



**THE  
FAMILY YMCA**

**[www.laymca.org](http://www.laymca.org)**

**MEMBER GUIDE**

Information on Membership  
Benefits, Policies and Guidelines

*Updated November 2009*



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## **Welcome**

From the time you walk through our front door to the time you leave we want you to feel welcome, relaxed and at home. You are a member of the YMCA! At the YMCA, there are many opportunities for members to be involved as vested partners in the programs and services in which they participate. This manual has been developed to help ensure that all who enter our facility enjoy a safe and comfortable environment. The rules, policies and guidelines contained in this document are subject to change.

## **The National YMCA of the USA**

The Family YMCA is a member of the national YMCA. The national YMCA, founded in 1855, is an independent not-for-profit association of members, volunteers, contributors and staff whose mission is to put Christian principles into practice through programs that promote healthy spirit, mind and body for all.

## **YMCA Mission**

The mission of The Family YMCA is to build strong kids, strong families, strong communities in spirit, mind and body. When you buy a membership in The Family YMCA your dollars are invested in this mission!

## **We Are a Charitable Organization**

The Family YMCA is a non-profit, charitable 501c3 organization. Subject to available resources and space, no person will be denied membership or program participation due to inability to pay fees. Thanks to contributions from the United Way of Northern New Mexico and others, financial assistance is available for people who have limited financial resources. The Annual Campaign is the way our YMCA supports individuals and families in our community who cannot otherwise afford the Y experience. Every dollar is a 100% investment in our community and our future. Your tax-deductible contribution can make an incredible difference in the life of a child, a teenager, an adult, a family, or a senior citizen. Y programs focus on strong character development through leadership provided by positive role models. We do this every day, whether people can pay or not. Please give generously when contacted to help us provide experiences that will last a lifetime.



## **Responsibilities of Membership**

In an effort to ensure the safety and welfare of everyone, we require that all members and guests agree to the YMCA Code of Conduct and Core Values. The purpose of this code is to ensure the highest respect and courtesy toward one another and to guarantee the proper use, maintenance and care of YMCA property and equipment. Use of the YMCA facility is a privilege. Because these rules are vital to the safety and well-being of all, failure to abide by the Code of Conduct, Core Values, or The Policy Against Harassment and Discrimination may result in suspension or termination of membership. Members are responsible for ensuring their guests follow YMCA rules and policies while in the Y. We reserve the right to refuse service to anyone. *\*In keeping with our mandate to build strong kids and families and to maintain safe and comfortable facilities, convicted and/or registered sex offenders are excluded from membership and program participation at The Family YMCA.*

### **The YMCA Code of Conduct**

- Respect and courtesy to other members and staff is expected.
- YMCA property must be used with care and must remain on the premises.
- Alcohol, illegal drugs, and smoking on YMCA property are prohibited.
- Carrying or concealing any weapons, devices or objects which may be used as weapons is prohibited.
- Cameras and camera phones are prohibited from use in locker rooms.

### **Core Values**

The core values of the YMCA are caring, honesty, respect, and responsibility. *Caring* is represented by the color red, the color of the heart: to love others, to be sensitive to the well-being of others, to help others. *Honesty* is represented by the color blue, for true blue: to tell the truth, to act in such a way that you are worthy of trust, to have integrity, to make certain your choices match your values. *Respect* is represented by the color gold, for the golden rule: to treat others as you would have them treat you, to value the worth of every person, including yourself. *Responsibility* is represented by the color green, for the color of our earth: as in responsibility to our world, our environment, to do what is right, what you ought to do, to be accountable for your behavior and obligations.

### **The Policy Against Harassment and Discrimination**

The Family YMCA respects diversity among its members and values each member of our “family”. We are committed to providing an environment free of discrimination and harassment. Therefore, any conduct that is demeaning to another’s gender, race, ethnicity, age, sexual orientation, ability, or religion is not tolerated.



## Membership Benefits

Membership in the YMCA signifies an association with other members in facilitating the work of YMCA's across the United States and an association with the World Alliance of YMCA's in accordance with its purpose and goals.

