

WE'RE GLAD TO SEE YOU



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

GREATER HOLYOKE YMCA Membership Guide



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 9:30 PM

Saturday: 7:00 AM to 5:00 PM

Sunday: 9:00 AM to 3:00 PM

The Wellness Center and Gymnasium close 15 minutes before the building closes.

Child Watch Hours*

Morning Hours

Monday & Friday: 8:45 AM to 11:00 AM

Tuesday, Wednesday, Thursday: 8:45 AM to 10:30 AM

Evening Hours

Monday - Thursday: 5:15 PM to 6:45 PM

Weekend Hours

Saturday & Sunday: 9:00 AM to 11:00 AM

*Subject to change

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.

GENERAL MEMBERSHIP INFORMATION

Memberships may be paid annually (in full) or by monthly electronic draft. Monthly drafts may be made from a checking account, statement savings account, Mastercard or Visa.

Membership cancellations and any other changes to memberships require a 30 day written notice.

FACILITY RENTAL

Looking for a fun and affordable place to host your next meeting, birthday party, celebration, office party or social gathering? The Y has facilities available to rent, including our two indoor swimming pools, our large gym and two flexible multipurpose rooms. Contact our Member Service Desk and our staff will be happy to assist you!

GUEST PASSES

Full-facility members 18 and older are welcome to bring a guest. Youth may not bring guests. Youth (children 12 and under) and High school guests (ages 14-17) must be accompanied by an adult. Guests must fill out an information form and leave a picture ID at the Member Service Desk. If you have never been to our Y and are 18 or older, your first visit is on us! Guest Fees:

- **Youth** (children under age 12): \$3
- **Adult** (ages 12 and up): \$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
- **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
- **TEEN:** For teens ages 12 to 18. If under 18, parent/guardian is required to sign the membership application. 12-14yr olds have full use of the facility and are strongly encouraged to attend a Youth Orientation and must also sign the Wellness Center Guidelines.
- **YOUTH:** For youth ages 0 to 11 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

FINANCIAL 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 present your membership card and a photo ID 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.



MEMBERSHIP INFORMATION

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.

- **Ages 10 and under** are not permitted in the Wellness Center.
- **Ages 11-13** are permitted to use the Wellness Center **with a parent/guardian** and after completing the youth orientation and signing the Wellness Center youth/teen guidelines.
- **Ages 14 and older** are not required to have adult supervision but must sign the Wellness Center teen guidelines and complete an orientation.

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.

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.

CHILD WATCH

A fun, interactive place designed with your child in mind. For use by children 4 weeks to 12 years who are allowed to play for up to two hours. Parent/guardian must be in the building at all times. Our Child Watch center features an indoor playground, creative toys and engaging activities. This program is free to members who hold a family or one-parent family membership. A \$3 per child/per visit fee applies to all other membership types.

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 full-facility members 14 yr and up. 11-13 yr olds make attend a class with an adult.
- 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 ages 12 and older must have a membership card and photo taken if they are to attend the Y without an adult.
- Youth ages 11 to 13 can use the Wellness Center under the supervision of a parent/guardian and must complete a kid-friendly orientation.
- Youth ages 14 and older can use the Wellness Center unsupervised but must sign in before each use.

OTHER MEMBERSHIP POLICIES

- All new adult, adult couple, senior, senior couple and family memberships are subject to a \$50.00 joiner's fee. Any membership expired for more than 6 months is considered a new membership and is subject to the \$50.00 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 status 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. Additional behavior management policies apply to preschool, before and afterschool programs and summer camp. These policies can be found in the Child Care Parent

SESSION SCHEDULE

Fall II 2018 — 7 Weeks

Registration begins 10/27
Fall II Session: 11/4-12/22
No classes Thanksgiving will be pro-rated.

Winter 2019 — 7 Weeks

Registration begins 12/15
Winter Session: 1/6-3/2/2019
(no classes school vacation 2/17-2/23)

Early Spring 2019 — 7 Weeks

Registration begins 2/23
Early Spring Session: 3/10-5/4
(no classes school vacation 4/15-4/20)
No classes Parade Day 3/17 & Easter
Sunday will be pro-rated

Spring 2019 — 8 Weeks

Registration begins 4/27
Spring Session: 5/5-6/29
No classes Memorial Day 5/27 will be pro-rated

Summer 2019 — 8 Weeks

Registration begins 6/22
Summer Session: 7/7-8/31
*Some sessions may be pro-rated for holidays

- **ONLINE REGISTRATION:** In order to access online registration, your e-mail must be in our system. Go to www.holyokeymca.org/programs and click 'Register Online.'
- **IN-PERSON REGISTRATION:** You can register at our Member Service Desk at any time. We do not accept program registration via phone or fax.

GREATER HOLYOKE YMCA
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