

MEMBERSHIP POLICIES

MEMBERSHIP CARD

Each time you come to the Cane Bay Family YMCA, you will need to present proof of valid membership in the form of your membership identification card. For safety and security purposes, each member must check-in and scan their membership card upon entering the Y for any reason. **For liability reasons, each member is required to have a photo image in our database. There will be no exceptions.**

The YMCA is a membership organization. Most programs are open to nonmembers at program participant rates. Use of the facilities is reserved for members, program participants, and their guests.

The Cane Bay Family YMCA reserves the right to update our policies as necessary and without notice. The handbook is meant as a guideline, and exceptions may be made on a case-by-case basis at the discretion of the Membership Services Director, Wellness Center Director, and the Chief Executive Officer.

MEMBERSHIP DUES/FEES

At the Cane Bay YMCA, you can choose your membership payment method from two options, annual or monthly draft. Members may elect to have their monthly payments automatically drafted from their bank checking account or charged against their credit or debit card. Memberships are non-refundable and nontransferable. Your membership dues provide for daily operation of member services.

RETURNED DRAFT FEE

Members will be assessed a bad draft fee and/or a return check fee of \$30 for each returned item through bank draft, declination of credit card draft or insufficient bank funds.

CHANGES TO A MEMBERSHIP

If at any time there is to be a change to a membership, the proper change form(s) must be submitted in person at the YMCA at least five (5) business days prior to the designated draft date. Failure to do so will result in that month's draft being non-refundable. Changes via fax, phone or mail are not permitted. Changes made to membership status for those members also enrolled in a fee-based program cannot take effect until draft following completion of enrolled program.

If a member renews membership within 60 days, they may be readmitted as a continuing member. If more than 60 days have elapsed, membership will be subject to joining fees.

MEMBERSHIP RESPONSIBILITIES

Members, guests, and visitors expressly assume the risk of damage to property and harm or death to themselves. Accordingly, neither the CBFYMCA or any of its agents, employees, or invitees shall be liable to the person or any of the persons' family, agents, employees, or invitees for any damage to persons or property when and to the extent that any such damage or injury may be caused, either proximately or remotely, wholly or in part, by any action or omission, whether negligence or not, of the CBFYMCA, or any of its agents, employees, or invitees or due to the condition or design of any defect in the building, its mechanical system, or its equipment.

REFUNDS

The CBFYMCA will refund any membership dues that are paid up front and not used.

PROMOTIONS

If a member joins during a promotion, in which the joiner's fee is either waived or discounted the member must remain an active member for the duration of 6 months or more. If for some reason the member wishes to cancel during the 6-month window, the discounted portion of the joiner's fee will be added back to the account at time of termination.

HOLDS

If circumstances arise, members in good standing may place their membership on hold for up to three (3) continuous months, once in a calendar year. During the hold period, there will be \$10 monthly hold fee. Members must complete the proper hold form in person at a YMCA for a hold to take effect. At the end of the agreed hold period (a maximum of three months), the membership will be automatically reactivated with monthly draft charges beginning to occur again on the agreed upon draft date. If active duty member is being deployed or TDY, please bring a copy of orders for your membership to be placed on hold, with no added costs.

CANCELS

As a member of the Cane Bay Family YMCA, members may cancel their membership at any time by giving a **minimum of 30 day notice in writing**. The cancellation must be made in person with a signed Cancellation Form completed at the Cane Bay Family YMCA and with the submission of your membership card to a Membership Director or Family Center Executive Director. **If you participate in membership draft payment plan, this will continue the draft until you formally cancel the membership per above. Any fees that are scheduled to incur during the 30-day period will draft.** Phone calls or messages, facsimile or emails requesting cancellation will not constitute cancellation. Other forms of membership termination are defined as follows:

- Nonpayment of dues after 45 days
- Suspension - temporary, due to violation of rules.
- Expulsion - permanent due to violation of rules.

Membership privileges may be suspended or revoked by the Chief Executive Officer. The length of suspension or a refund of membership fees will also be determined at that time. A person whose membership has been suspended or revoked shall not be able to participate in any other Cane Bay Family YMCA program during the period of suspension or revocation.

If enrollment occurs during a promotion, in which the joiner's fee is waived or discounted and a termination is requested within 6 months of enrollment, a charge equivalent to the discounted portion of the joiner's fee will be added to the account.

