



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

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.

Joiners Fee

No Joiners Fee for paid-in-full and Draft with 1 year commitment. \$60/\$35 will be added for no commitment.

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 offer 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.

"My Y is Every Y"

NATIONWIDE MEMBERSHIP

Nationwide Membership enables you to visit any participating Y in the United States through membership at your "home" YMCA (your home location is the facility that enrolled you as a member and that collects your membership dues).

- Valid for active, full facility YMCA members
- Nationwide member visitors must use their home Y at least 50% of the time
- Program-only participants and special memberships are not eligible for Nationwide Membership

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 Nationwide members. Information can be found at 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.nwctY.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 overnight. The YMCA is not responsible for lost, left behind or stolen items.

Family Facility Use

This membership provides up to two adults living at the same address with dependent children through the age of 22. **Children 12 and under must be accompanied by a parent unless enrolled in a supervised YMCA program.**

Youth Facility Membership

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 participating 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, gymnasium and fitness center.

Child Watch Codes of Conduct

Child Watch 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 deices 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 years 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).

Please note, that there is absolutely no smoking or vaping on the Y grounds.