

CANE BAY FAMILY YMCA

MEMBERSHIP POLICIES & PROCEDURES

MEMBERSHIP CARD

Each time you enter the Cane Bay Family YMCA, you must present proof of valid membership by scanning your membership identification card. For safety and security, all members must check in upon entering the YMCA for any reason. A photo image is required in our system for all members—no exceptions.

The YMCA is a membership organization. Most programs are open to nonmembers at program participant rates; however, facility use is reserved for members, program participants, and their guests.

The YMCA of Greater Charleston (YMCAGC) reserves the right to update policies as necessary and without notice. This handbook serves as a guideline; exceptions may be made at the discretion of the Membership Services Director, Wellness Center Director, Vice President, or Chief Executive Officer.

CHANGES TO A MEMBERSHIP

- Membership changes (adding or removing members) may be made at any time by the **PRIMARY member**.
- Upgrades will result in a pro-rated charge.
- Downgrades take effect on the next billing date; no refunds are issued.
- Members enrolled in fee-based programs may not change membership level until the program has completed its current billing cycle.

Rejoining Policy:

If membership is renewed within 60 days, the member may rejoin as a continuing member. After 60 days, the joiner fee applies.

MEMBERSHIP RESPONSIBILITIES

Members, guests, and visitors assume all risks of property damage or injury, including harm or death. The YMCAGC and its agents are not liable for injuries or damage caused by use of the building, equipment, or any action—negligent or otherwise—by the YMCA or its agents.

PROMOTIONS

Enrollment Specials

- If a member joins under a promotion offering a waived or discounted joiner fee, they must remain active for **6 months**.
- Early termination results in the discounted portion being added to the final payment.

Home Builder Promotions

- Includes Beazer, Crescent, DR Horton, Pulte/Centex, and Sabal.
- After the complimentary 6-month membership ends, the account automatically terminates unless the member elects to continue.
- Continuing members receive a **10% discount** for the first 6 months (Cane Bay only).
- The 30-day cancellation notice is waived at the end of the promotional period.

Reactivation Restrictions

- Members rejoining within 60 days cannot use a new enrollment promotion.
- Members may participate in **one** enrollment promotion every 12 months.

HOLDS

Eligibility

- One hold per calendar year.
- Maximum hold length: **60 days**.
- Member must be in good standing.

Process

- Must be submitted **in person** using the Membership Hold Request Form.
- Holds cannot be requested via email or phone.

Reactivation

- Membership automatically reactivates at the end of the hold.
- Checking into the facility during a hold immediately reactivates billing.

Military Deployment

- Active-duty military may place their membership on hold at no cost with official orders.

MEMBERSHIP DUES / FEES

Payments may be drafted monthly, quarterly, bi-annually, or annually from a checking account or debit/credit card. Draft dates occur on the 1st, 15th, or enrollment date of each month.

Memberships are nonrefundable and nontransferable. All members on the same account must reside at the same address.

If a scheduled draft fails, attempts may continue for up to 45 days. All bank fees are the member's responsibility. Membership may be terminated after 60 days of nonpayment.

Members are responsible for updating expired or invalid payment methods. If multiple payment methods exist on file, the YMCA may collect payment from any valid method.

CREDIT/DEBIT CARD PROCESSING FEE

Effective December 1, 2025

Beginning **December 1, 2025**, all credit and debit card transactions will include a **2.78% processing fee**. This applies to:

- Membership drafts
- Program registrations
- Guest passes
- Any payment made by credit or debit card

To avoid this fee, members may switch to a **bank draft (checking account)** at no additional cost.

RETURNED DRAFT FEE

A **\$30 fee** applies to returned bank drafts, declined credit card drafts, or insufficient funds.

CANCELLATIONS

Members may cancel with a **30-day written notice**, submitted in person by the PRIMARY member.

- All drafts scheduled within the 30-day window will process.
- Membership will end on the final day of the last billing period.
- Cancellations cannot be completed by phone, email, voicemail, or message.

All balances must be paid before rejoining or registering for programs.

Membership may also end due to:

- Nonpayment after 60 days
- Suspension
- Expulsion

Promotional joiner fee rules apply if canceled within 6 months.