TRANSFERRING MEMBERSHIPS FROM OTHER YMCAS

The Cane Bay Family YMCA will waive the joining fee of members transferring from other YMCAs. Verification of membership in good standing from the previous YMCA will be required. Membership and its privileges shall not be transferred from one person to another.

GUEST POLICY

Member units (households) are allowed 1 guest a month, 5 times per calendar year. Youth and teens cannot sign their own guest form; it must be signed in by parent/guardian.

- 1 visit per month with a member.
- No member under the age of 18 can bring a guest under the age of 18.
- If coming in without a member: A day pass is \$15. Nationwide and visiting Y Members may not bring a guest.
- There are no guests for organized programs.

VISITOR POLICY

Visitors have time-limited access and are not permitted to use facility equipment at Cane Bay Family YMCA. Visitors agree to enter the facility in an observational capacity and must be associated with a valid purpose for their access. Visitors may access the YMCA on multiple occasions if the purpose for access without facility membership is valid. Common purposes for visitation include observation of sport events or other YMCA programs, meetings with YMCA leadership, or special events or activities open to the community.

Each visitor must provide a valid photo ID and check-in by completing an appropriate waiver for their visit purpose each time to access the facility. All visitors, regardless of their purpose for access, must agree to our Code of Conduct and policies while on Cane Bay Family YMCA premises. In accordance with our policies, visitors may be screened and compared against the National Sex Offender Registry and access may be denied based on results as well as any violation of the Code of Conduct.

A signed notarized letter must be submitted by parents of minor children (under 16) authorizing other adult relatives or friends to bring their kids to the YMCA. This letter specifies that the accompanying adult assumes all liability and responsibility for the minor child(ren) in their care.

PROGRAM PARTICIPANTS POLICY

Program Participants have time-limited access and program specific usage at Cane Bay Family YMCA for the duration of their program. Each Program Participant must complete appropriate program paperwork and pay appropriate fees in full to participate in the program.

- Program paperwork may include registration and/or intake forms, waiver and photo release and medical clearance. Each separate program registration will require the completion of appropriate paperwork.
- Additionally, Program Participants must agree to the Cane Bay Family YMCA Code of Conduct and membership policies while on YMCA premises.

For youth programs:

- A parent or guardian must complete paperwork for dependent under the age of 18 years.
- The parent or guardian(s) accompanying any youth under the age of 18 must provide a valid photo ID and check-in each time to access the facility (please refer to visitor policy for further details). A parent or guardian

must stay on Cane Bay Family YMCA premises for the duration of the program for youth under the age of 12. Program Participants 12 and older will be admitted without parental supervision but must follow the check-in process, as well as follow Cane Bay Family YMCA Code of Conduct while on YMCA premises without parent.

- In accordance with our policies, Program Participants and their parents/guardians are screened and compared against the National Sex Offender Registry and access may be denied based on results as well as any violation of the Code of Conduct.

CANCELLATION, CLOSURE AND CHANGE POLICY

Cane Bay Family YMCA reserves the right to:

- Cancel classes or programs for insufficient enrollment and/or for special events;
- Close facilities in inclement weather or due to circumstances beyond the Y's control; and
- Change schedules, rates and fees without prior notice when necessary.

FINANCIAL ASSISTANCE

Financial Assistance is available for families and individuals in need. Family Centers can provide individuals with additional information and financial assistance forms. Determination of financial assistance is related to verification of income as well as availability of funds. If approved to receive financial assistance, applicants must complete a full membership application and will be provided with financial assistance only for a specific time period, after which, they must reapply with updated information for continued financial assistance.

VOLUNTEER POLICY

Volunteer Members are individuals who willingly give their time to help the Cane Bay Family YMCA accomplish its mission without receiving any compensation or special privileges of any kind from the Cane Bay Family YMCA. Volunteer Members must complete a Cane Bay Family YMCA Volunteer Application packet as well as complete background screenings prior to acceptance into a Volunteer Member role. Volunteer Membership does not include facility access or usage of any facility, program or service associated with the Cane Bay Family YMCA.

TERMINATION / SUSPENSION OF MEMBERSHIP

Suspension or termination of YMCA membership may result from a violation of the Code of Conduct. While an incident is being investigated, the membership of the person(s) accused of violating this Code of Conduct may be temporarily suspended pending a final decision.

Some of our YMCAs utilize video technology to protect all persons. Cameras are installed in open/public areas only and not in private areas such as locker rooms, restrooms, etc.