### **As a Member of The Family YMCA, your benefits will include:**

- Use of the YMCA's facilities and equipment
  - ◇ Locker room and amenities
  - ◇ Whirlpool/Steam Room
  - ◇ Aerobic/Fitness Room
  - ◇ 2 Strength Training Rooms-Free Weight and Circuit
  - ◇ Cardio Fitness Room
  - ◇ 2 Multi-purpose Rooms
  - ◇ Climbing Wall
  - ◇ Basketball/Volleyball Gymnasium
  - ◇ Racquetball/Handball/Squash Courts
  - ◇ MobileFit<sup>®</sup> interactive workout system; nutrition component available.
  - ◇ Child Watch-child care while you work out at the Y
  - ◇ Unlimited Fitness Classes-SilverSneakers<sup>®</sup>, ZUMBA<sup>®</sup>, Yoga, PowerUp!, Aerobics, Indoor Group Cycling, Full-body Conditioning, Step, Kickboxing, Boot Camp.
  - ◇ 3 orientations to strength/cardio machines by a nationally certified trainer.
  - ◇ Wellness consultations with a nationally certified trainer.
  - ◇ Annual Fitness Evaluation
  - ◇ Special member rates for programs-*See Program Brochure.*
  - ◇ Guest passes
  - ◇ Handballs, goggles, basketballs, hair dryers provided.
  - ◇ AWAY (Always Welcome At the YMCA) program; use your YMCA membership to obtain reduced or free admittance to participating Y's across the nation and throughout the world.



## **Membership Access**

Your membership card is required for access to the YMCA.

All persons who enter the YMCA must have a signed liability waiver on file. *Youth under the age of 18 must have a parent/legal guardian sign their liability form.*

The replacement fee for a lost or damaged card is \$5.

Cards are non-transferable; only YOU may use your membership card.

Cards are property of the YMCA and must be returned to the Y upon termination of membership.

*In keeping with our mandate to build strong kids and families and to maintain safe and comfortable facilities, convicted and/or registered sex offenders are excluded from membership and program participation at The Family YMCA.*

## **Using Your YMCA Membership While Traveling**

The AWAY symbol on your YMCA membership card allows a member to have certain temporary membership privileges at most YMCA's across the country and around the world. You can access Y locations at [www.ymca.net](http://www.ymca.net).

Visiting AWAY members from other cities are charged a small admittance fee to The Family YMCA. This is a substantial reduction from the normal guest pass fee.

## **Guest Privileges**

Daily rates are available for non-members. These passes are for the calendar day. Day pass purchasers have access to the entire facility and no-fee fitness classes.

A non-member may visit the Y a maximum of four times per calendar year free of charge as a guest of a Family YMCA member. The member must accompany his or her guest while in the facility. Members are responsible for their guests following all YMCA rules and policies.

A non-member who has used his or her limit of guest passes may purchase a guest-with-member pass 6 more times. After 10 visits by a guest, non-members may use the facility with a day pass or by joining the Y. To purchase a guest-with-member pass the member must be present with the guest in the facility.

Reserving a court is a member privilege. Non-members may reserve a court only after purchasing a day pass.



## **Membership Payment**

### **When You Join**

A portion of your New Member Fee is set aside for capital improvements, renovations, and equipment purchases for your facility.

Once you cancel your membership, a reinstatement fee is charged to reactivate it.

Family memberships include member, spouse or significant other, and dependents under the age of 25 who reside at the same residence.

### **When You Pay**

Membership dues are payable through a monthly automatic deduction of funds through your checking account, savings account, or credit card. The monthly draft system allows you to pay membership fees without ever writing a check. Semiannual or annual invoice payments are also an option, either by semi-annual/annual automatic deduction or by invoice.

A service fee is charged for all returned drafts resulting from insufficient funds, closed accounts or denied credit cards. A service fee is charged for all returned checks.

Invoices are mailed by the 15th of the last month of membership and payment must be received by the 1st day of the anniversary month to continue as an active member. If the membership lapses for 1 month, a reinstatement fee will be charged.

### **When You Change Your Membership**

For types of memberships available see our current program/membership brochure. If you desire to change your membership (i.e. add or delete family members) a Change of Status form must be completed and signed. There is a fee to change the type of membership from Single to Family 2 or 3 and from Family 2 to Family 3. There is also a fee to remove one family member and add another, or to add an additional member to an F3 membership.



### **Putting Your Membership on Hold**

Members can put their membership on hold once a year for up to 6 months. Holds run from the start of the month until the end of the last month requested. Memberships will begin again automatically on date specified by member at instigation of hold period. Membership cards must be turned in and will be returned at end of hold period.

### **Should You Terminate**

We hope it never happens, but should you terminate your membership, the YMCA requires members paying by automatic draft to submit their written intent to terminate by the last business day of the month in order to make the cancellation effective by the next draft. Cancellation forms are available at the front desk. Once you cancel your membership, a reinstatement fee is charged to reactivate it. All membership identification cards must be returned at time of cancellation notification.

### **Membership Refunds**

Refunds are given for the unused portion of membership dues pre-paid semi-annually or annually only, less a service charge. There is no refund of a partial month.

Refunds are not available for those paying on a monthly basis.



