

WE'RE GLAD TO SEE YOU



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

GREATER HOLYOKE YMCA Membership Guide



HolyokeYMCA.org

Birthplace of Volleyball



WELCOME!

OUR MISSION

Helping all in the Greater Holyoke community achieve their fullest potential in spirit, mind and body.

OUR PURPOSE

The Greater Holyoke YMCA delivers on its mission by serving as a premiere organization promoting community wellness and family enrichment through cause-driven programs that focus on youth development, healthy living and social responsibility.

FACILITY HOURS

Building Hours

Monday through Friday: 5:30 AM to 8:30 PM

Saturday: 7:00 AM to 1:30 PM

HOLIDAY SCHEDULE

The Y is closed: the day of the Holyoke St. Patrick's Day Parade, Easter, Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas and New Year's Day. Our building hours for Christmas Eve and New Year's Eve are limited, please check at the Member Service Desk for details.

STATEMENT OF DIVERSITY AND INCLUSION

The Greater Holyoke YMCA is an inclusive organization open to all. The Y believes that in a diverse world we are stronger when we are inclusive, when our doors are open to all, and when everyone has the opportunity to learn, grow, and thrive. At the Y, we welcome all people regardless of dimensions of diversity including race, faith, color, national origin/ancestry, sex, gender identity, marital status, age, sexual orientation, genetic information, disabilities, or socio-economic status.

CONTACT

171 Pine Street, Holyoke MA 01040 413-534-
e-mail: info@holyokeymca.org

Website: www.HolyokeYMCA.org

¡SOMOS TU YMCA!

¡Somos tu YMCA! Nuestro website tiene un botón 'Traducir' en la esquina superior derecha: www.holyokeymca.org. Si usted prefiere hablar con alguien o tiene alguna pregunta, por favor llámenos al 413-534-5631 para hablar con uno de nuestro personal bilingüe.

GENERAL MEMBERSHIP INFORMATION

Memberships are paid monthly by electronic draft. Monthly drafts may be made from a checking account, savings account, Mastercard, Visa, Discover or American Express.

Membership cancellations and any other changes to memberships require a 30 day written notice. Stop at our Welcome Center and our staff will be happy to assist you!

GUEST PASSES

Guests must fill out an information form and have their picture taken. If you have never been to our Y your first visit is on us! Guest Fees:

- **Guest Passes:** \$10
- **Police/Fire/Vet** (must show ID on visit): \$3



MEMBERSHIP TYPES

FULL-FACILITY MEMBERSHIPS

Full-facility members have access to all program areas: Wellness Center (cardio and strength machines), large and small pools, racquetball courts, gymnasium, group fitness classes, steam and sauna for adults, family changing rooms, boys and girls locker rooms and men's and women's locker rooms. Chidwatch is FREE for family memberships and \$3.00 per child for other membership types.

ADULT: Any individual member between the ages of 26 and 64

ADULT COUPLE: Two adults living in the same household

FAMILY: A family membership with 2 adults and all dependent children (25 years and younger) living in the same household

FAMILY PLUS 1: A family membership with 3 adults and all dependent children (25 years and younger) living in the same household

ONE-PARENT FAMILY: A family with 1 adult or a 2-parent family but only one adult in the household joins the Y. Includes all dependent children (25 years and younger) living in the same household

SENIOR: Any member age 65 or older

SENIOR COUPLE: Two members both 65 or older who live in same household

YOUNG ADULT: Any individual member between the ages of 19 and 25

HIGH SCHOOL: For teens ages 14 to 18. If under 18, parent/guardian is required to sign the membership application. Teens (14yrs+) have full use of the facility.

YOUTH: For youth ages 7 to 13 years old. A parent/guardian is required to sign membership application. Unless they are in a program and under the supervision of Y staff, youth members 11 and younger must be accompanied by a parent/guardian while in the facility. Youth ages 11 to 13 are permitted to use the Wellness Center with a parent/guardian.

MEMBERSHIP INFORMATION

SCHOLARSHIP ASSISTANCE

We are committed to providing financial assistance to those in our community who cannot afford the full price of membership and/or programs. Financial assistance keeps the Y available to all who need us most. We accept financial assistance applications year-round. Please note: all applications must be completed in full with necessary documentation attached to be considered. The application is available at the Member Service Desk or on the "Membership" page of our website.

