



SPEARS FAMILY YMCA GENERAL INFORMATION

CODE OF CONDUCT

Everyone using the YMCA is expected to behave in a mature and responsible way and to respect the rights and dignity of others. The YMCA insists that individuals using this facility demonstrate caring, responsible, respectful and honest behavior. Our Code of Conduct does not permit profane language or action that can hurt or frighten another person. Any inappropriate behavior, including but not limited to aggressive or threatening behavior, harassment of any type, inappropriate language, or any inappropriate sexual activity may result, at the sole discretion of the Branch, in suspension or termination of membership. Please report any inappropriate behavior to a staff member as soon as possible.

GUEST POLICY / FEES

- ◆ Those visiting the area may purchase a day pass for \$15 per visit. (Members from another Greensboro YMCA may purchase a day pass-with proper YMCA ID)-or \$4/adult, \$2/youth.
- ◆ Members from another YMCA outside of Greensboro, but within a 50 mile radius, may purchase a day pass-with proper YMCA ID-for \$4/adult, \$2/youth.
- ◆ Members from another YMCA outside of Greensboro, but outside the 50 mile radius, may receive a **FREE** day pass (with proper YMCA ID), **limited to 4 visits a month**. Additional visits in the same calendar month are \$4/adult, \$2/youth.
- ◆ Spears Family YMCA members may purchase a day pass for their guest(s) for \$15/adult, \$10/ Teens & \$5/youth.

MEMBERSHIP CARD POLICY

All members must have their current membership card with them for admittance to the YMCA. This card is verification of your membership and documentation of usage of facility to better serve our members. **As of September 14, 2009, members must provide their YMCA ID card or another form of photo ID to gain entry into the YMCA.** New cards may be purchased at a cost of \$5 per card. Anyone who allows another person to use his or her membership card will have their membership terminated immediately.

REFUND POLICY

The policy of the YMCA is that all memberships and programs are not refundable. The exception will be if a program is cancelled, then a voucher (credit) will be issued or refund given, if requested.

BANK DRAFT/CREDIT CARD MEMBERSHIPS

Memberships purchased through the bank draft/credit card plan require the first month to be paid in advance (along with applicable joining fee) and a voided check or valid credit card to be submitted with your membership application. Bank drafts/credit card charges are on a continued monthly plan and are automatically renewed. A 30-day written cancellation form must be completed and returned to the YMCA along with all membership cards. It is the **member's responsibility to check bank/card records to make sure the draft has been stopped.** Any error must be identified no later than **60 days** from the posted statement date. The YMCA does not accept responsibility for any errors, if more than **90 days** have passed since the initial error.

RETURNED CHECK / DRAFT POLICIES

There is a \$20 service charge on all returned checks and/or drafts. All fees (replacement of check / draft and service charge) must be paid by cash or money order only. If payment (or payment arrangement) is not received within 14 days, membership may be terminated, and / or program registration will be withdrawn.

FACILITY POLICIES

- ◆ Proper dress is required at all times while in the YMCA facility.
- ◆ Alcohol beverages and illegal drugs are not permitted on YMCA property.
- ◆ Carrying a concealed weapon on the premises is prohibited.
- ◆ The YMCA does not provide locks for individual lockers. Members must bring their own lock each visit.
- ◆ The YMCA is not responsible for lost or stolen items.
- ◆ Towels are available to members. They must be checked out with proper ID.
- ◆ Personal trainers who are not employees of the YMCA are not permitted the use of YMCA facilities to train clients.
- ◆ Be sure to read all policies and rules posted throughout the YMCA.
- ◆ Program registration is not accepted until full payment is made.
- ◆ Children of the **opposite sex** may accompany a parent into the locker room if the child(ren) is **under 3 years** of age. All others can use the unisex locker rooms. Parents with opposite sex children of any age are welcome to use the unisex locker rooms.
- ◆ Parent / guardian must remain in building while child is in child watch room (ages 3 mos - 10yrs) , or if child is enrolled in a program.

POOL CONTAMINATION STATEMENT

The YMCA will close the swimming pool due to any incidents of fecal contamination. The pool will remain closed until all contamination has been treated and eliminated. This process could take up to 24 hours. Pool users can help us avoid contamination by following these guidelines:

- ◆ Do not use the pool if you or your child has had diarrhea in the previous 2 weeks.
- ◆ Shower your child and yourself before entering the pool.
- ◆ Do not change your child's diaper at poolside.
- ◆ Do not rinse diaper-aged children in the pool before, during, or after diaper changes.
- ◆ Assist young children in making frequent visits to the bathroom to minimize accidents.
- ◆ Do not rinse hands in pool following a trip to the bathroom or changing a child's diaper.
- ◆ Wash hands thoroughly, using soap and warm water.

INCLEMENT WEATHER POOL POLICY

The Spears Family YMCA will close the pool due to inclement weather including thunderstorms, hail, and other forms of severe weather. During thunderstorms, the pool will close and remain closed for 20 minutes after the last sound of thunder or 30 minutes after the last sight of lightning.