## Facility Usage

### Age Guidelines

For the safety of all, children are restricted to certain areas of the YMCA. At all times while in the facility, youth 12 and under must be under the direct supervision of an accompanying adult. *\*See courts and gym for exceptions.*

**Aerobic Room**-Youth ages 12 and under are not permitted to be in the aerobic room unless under the direct supervision of an accompanying adult. Youth ages 10-12 may participate in an aerobics class provided they are under the direct supervision of an accompanying adult. Youth 9 and under are not permitted in the aerobic room during an aerobic class.

**Cardio Room**-Youth ages 10-12 may use the cardio equipment only under the direct supervision of an accompanying adult. Youth 9 and under are not permitted in the cardio room.

**Circuit Training Room**-Youth ages 12 and under are not permitted to be in the circuit training room or to use the circuit training equipment.

**Climbing Wall**-Youth ages 12 and under may use the Climbing Wall during Open Climb only under the direct supervision of an accompanying, belay-certified adult.

**Courts\***-Youth ages 10-12 may use the courts as long as an accompanying adult is in the facility. Youth 9 and under may do so only under the direct supervision of an adult. Goggles must be worn.

**Cycling Room**-Youth ages 12 and under are not permitted in the cycling room.

**Free-Weight Strength Training Room**-Youth 12 and under are not permitted to be in the free-weight strength training room or to use the free-weight equipment.

**Gymnasium\***-Youth ages 10-12 may use the gymnasium as long as an accompanying adult is in the facility. Youth 9 and under may do so only under the direct supervision of an *accompanying adult or during youth specific open gym hours (ages 6-17).*

**Spa Area**-Youth ages 12 and under are not permitted to be in the spa area unless under the direct supervision of an accompanying adult. Children under the age of 6 may not use spa area per health regulations. *See guidelines posted in spa area.*

These privileges come with responsible, appropriate behavior and ability.



### **Locker Rooms and Amenities**

We strongly suggest you lock up items of value. The Family YMCA is not responsible for lost or stolen items.

A limited number of lockers are available, free of charge, for day use. Please do not leave your lock on overnight because it will be removed. Locks may be borrowed at the Member Services Desk.

A limited number of lockers are available for an annual locker rental fee.

The soap in the shower stall is a body and hair shampoo.

Towels are available for a small fee and a deposit.

Adults with children age 4 and over of the opposite sex must use the lobby restroom.

Cameras and cell phones are prohibited from use in locker rooms.

### **Equipment Loan**

Locks, blow dryers, eye guards, basketballs, volleyballs, racquets, racquetballs, handballs and squash balls are available for loan. We require your member card for borrowing.

The borrower accepts responsibility for damage; a replacement/damage fee may be assessed.

### **Equipment Sales**

Containers of racquetball and squash balls are available for purchase.

### **Whirlpool/Steam room**

The spa area is co-ed. Proper swim attire must be worn.

Shower and rinse well before entering the spa area.

Temperatures as recommended by the YMCA of the USA are:

Whirlpool	90-102 degrees
Steam room	100-110 degrees

Children under 13 must be under direct adult supervision. Children under the age of 6 may not use spa area per health regulations.



## **Health/Wellness**

Fitness Assessments, Consultations, Orientations and Body Composition Analysis are no-fee benefits of membership. All members are encouraged to receive an orientation on the proper use of the equipment. The YMCA may require a member to obtain an orientation if they are observed to be doing something that might cause injury to themselves or another member, such as improper lifting techniques or machine settings, overly heavy weights, misuse of the equipment, or for any other reason deemed appropriate by the YMCA Fitness Staff. Schedule your appointment with a nationally certified trainer at the Member Services desk; 24-hour notice is required to cancel an appointment.

### **Fitness Assessments**

The assessment begins with the trainer checking your heart rate, blood pressure, and body composition, then continuing with a cardiorespiratory test, a sit and reach flexibility test, and strength and endurance assessments for your abdominals and upper body. Once you have completed the evaluation, the trainer will review your results with you and help you get started on a fitness program. Please schedule an appointment at the Member Services Desk.

### **Personal Trainers**

Nationally certified personal trainers are available for a fee. *Personal training by anyone other than The Family YMCA's trained and certified personal training staff is prohibited.*

### **MobileFit**

MobileFit's interactive fitness program recommends a complete exercise program based on your goals and current level of fitness by suggesting and tracking workouts based on your personal fitness goals. It will also set you up with a trainer so that you can ask questions or advice regarding your workout. You can access your workouts from a personal computer or at the YMCA. A nutrition component is available for a small fee.

