo ID is required for guests 18 and older.
3. Only members with active memberships are allowed to bring in guests.
4. Member must accompany their guest at all times, and is responsible for their guest.
5. A guest must be 18 years old OR accompanied by an adult (18+) who remains at the facility during the guest's visit.
6. Members are not allowed to bring in groups (defined as more than two non-members) of guests.
7. The Y reserves the right to limit guest passes.
8. Abuse of the guest policy; can result in the termination of the membership.



## ATTIRE POLICY:

1. All members will be expected to wear proper workout attire for their particular activities.
2. Shirts and shoes are mandatory during workouts and in workout areas.
3. No boots, open toed, or slip-on shoes will be allowed in the fitness area or basketball courts.
4. Swimmers must dry off and have shirt or "cover up" on when outside the pool area.
5. Appropriate clothing or towels are required while using the steam room and sauna.
6. Attire may not have inappropriate language or imagery.
7. You may be asked to leave or change clothes if attire is deemed inappropriate or offensive to other members.

## LOST & FOUND AND VALUABLES POLICY:

1. The YMCA will not be responsible for articles lost, stolen or damaged at the YMCA.
2. You are advised to leave valuables at home.
3. Items will be kept in lost & found for two (2) weeks, then stored until the YMCA is able to donate them to charity.
4. All lost items must be identified in person. No confirmations of found items will be given over the phone.

## DAMAGE POLICY:

Members are responsible for any damage they cause to YMCA property and/or property of other members.

## EMERGENCY POLICY:

In the event of an emergency, contact the nearest staff member or the Reception Desk and follow instructions. You can dial 911 from any YMCA phone to notify the local authorities in the case of an emergency. Always notify a staff member as soon as an accident or injury occurs. Emergency Exits are clearly marked throughout the YMCA facility.

### A. EVACUATIONS:

All emergency exits are clearly marked; please familiarize yourself with their locations. Should an evacuation of the facility be required for any reason, follow the directions of YMCA staff to ensure a safe and orderly exit from the building. Fire Alarm: If the fire alarm sounds please STOP all activity and wait for instructions from staff.

### B. INCIDENT REPORTS:

In the event that first aid or corrective action is provided to you, or for you, the staff responding is required to ensure that proper documentation is provided for our records.

### C. MEMBER RESPONSIBILITY:

Members are expected to assist us in an emergency by following the instructions from staff in order to resolve the situation as efficiently and safely as possible. Please assist us in following their directions.



# CODE OF CONDUCT POLICY:

Meadowlands YMCA is a not-for-profit organization that embraces the core values of caring, honesty, respect and responsibility. By joining the YMCA, you as a member are agreeing to subscribe to these operating values. If at any time your behavior does not support these values, the YMCA has the right to revoke your membership status.

The YMCA is promoted as a safe and welcoming environment for all members and guests, therefore you shall:

- Act appropriately at all times and in a mature and responsible manner
- Respect the rights and dignity of others
- Refrain from language or any action that can hurt or frighten another person or that falls below a generally accepted standard of conduct
- Be responsible for your personal comfort and safety and ask any person whose behavior threatens your comfort to refrain. If you feel uncomfortable in confronting the person directly, report the behavior to a staff person, director or manager on duty.
- The YMCA monitors the National Sex Offender Registry. Persons on this list will not be eligible for YMCA membership, program participation, guest privileges, volunteer or employment opportunities with the YMCA.

Prohibited actions specifically include:

- Inappropriate attire
- Smoking and the use of e-cigarettes as the YMCA is a smokefree environment
- Angry or vulgar language includes swearing, name-calling or shouting
- Physical contact with another person in any angry or threatening way
- Any demonstration of sexual activity or sexual contact with another person
- Harassment or intimidation by words, gestures, body language or any menacing behavior
- Theft or behavior that results in the destruction of property
- Carrying or concealing any weapons or devices or objects that may be used as weapons
- Using/possessing illegal chemicals or alcohol on YMCA property, in YMCA vehicles or YMCA sponsored programs
- Use of video/photography devices throughout the facility except on parent observation days and special events
- Any other conduct of any inappropriate, threatening or offensive nature
  - Be mindful of personal hygiene.
  - We reserve the right to ask a member to leave the facility if they exhibit an offensive odor.
  - Cell phones in wellness area shall be limited to audio/video playback or reading applications.
  - Members and guests shall identify themselves to staff when asked.



