



YMCA of Greater Charleston

MEMBERSHIP POLICIES & PROCEDURES

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 assigned 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 YMCA of Greater Charleston (YMCAGC) 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, Executive Director, and the Chief Executive Officer.

CHANGES TO A MEMBERSHIP

Changes to a membership (addition of Members, deletion of Members) may be made at any time. These changes can only be made by the PRIMARY member on the account. The applicable pro-rated charge will be assessed if there is an upgrade in the membership plan. In the event of a downgrade in membership, any decrease in monthly fees will take effect on the next scheduled billing date, and refunds will not be offered. Changes made to membership status for those Members also enrolled in a fee-based program cannot take effect until the payment draft following the completion of any enrolled programs.

If a member renews membership within 90 days, they may be readmitted as a continuing member. If more than 90 days have elapsed, membership will be subject to rejoining fees.

MEMBERSHIP RESPONSIBILITIES

Members, guests, and visitors expressly assume the risk of damage to property and harm or death to themselves. Accordingly, neither the YMCAGC 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 negligent or not, of the YMCAGC, 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.

PROMOTIONS

If a member enrolls during a promotion during which the joiner fee is either waived or discounted, the Member must remain an active member for a minimum of 6 months. If the Member wishes to terminate the account less than 6 months from the date of enrollment, the discounted/waived portion of the joiner\'s fee will be applied to the final payment.

If a member redeems a Home Builder Promotion during which a complimentary 6-month membership is provided by a home builder partner (Beazer, Crescent, DR Horton, Pulte/Centex, Sabal) the account will automatically terminate, unless you notify the staff. Normal billing will begin in the first month following the expiration of the promotion. If the Member terminates the account at the end of a Home Builder Promotion, the 30-day notice requirement will be waived. If the Member wishes to continue the paid membership after the promotion expires, a 10% discount will be applied to the membership dues for the first 6 months. (Only applies to the Cane Bay Family YMCA.)

If a member terminates a membership account, he/she may not participate in an enrollment promotion if reactivating the membership account within 60 days of termination.

If a member enrolled during an enrollment promotion/special and cancels the membership, he may not participate in another enrollment promotion/special within 12 months of the original enrollment date. Participation in only one enrollment special per 12-month period is permitted.

HOLDS

If circumstances arise, Members in good standing may temporarily suspend their membership account for up to 60 days, two months in a calendar year. Members must complete the proper hold form in person at the 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, and monthly draft charges will resume on the agreed-upon billing date. If a member is an active-duty military being deployed or TDY, they must bring a copy of orders for the membership to be placed on hold, with no added costs.

MEMBERSHIP DUES/FEEES

At the YMCAGC, you may choose your membership payment method from three options: monthly, quarterly, bi-annual, or annual draft. Members will agree to have their payments automatically drafted from their bank checking account or charged against their credit or debit card on an agreed-upon date. Monthly membership fees will be drafted on either the 1st, 15th or as of day of enrollment of each month. No invoicing or billing will be permitted. Memberships are nonrefundable and nontransferable, and all Members on the account must reside at the same address. Membership dues provide for the daily operation of member services, classes, and programs.

If the initial attempt to collect payment of a scheduled membership fee is unsuccessful, the YMCAGC reserves the right to continue attempting to draft payments for a period of up to 45 days. Any additional fees or expenses assessed by the financial institution will be the sole responsibility of the Member. The YMCAGC reserves the right to terminate a membership account for non-payment of fees after 60 days.

If the default form of payment has expired or is no longer valid, it is the Member's responsibility to furnish the YMCA with an updated valid credit or debit account number so normal billing can resume. If there are multiple forms of payment in a member's payment profile, and the default form of payment is invalid or expired, the Member agrees to allow the YMCA to collect dues payments from any of the other account numbers in the Member's payment profile.

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.

CANCELLATIONS

Members of the YMCAGC may terminate their membership at any time by giving a minimum of 30-day notice in writing. The cancellation must be made in person by the listed PRIMARY member with a signed cancellation form completed at the Cane Bay Family YMCA or the Berkeley County Family YMCA. All membership scheduled payments will be drafted until a formal cancellation request has been submitted. Any fee that is scheduled within the 30-day window will draft as scheduled, and the membership will expire on the last day of the final billing period. Verbal requests, phone calls, messages, facsimiles, or emails requesting cancellation will not constitute cancellation.

All balance due amounts must be satisfied before the termination of a membership account. If a member cancels with a balance due and wishes to rejoin the YMCA, the amount owed must be paid in full before being allowed to rejoin or register for any

programs. No billing or invoicing will be permitted.

Other forms of membership termination are defined as follows:

- Nonpayment of dues after 60 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 YMCA program during the period of suspension or revocation.

If enrollment occurs during a promotion during which the joiner fee is waived or discounted, and 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 final payment.

TRANSFERRING MEMBERSHIPS FROM OTHER YMCAS

The YMCAGC will waive the joiner fee of Members transferring from other YMCAs. Verification of membership in good standing from the previous YMCA will be required. All balances due must be paid and will not be transferred. 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. Primary members can only bring guests. All guests are required to bring in a Picture ID.

Youth and dependent children are not permitted to bring guests. The guest(s) must be those of the parent/guardian. (Primary Member)

- o 1 visit per month with a member.
- o No Member under the age of 18 can bring a guest under the age of 18.
 - If coming in without a member, or if the number of allowable guests has been met, a Guest Pass is available for purchase for \$15 per person, per day.
 - Nationwide and visiting Y Members may not bring a guest.
 - A "class pass" may be purchased to participate in a Group Exercise session. The cost is \$8 per class and must be paid prior to participation in the class.
- o No Student Membership under the age of 18 can bring a guest under the age of 18.

VISITOR POLICY

Visitors have time-limited access and are not permitted to use facility equipment at the Cane Bay Family YMCA or Berkeley County 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 sports 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 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.

PROGRAM PARTICIPANTS POLICY

Program Participants have time-limited access and program-specific usage at YMCAGC 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 children under the age of 16 years.
- The parent or guardian(s) accompanying any youth under the age of 16 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, guardian, or older sibling (over 18) must stay on YMCA premises for the duration of the program for youth under the age of 16. Program participants 16 and older will be admitted without parental supervision but must follow the check-in process, as well as follow the YMCA Code of Conduct while on YMCA premises without a parent/legal guardian.
- Members may be issued their own membership cards any time after their 16th
- 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

The YMCAGC 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 (SCHOLARSHIPS)

Financial Assistance is available for families and individuals in need. Membership Services can provide individuals with additional information and financial assistance paperwork. Determination of financial assistance is related to verification of income as well as the 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 YMCAGC accomplish its mission without receiving any compensation or special privileges of any kind from the YMCAGC. Volunteer Members must complete a 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 YMCAGC.

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 people. Cameras are installed in open/public areas only and not in private areas such as locker rooms, restrooms, etc.

REVISED April. 2024