



# FACILITY POLICIES



**YMCA CHECK-IN:** YMCA members and community participants are required to check in at the Member Service Desk at each visit for security purposes. YMCA members and community participants are required to have their photo taken to ensure safety and security for all. All members and community participants must also sign a liability waiver before utilizing the facility. Guest and non-members must sign a liability waiver each visit.



**GENERAL FACILITY AGE POLICIES:**

**Ages <12:** Members and guests age 11 and under must be accompanied and supervised by a parent/guardian in the facility (18 and up) at all times, unless the member or guest is in an organized program.

**Ages 12+:** Members and guests age 12 and over may be in the YMCA facility without a parent/guardian. The YMCA is not responsible or liable for your child's safety should they be left alone on the property, unless they are enrolled and participating in an organized YMCA program.



**AQUATICS FACILITY AGE POLICIES:**

**Ages <11:** Members and guests age 11 and under must be accompanied by a parent/guardian in the pool at all times, unless the member or guest is in an organized, supervised program such as swim lessons.

**Ages 12+:** Youth ages 12 and over that would like to use the pool at water depths that exceed chest heights of the individual will need to take a swim test. For your safety, lifeguards are on duty at all times the pool is open; their decisions are final.



**NAUTILUS AND FREE WEIGHT AGE POLICIES:**

**Ages <15:** Members and guests age 15 and under are not permitted in the Nautilus room, unless trained in our Youth Fitness Program and accompanied by an adult.

**Ages <16:** Members and guests age 16 and under are not permitted in the free weight room, no exceptions.

**Ages 17+:** Members and guests age 17 and above may have full access to the facility.



**GROUP FITNESS CLASS AGE POLICIES:**

**Ages <11:** Members and guests 11 and below are not permitted to attend classes unless the instructor grants access to them.

**Ages 12 - 15:** Members and guests age 12 - 15 are permitted to attend classes when accompanied by an adult.

**Members 16+:** Members and guests age 16 and above are permitted to take any group fitness class.



**PERSONAL TRAINING:**

Each membership comes with 3 free sessions with a personal trainer.



**MEMBERSHIP GUEST PRIVILEGES:**

Each membership comes with 7 free guest passes per the life of the membership. Members may buy extra passes at a member discounted rate.



**AWAY PROGRAM:**

The A.W.A.Y. program offers members access to more than 2,700 YMCAs all over the country. Each YMCA has their own policies for A.W.A.Y. members and it is recommended that you contact the visiting Y prior to your visit.



**DAY PASS:**

Community members and guests may utilize the Greenville and Hunt County YMCA by purchasing a day pass. Anyone under the age of 18 must have a parent or guardian sign a liability waiver.



**REFUNDS AND CREDITS**

There are no refunds on the joiner fee. There are no refunds on an annual membership unless a life changing event has occurred. We offer refund request forms for programs at the Member Service Desk. The refund request form is simply a request, at the discretion of the program director, and is not guaranteed.



**BANK DRAFT CANCELLATION**

To cancel your membership, a cancellation form must be completed and returned to the Member Service Desk. The cancellation form must be submitted at least 30 days prior to intended termination date. This means you will be drafted once more, and will have full access to the Y facilities for those 30 days.



**BANK CHANGES**

Please allow 30 days for all bank changes to go through. The Greenville and Hunt County YMCA is not responsible for any service or overdraft charges.



**HOLDS**

Members paying monthly may place their membership on hold on time per calendar year, for a period of 30 to 90 days without having to pay a Joiner's fee upon reactivation. The suspension request must be made 30 days prior to scheduled draft date and reactivation date must be determined when the membership is placed on hold. Members with outstanding balances may not be placed on hold until balances are paid in full.



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## LOCKERS & LOCKS

We do not offer locks, you may bring your own, but should never leave them on the locker overnight. If locks are left on overnight, the lock and belongings will be removed. Members and guests age 11 and under are not allowed in the locker room unless they are accompanied and supervised by an adult.



## MEMBER DRESS CODE

Please embrace the family friendly environment of your Y and refrain from wearing attire that may offend others. Please use good judgment with your attire.

**Shorts:** Should be basic athletic shorts without skin over-exposure.

**Pants/Shorts:** Should not expose undergarments or mid-ribs.

**Shoes:** Shoes must be closed toe, clean, athletic shoes. Black soled shoes should be non-marking. Bare feet are allowed in Aquatics Area and Locker Rooms only.

**Aquatic Area:** Please wear appropriate swim attire. Nylon and Polyester fabric only.

**Shirts:** T-shirts or tank tops must be worn everywhere in the facility except in the Aquatic Area. Please do not wear shirts displaying inappropriate designs, logos or offensive comments.



## CODE OF CONDUCT

The mission of the YMCA of Greenville & Hunt County is to put Christian principles into practice through programs that build healthy Spirit, Mind and Body for all. We ask individuals to act in a manner that upholds these principles at all times when they are in our facility or are participating in YMCA programs. We expect those using the YMCA to behave in a way that shows respect and caring for others.

The following is prohibited:

- The use of vulgar or threatening language
- Physical contact with another individual
- Sexual contact with another individual
- Harassment through words or gestures
- Theft or behavior that results in the destruction of property
- Carrying or concealing weapons, devices, or objects that may be used as weapons
- Using, possessing, or being under the influence of illegal chemicals or alcohol on YMCA property or at YMCA programs



## SMOKING/TOBACCO PRODUCTS

Use of tobacco products and/or smoking is prohibited in all YMCA facilities and on all YMCA grounds.



## CELL PHONES

Use of electronic devices, cameras or video recording devices is prohibited in ALL locker rooms, restrooms and pool areas.



## SEX OFFENDERS

The YMCA of Greenville and Hunt County prohibits access to its facilities or program venues to any individual known to be on the list of Registered Sex Offenders.



## CHANGES AND UPDATES

In order to better serve you, we ask that you keep your membership information up to date. Please notify the Member Service Desk when things change. All changes will need to be put into writing by the Primary Member before they can take effect.



## LOST AND FOUND

The YMCA of Greenville and Hunt County is not responsible for lost, stolen or damaged items. The lost and found is located at the Member Service Desk. We will keep items for 2 weeks. If not claimed, they will be given to a local charity.



## YOUTH FITNESS PROGRAM

Youth members under the age of 16 are permitted to exercise in the Nautilus room with a parent after completing a free Youth Fitness Program with a personal trainer. The youth member must wear a blue wristband when working out in the Nautilus room.



## PHOTO NOTICE

The Y may take pictures and videos of various activities for promotional use. Please let us know if you do not wish to be included in these medias.



## FACILITY CANCELLATIONS & CLOSURES

All cancellations and facility closures will be posted in the facility, as well as posted to our website and/or Facebook.

## HOURS OF OPERATION

Monday-Friday 5:30 AM - 9:00 PM  
 Saturday 8:00 AM - 5:00 PM  
 Sunday 1:00 PM - 6:00 PM

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