### **Fitness Classes**

As a member, you may participate in unlimited fitness classes. Class selections include SilverSneakers®, ZUMBA®, PowerUp!, Aerobics, Indoor Group Cycling, Yoga, Boot Camp and Step. Some classes are available in White Rock.

Class days/times/types/instructors are subject to change/substitution/cancellation without notice. Arrive early, class sizes are limited. Participants may not save space for others; participation is based on a first-come, first-serve basis. Participants may not set up for class until 15 minutes prior to the class provided there is not another class already using the room. Classes must meet minimum participation requirements to avoid cancellation.



## Cardio & Strength Training Room Policies

**Proper attire must be worn:**

**No jeans.**

**No belts.**

**Shirts are required.**

**Closed-toe athletic-type shoes are required.**

Youth under the age of 13 are not allowed in either of the strength training rooms. No exceptions! See page 10 for youth facility use guidelines.

Fitness machines may not be reserved. There is a 30-minute limit on all pieces of cardio equipment. You must sign up for the cardio equipment before using it, *even if there is no one using the machine*. Include the time you get on and when you will be off.

Food and beverages are not permitted in the aerobic, free weight, circuit or cardio training rooms. (Water in a covered, non-breakable container is okay.)

The weight stacks, weight plates, barbells and dumbbells must be lowered with control to prevent banging or dropping.

Allow others full use of the equipment by not resting and/or visiting on it between sets.

Cardio and strength equipment must be wiped down after use with the gym wipes that are provided for you.

Foul language will not be tolerated.

Collars must be used on free weight bars at all times. If you use the free weight benches, you must have a spotter.

Re-rack weights and return other equipment to their proper place when finished.

For your safety and others, no gym bags or personal belongings may be left on the cardio and strength training room floors. Day use lockers and locks are available for your use at no cost.



## The Climbing Wall

### **Open Climb**

The Wall is open for Open Climb during specified hours. All climbers ages 13 & up are required to pass The Family YMCA Belay Certification test prior to belaying. A belay-certified parent or legal guardian must accompany children under the age of 13. There is no charge for members to climb on the wall. For Open Climb hours or more information inquire at the Member Services Desk.

### **Equipment Loan**

If you do not own your own gear, we have shoes, harnesses, belay devices and carabiners available for rent. Helmets are FREE and required for youth under the age of 13. All rental equipment is free on Tuesdays.

### **Classes/Private Instruction**

We offer a variety of classes to learn to climb and belay. Private instruction is also an option. Inquire at the Member Services Desk for details.

### **Liability Form**

All climbers must sign “The Wall Liability Waiver and Assumption of Risk” form. Climbers under the age of 18 must have the form completed by a parent or legal guardian. *Climbers without forms will NOT be allowed to climb. Climbers under the age of 13 must wear a helmet. NO EXCEPTIONS.*

### **Monitors**

The Wall is kept open strictly through volunteer monitors. Monitors have the privilege of opening The Wall during non-class or open climb times. If you would like to volunteer contact the Adventure Program Director.

Climbers may not wear climbing shoes in YMCA hallways.



## Gymnasium

Your YMCA membership includes access to the gymnasium. Access may also be obtained by purchasing a day pass or being the guest of a member.

Hours are designated Open Gym for the specific sports of volleyball and basketball. Open Gym is available on a first-come, first-served basis. In the event that no one is playing the designated sport during the Open Gym times, the gym may be used for another activity. However, if participants arrive who want to play the designated sport and a compromise cannot be worked out, the court must revert to the designated sport.

Aside from Open Gym hours, the gym may be used anytime when there is no scheduled program offered. You may check with Members Services or the on-line calendar at [www.laymca.org](http://www.laymca.org) for specific times.

Youth are welcome in the gymnasium during youth specific hours (see schedule) without an adult. Youth ages 10-12 may use the gymnasium as long as an accompanying adult is in the facility. ***\*Youth 9 and under may do so only under the direct supervision of an accompanying adult or during youth specific open gym hours (ages 6-17).***

Dunking is not allowed. Please do not damage the baskets including those lowered for the youth. Only non-marking athletic shoes may be worn in the gym. For your safety, we ask that you keep your gym bags, etc. clear of the gym floor. Only water in covered, unbreakable containers is allowed in the gym.

Shirts are required to be worn in the gymnasium as well as the rest of the facility.

Participants are expected to honor the YMCA Core Values of CARING, HONESTY, RESPECT and RESPONSIBILITY which govern the facility.