TRANSFERRING MEMBERSHIPS FROM OTHER YMCAS

The joiner fee is waived for members transferring from another YMCA with proof of good standing. Balances at previous YMCAs must be paid before joining.

Memberships cannot be transferred between individuals.

GUEST POLICY

- 1 guest per household per month (max 5 visits per year).
- Members under 18 cannot bring guests.
- Guest Pass: **\$20** per person per day when not accompanied by a member or if guest limits have been met.
- Nationwide members cannot bring guests.
- Class Pass for nonmembers: **\$8 per class**.

VISITOR POLICY

Visitors may enter for observation only and may not use equipment. Visitors must:

- Present valid ID
- Complete a waiver
- Follow YMCA policies
- Pass Sex Offender Registry screening

A notarized letter is required for adults bringing minors who are not their own.

PROGRAM PARTICIPANT POLICY

Program participants have access only during the hours of their registered program. Required paperwork and fees must be completed before participation. All program participants and accompanying guardians must follow YMCA policies and pass Sex Offender Registry screening.

CANE BAY YMCA MEMBERSHIP BENEFITS

Fitness & Wellness

- **Fitness Center & TRX Room**
- **Group Exercise Classes** (yoga, Pilates, Zumba, cycling, and more)
- **Personal Training** (offered for an additional fee)

Aquatics

- **Indoor Swimming Pool**
- **Aquatic Fitness Classes**
- **Swim Lessons** (additional fee)
- **Swim Team Participation** (additional fee)

Additional Amenities

- **Child Watch:** Up to 2 hours of supervised care
- **Locker Rooms & Showers**
- **Sauna & Steam Room**
- **Wi-Fi Access**
- **Member Discounts** on programs and special events

SAUNA & STEAM ROOM AGE REQUIREMENT

Use of the sauna and steam room is restricted to members **16 years of age and older**.
No minors under 16 are permitted in these areas at any time, even with a parent/guardian.

FIELDS USAGE POLICY

Fields are reserved exclusively for YMCA-organized programs, classes, leagues, and scheduled events.

Casual, unscheduled, or drop-in use is not permitted.

GENERAL FACILITY ACCESS

Ages 16 and Up

- Full independent facility access.

Ages 13–15

- Must be accompanied by a parent or guardian.
- May access fitness center, group classes, and general areas with supervision.

Ages 12 and Under

- Must always remain within arm's reach of a parent or guardian.

AREA-SPECIFIC AGE REQUIREMENTS

Indoor Walking Track

- Ages 13–15: Allowed with parent/guardian
- Ages 12 & Under: Not permitted

Pool

- Ages 13–15: Parent/guardian must be present
- Ages 12 & Under:
 - Parents must supervise in the pool area
 - Non-swimmers: Parent must be *in the water* within arm's reach

Basketball Court

- Ages 13–15: Parent/guardian must be present
- Ages 12 & Under: Must be supervised at all times

Tennis Courts

- Ages 7 & Up: May use courts
- Ages 7–12: Must be supervised
- Ages 13–15: Parent/guardian must be on premises

ADDITIONAL YOUTH POLICIES

- Youth must follow the YMCA Code of Conduct.
- Parents/guardians are responsible for ensuring children understand safety protocols.

CANCELLATION, CLOSURE & CHANGE POLICY

The YMCA reserves the right to:

- Cancel programs or classes for low enrollment
- Close due to weather or emergencies
- Update schedules, rates, and fees without prior notice

FINANCIAL ASSISTANCE (SCHOLARSHIPS)

Financial Assistance is available for individuals and families experiencing financial need.

Eligibility is based on:

- Income verification
- Documentation of need
- Availability of scholarship funds

If approved, applicants must complete a membership application. Financial assistance is granted for a specific time period and must be renewed with updated documentation upon expiration.

VOLUNTEER POLICY

Volunteers must complete a volunteer application and background screening. Volunteer status does not include facility access.

TERMINATION / SUSPENSION OF MEMBERSHIP

Membership may be suspended or terminated for violations of the Code of Conduct.

Investigations may result in temporary suspension.

Some facilities utilize video technology in public areas for safety; cameras are never placed in private spaces.

Revised November 2025