# MEMBER ACCOUNT POLICY:

## A. BILLING/DUES:

Dues will be collected on an annual or monthly basis. Annual dues will be billed one month prior to the anniversary date. Monthly dues will be collected each month by EFT (electronic funds transfer), credit card deduction, and cash payments. The funds transfer will occur on the 1st of every month. We require fifteen (15) days to process the monthly fees; therefore the 15th of the month is the cut-off date for changes in your electronic payments. Your monthly dues are not based upon attendance or failure to use the facility. Dues will be deducted on a month-to-month basis. Memberships may be terminated by filling out a cancellation form before the 15th of the month prior to the date of the draft. The joining fee is a non-refundable processing fee.

## B. DELINQUENCY:

After electronic payments have been processed, any delinquent accounts will be notified via e-mail. If a member's EFT is not honored, the YMCA has the right to assess a service fee and collect all current and past due balances. If payment is not made, the membership will be terminated. Terminated memberships can not be re-activated and program registration will be prohibited until balances are paid in full.

## C. INACTIVE MEMBERSHIP STATUS (ON-HOLD)

Memberships run continuously unless a temporary suspension is approved in writing by YMCA Membership Director. Upon approval, any member in good standing may convert to on-hold status provided that he/she is temporarily relocated for a period of at least three (3) consecutive months or is ill/injured for at least thirty (30) days. A physician's note or proof of relocation is required. Upon reactivation of the membership, normal monthly billing will proceed at the applicable rate. All holds are from the 1st to the end of the given month.

## D. DUES ADJUSTMENT:

Dues are subject to adjustment as determined by the management and YMCA Board of Directors. Due adjustments will be communicated via emails and posted within the facility. It is your responsibility to ensure the YMCA has your current e-mail address for such notices.

## E. CONTACT AND BILLING INFORMATION:

It is the responsibility of the member(s) to provide the YMCA with any changes in address, phone, e-mail, credit card expiration, or other billing information no later than ten (10) days prior to the next billing date.

## F. MEMBERSHIP CLASSIFICATION DEFINED:

1. Youth Membership ages are 0 – 12 years old.
2. Teen Memberships is for 13-17 year olds.
3. Young Adult Membership is for 18 – 26 year olds.
4. Adult Membership is for 26 – 62 year olds.
5. Senior Membership is for 63 and older.
6. Senior Couple Membership is for two senior adults in the same household 63 and older.
7. Family Memberships include two adults and their children ages 22 and under.
8. Corporate Memberships apply to the employees of a company who joins the YMCA under the provisions of the Corporate Wellness Program.
9. Paid in Full Memberships: receive 10% off for one year. NO REFUNDS



## SPECIAL EVENTS POLICY:

Announced special events will have precedence with facility usage. The YMCA may restrict usage for all or parts of the facility to accommodate special events. Please refer to our website, social media, and program schedule for a listing of special events and the areas they will occupy.

## CANCELLATION POLICY:

Memberships may be terminated by filling out a cancellation form online or in person before the 15th of the month prior to the draft. If cancelling after the 15th of the current month, the draft will still be in effect the following month. It will then be stopped the next month. If a member chooses to rejoin the YMCA, they have a period of thirty (30) days in which to rejoin without paying the initial, non-refundable, joining fee.

## YOUTH POLICY:

1. Children under the age of 12 may NOT be in the facility without a parent/guardian on the premises. The YMCA reserves the right to confirm a child's age.
2. Youth facility members ages 9 - 11 can utilize the gymnasium and swimming pool while adhering to gym and pool rules. A guardian MUST be on the premises of the YMCA for the duration of the youth member's visit.
3. Youth facility members ages 0 - 8 must be under DIRECT Parental or Guardian supervision whenever they are at the YMCA, unless they are enrolled in a YMCA Program or in YMCA Childwatch. "Direct supervision" means that the parent/guardian is in the facility area with the child (i.e. in the swimming pool, in the gymnasium).
4. Children ages 0 - 10 are not allowed in the Wellness Center.
5. Children over the age of 5 are permitted in the appropriate locker rooms as stated in locker room policies.

NOTE: Guardians must be age 18 or older.

Non-Facility Members: Children are only permitted in the facility to attend the YMCA program they have registered for. Parent/guardian must enter the building with the child and remain on the YMCA premises for the duration of the program.

## ALWAYS BE SAFE:

To help your workouts remain the positive experiences, as they should be, please be aware of your surroundings and take some simple precautions. Leave valuables at home, work, or locked in the trunk of your car, and always out of plain view. If it's dark, park your car in a well-lit spot and try to leave and return with others. Always be aware of loiterers or people acting suspiciously, and report any such activity to YMCA staff or police immediately.