NATIONWIDE RECIPROCITY PROGRAM

This program allows our full-facility members (18 and older) to use ANY other YMCA facility at no charge! You'll need to scan your membership card for access. We suggest you contact the visiting Y for details.

FACILITY USE

The Greater Holyoke YMCA strongly encourages mutual support among its members in efforts to achieve their fitness and/or life goals. Additionally, the Y provides a wide variety of professional classes, programs, trainings and coaching opportunities to its members. However, in light of legal, insurance, liability, ethical and other considerations, the Y cannot support the use of its facilities or equipment for provision of formalized third-party (nonstaff) training or coaching. If you wish to rent the facility for other possible uses (e.g., sports leagues, special events, meeting space), please notify Member Service staff.!

FINANCIAL ASSISTANCE

We are committed to providing financial assistance/scholarship aid to those in our community who cannot afford the full price of membership and/or programs. Financial assistance keeps the Y available to all who need us most. We accept financial assistance applications year-round. Please note: all applications must be completed in full with necessary documentation attached to be considered. The application is available at the Welcome Center or on the "Membership" page of our website.

MEMBERSHIP RATES

| | |
|-----------------------------|--------|
| Adult (26 – 64 years) | \$48* |
| Two Adults (same household) | \$73* |
| One Parent Family | \$63* |
| Family | \$77* |
| Family Plus 1 | \$102* |
| Senior (65 years) | \$38* |
| Senior Couple (both 65+) | \$60* |
| Young Adult (19 – 25 years) | \$36* |
| Teen (13 – 18 years) | \$22 |
| Youth (0 – 12 years) | \$12 |
| *\$20 join fee | |



ABOUT OUR FACILITY

WELLNESS CENTER

Our Wellness Center includes state-of-the-art cardiovascular, strength and flexibility equipment designed to meet the needs of both beginners and the experienced. The Wellness Center includes cardio machines, Cybex strength equipment and Free Weights. The cardio area includes a wide variety of equipment to help you increase your heart rate and improve cardiovascular health. The wellness area is equipped with machines designed to give you a total-body workout. Our functional fitness area provides space for stretching & strength such as: medicine balls, jump ropes, resistance bands, kettle bells, risers and more. Our Free Weight area includes dumbbells, barbells, plate-loaded equipment, benches and more.

POOLS

The Y has two indoor pools. The Taber Pool is our large 6-lane, 25-yard pool that is perfect for lap swimmers and swim team. Our warm-water small pool is a 4-lane, 20-yard temperature-controlled pool for open swims, physical therapy, aquatic fitness and youth swim classes.

Large Pool is 25 yards (5 ft to 7ft) 81-82 degrees

Small Pool 20 yards (3 1/2 ft to 9ft) 86-87 degrees

GYMNASIUM

Our gymnasium is available for basketball, volleyball, pickleball, parties and many of our group fitness classes.

RACQUETBALL

Our facility includes two racquetball courts.

ADULT LOCKER ROOMS

Adult locker rooms are for anyone 18 years or older.

BOYS LOCKER ROOM

Available to boys 17 years and younger.

GIRLS LOCKER ROOM

Available to girls 17 years and younger.

FAMILY CHANGING AREA & ROOMS

We have a family changing area outside of the small pool or 2 family changing rooms with showers for families to use at their convenience.

STEAM AND SAUNA

Available to all adult members 18 and older and located in adult locker rooms.

MEMBER USE POLICIES

- Parents/guardians are responsible for the supervision of their children while using our facility unless the children are enrolled in a scheduled, supervised activity. Parents/guardians are expected to help enforce the Y's expectations/rules.
- Group fitness classes are open to members 12 yr+
- The safety of our youth members and guests is a priority. Children ages 11 and under must be accompanied by an adult at all times while in the Y, unless participating in a supervised program.
- Youth age 11 -13 must be accompanied by a parent/guardian while in wellness center.