## Courts

- Eye guards/goggles are required; loaner eye guards are available at the Member Services Desk.
- Non-marking shoes only.
- Reservations are recommended.
- Court reservations are a MEMBER privilege (non-members may make court reservations after they have purchased a day pass for that same day).
- Beginning at 9:30 a.m. members may reserve a squash court for the following day. Racquetball players may reserve a court beginning at 10 a.m.
- On Saturday, members may reserve for Sunday or Monday.
- Only one prime-time court per person may be reserved each day. Prime-times are 6 a.m., 11:30 a.m., 12:30 a.m., 4:30 p.m., 5:30 p.m. and 6:30 p.m.
- During prime time hours, the courts may be reserved only for wallyball, handball, racquetball or squash.
- A person may reserve a court for a non-court sport only during NON prime-time hours. If court players want to come in then, we will try to move the non-court player to another court. If we are unable to do so, the non-court sport users have the court.
- If players are late, their court will be held for 15 minutes after the reserved time. After that the court may be assigned to another member.
- Members may play on a court alone only if the court is not requested by a member who has a partner.



## **YMCA Programs**

In addition to the no-fee fitness classes for members, The Family YMCA offers a variety of programs for children and adults with reduced rates for YMCA Members. Martial arts, fencing, dance and CPR/1st Aid classes are examples of program offerings. For a current list of classes, please pick up a copy of The Family YMCA program brochure at the Member Services Desk.

Registration opens at least one month before the program begins. Registration is required at least 48 hours before the start of a class. All fees must be paid at the time of registration. Some programs may be joined mid-term for a pro-rated fee. If a participant withdraws or cancels for any reason, a full refund is available only if the cancellation occurs 48 hours prior to the program start date with no refund thereafter.

### **Childcare**

In all YMCA childcare programs the YMCA core values of caring, honesty, respect and responsibility are emphasized. Registration for all programs is required and early registration is encouraged to ensure a space for your child. Inquire at the YMCA, 662-3100 for more specific information about childcare programs. *Financial assistance is available.*

### **Afternoon Adventures**

After school care is offered at each elementary school in Los Alamos and White Rock. The program provides a fun, safe, secure, supervised environment with a variety of quality experiences for children. Inquire at the Member Services Desk for current offerings in the Afternoon Adventures program.

### **YMCA Day Camp**

The YMCA offers day camps for Summer, Winter and Spring Breaks. Camps run from 7:30 a.m.-5:30 p.m. Children have a ball going on field trips, playing group games and doing arts and crafts projects in a well-supervised environment. Advance registration is required. Fees vary according to the number days the child is enrolled. Contact the YMCA for more information.

### **Child Watch**

We offer FREE babysitting through our Child Watch program. Members may bring their children, ages 6 weeks-7 years, during specific hours, while they work out at the Y. Check with Member Services for days and times available.



## **General Information**

### **Accidents**

Contact a staff member immediately if there is an accident, injury or unusual incident. We are here to assist you. An incident report form will need to be completed for all accidents.

### **Lost and Found**

The YMCA is not responsible for lost or stolen property. However, items that are found and turned in are kept at the facility for a period of time. Unclaimed articles are given to charity.

### **Suggestion Box**

Your constructive comments are always welcome! A suggestion box is located in the gym hallway. YMCA staff are responsible people who care about your YMCA experiences. Suggestions are utilized to provide quality service to our members. Replies to the suggestion box suggestions are posted on the member bulletin board in the main hallway. Please report equipment problems and other timely issues to our front desk staff. Also, please feel free to talk with any member of our staff.

### **Emergency Closing or Inclement Weather**

If for any reason the building must be closed due to an emergency, please follow the instructions given to you by a staff member. Occasionally, the facility may close due to inclement weather. Listen to KRSN 1490 AM or call 662-3100 for information.

### **Holiday Hours**

Holiday hours are posted on the front window and door and on our on-line calendar at [www.laymca.org](http://www.laymca.org).

### **Closing Time**

The YMCA closes promptly at the posted closing times. Please plan your workout so you are prepared to leave the building by closing time.

### **Emergency Drills**

We periodically conduct emergency drills. When you hear an alarm or are asked by staff to evacuate the building, please exit immediately through the nearest exit. Muster in the breezeway in front of the Bradbury Science Museum which is across Iris Street. Remain there until dismissed by YMCA staff.

### **Parking**

The YMCA parking lots are for member and program member use only while in the facility. Our lot becomes full several times a day, therefore YMCA staff park in the back lot during while working. Staff who come to or leave work in the dark may also park in main lot.



YMCA

We build strong kids,  
strong families, strong communities.

The Family YMCA  
1450 Iris Street  
Los Alamos, NM 87544  
505-662-3100  
[www.laymca.org](http://www.laymca.org)

YMCA of the USA Website  
[www.ymca.net](http://www.ymca.net)