OTHER MEMBERSHIP POLICIES

- All new adult, adult couple, senior, senior couple and family memberships are subject to a \$20.00 joiner's fee. Any membership expired for more than 6 months is considered a new membership and is subject to the \$20.00 joiners fee. The joiner's fee is waived for military personnel with service ID.
- Annual membership renewals are due on the expiration date.
- Membership cards should be carried at all times and swiped when entering the facility.

SOCIAL MEDIA POLICY

The Greater Holyoke YMCA does not tolerate discrimination in social media content (including age, gender, race, color, creed, religion, ethnicity, sexual orientation, gender identity, national origin, citizenship, disability or marital states or any other legally recognized, protected basis under federal or local laws, regulations or ordinances). The Y doesn't allow content on its social media that is not aligned with our values of respect, responsibility, honesty and caring. We therefore delete hate speech, ethnic slurs, profanity, personal insults or inflammatory comments. If social media content is topically relevant and doesn't violate any of the standards outlined above, we don't delete the comment, even if we disagree with it.

CELL PHONE USE/VIDEO TAPING POLICIES Cell phone use (phone calls, taking pictures, etc.) is not allowed in any area except lobby areas. For the safety and security of our members and guests, video equipment may not be used in locker rooms, dressing areas, shower areas, restrooms, wellness center, gymnasium or other areas generally deemed to be "private" within our facility.

PROGRAM INFORMATION

LATE REGISTRATIONS

Those registering late for the start of a program will not be given a prorated price. Registering after the first week of the session requires approval.

PROGRAM CANCELLATION AND REFUND

- The YMCA reserves the right to cancel any class that does not meet the minimum enrollment. Registrants will receive a minimum of 24-hour notice of a class cancellation via phone or e-mail.
- If the YMCA cancels a class/program, registrants will receive a program credit or refund.
- Registrants must provide a minimum of 48 hours notice of cancellation prior to the first class to be eligible for a refund or credit.
- Director-approved credits or refunds will first be applied to any outstanding account balances and the remainder will be made available to the registrant.
- There will be no credits issued if a participant misses a class. However, a makeup class may be scheduled (if possible) with approval from the Director.

INCLEMENT WEATHER POLICY

- Classes canceled due to inclement weather (snow, heat/humidity, etc.) will not be made up, rescheduled or refunded. Weather cancellations will be announced on TV Channels NBC 22, ABC 40, Fox 6, the Y's Facebook page and our Mobile App Push Notifications.

LIGHTNING

During a storm, the pool will be closed for 30 minutes following the last bolt of lightning or clap of thunder.

SPECIAL NEEDS

Every person, regardless of special need, is welcome to register for Y programs. Please notify appropriate director of any special needs required. Adults with special needs may bring care providers with them to attend classes or exercise areas at no charge.

BEHAVIOR MANAGEMENT

Y staff will do their best to work with participants to ensure a positive experience for all. In situations where behavior disrupts the general atmosphere, the Y staff will work with the participant and/or parent/guardian to discuss solutions. If the behavior continues or worsens, the Director will speak with the parent/guardian about other behavior modifications or another choice of programming. Participation in a Y program is a privilege, and the Y reserves the right to remove/suspend a participant from any program if necessary.

SESSION SCHEDULE

Summer 2023 — 6 Weeks

Member Registration: 6/20

Non-Member Registration: 6/24

Session Dates: 7/10-8/19

Small Pool Closure

Small pool closed for cleaning 8/26 - 9/10

Pool reopens 9/11

Fall 1 2023 — 5 Weeks

Member Registration begins 8/8

Non-Member Registration 8/12

Session Dates: 9/11-10/14

Fall 2 2023 — 5 Weeks

Member Registration begins 10/3

Non-Member Registration 10/7

Session Dates: 10/16-11/18

Fall 3 2023 — 3 Weeks

Member Registration begins: 11/7

Non-Member Registration: 11/11

Session Dates: 11/27-12/17

Session Break

No Classes 12/8 - 1/1

ONLINE REGISTRATION: In order to access online registration, your e-mail must be in our system. Go to www.holykeymca.org/programs and click 'Register Online.'

IN-PERSON REGISTRATION: You can register at our Welcome Center at any time in person or over the phone.

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Holyoke, MA 01040

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