



**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

# **MEMBERSHIP HANDBOOK**

**500 E. Harcourt Road  
Angola, IN 46703  
260-668-3607  
[www.ymcasteuben.org](http://www.ymcasteuben.org)**



# Welcome to the YMCA of Steuben County!

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We are very excited to have you as a new member to our facility. You are important to the YMCA of Steuben County. Meeting your needs, likes, and goals is our purpose.

This handbook lists the basic policies and guidelines for use of your YMCA of Steuben County. It will also help you understand who we are and how valuable your membership is for you and your family. A membership at the Y allows you to be a part of an organization that is built on the solid YMCA principles of youth development, healthy living, and social responsibility.

Again, thank you for becoming a member of the YMCA of Steuben County. Please feel free to bring any concerns or questions to one of our staff members. We are here to serve you and to make your YMCA experience enjoyable.

-Membership Staff

## Mission Statement

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To put Christian principals into practice through programs that builds a healthy spirit, mind and body for all.

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# Building Hours

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## Winter Hours (October 1<sup>st</sup> – Memorial Day)

Monday- Thursday	5:00am – 9:00pm
Friday	5:00am – 7:00pm
Saturday	8:00am – 5:00pm
Sunday	1:00pm- 6:00pm

## Summer Hours (Memorial Day- September 31<sup>st</sup>)

Monday- Thursday	5:00am – 9:00pm
Friday	5:00am – 7:00pm
Saturday	8:00am – 5:00pm
Sunday	Closed

*(The pool opens 30 minutes after the facility and closes 30 minutes before the facility)*

# Child Watch Info

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## Free for ages 3 months to 7 years

Child Watch is **FREE** to all members with a **Family/Single Family membership**. All children must be properly registered before using Child Watch. To properly staff the Child Watch Program and ensure the children's safety, children under 9 months of age must be scheduled in advance before coming to Child Watch. Parents must remain in the Y Facility while using the Child Watch program. A maximum of 10 children will be permitted in child watch at a time. For the safety and wellbeing of the children, the maximum time allowed for a child to stay is 2 hours. **Anyone extending past 2 hours will be charged \$1.00 per minute for each minute extending past 2 hours.**

## Child Watch Hours:

Monday- Thursday	8:00am – 12:00pm & 4:00pm – 7:00pm
Friday	8:00am – 12:00pm
Saturday	9:00am – 12:00pm
Sunday	Closed

# Facility Guide

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## Attire

- Athletic shoes and shirt must be worn during exercise in all workout areas of the facility.
- Clothing with vulgar or profane writing or pictures is not allowed, and you will be asked to either remove the article of clothing or turn the item inside out.
- Proper swimsuits must be worn when using the pool and are restricted to the pool areas only.

## Child Supervision

- Children must be 16 years of age to use the wellness center. Children ages 13-15 who have completed the Youth Certification Program (YCP) may use the wellness center under supervision of their parent/guardian.
- Children must be 8 years of age to use the GYM without direct parent supervision. Children under 10 must have parent/ guardian actively supervising while in pool.
- Children must be 10 years of age to use the GYM without parent/guardian in the building. Check with lifeguard on duty regarding pool privileges.

## Locker Room

- Lockers are available for day use by members and guests. You must bring your own lock and remove it at the end of each visit. Items left over night will be removed and placed in the lost and found. It is recommended to always lock up your belongings and that you don't bring valuables into the facility. The YMCA is not responsible for lost or stolen items.
- Please help keep our locker rooms clean.
- Family locker rooms are available for your convenience.
- Parents/guardians with small children of the opposite sex must use family locker rooms. Locker rooms are for designated gender only.

## Gym

- Food, gum or drinks (unless it is water) are not permitted in this area.

- Wear only soft-soled, non-marking shoes.
- Schedules for open basketball are available.
- Basketballs are available at the Front Desk.
- Profanity, fighting or un-sportsman like conduct and/or misuse of equipment is subject to suspension or loss of membership.
- The YMCA of Steuben County reserves the right to adjust the schedule to meet program needs.
- Policies are posted in the gym.

### **Wellness Center**

- Children must be 16 years of age to use the wellness center unsupervised
- Teens 13-15 may use the center supervised by a parent/guardian after completing the Youth Certification Program (YCP).
- Food and drinks, besides water, are not permitted.
- Shirts and full covering shoes must be worn in the Wellness Center.
- Denim shorts and jeans are not recommended if you are using the equipment.
- Please keep all gym bags in the locker rooms.
- Please wipe off the equipment after you are finished.
- Please return dumbbells and weight plates to the appropriate racks when you are finished.
- Free weights are not to be removed from the free weights area.

### **Pool**

- All swimmers and Aquatic Center Guest must obey lifeguard on Duty at all times. Failure to obey lifeguards may result suspension or loss of YMCA membership.
- The main pool is kept at approximately 82 degrees, and the Therapy pool is kept at approximately 92 degrees.
- At least one lane will be available for lap swim when the main pool is open. Could be adjusted for swim team practices.
- Showering is required before entering the pool.
- We recommend the use of float belts as swimming aid for all children unable to swim on their own.
- No sitting or hanging on the lane-line.
- No running, pushing, wrestling or horseplay.
- No splashing or dunking allowed
- Food, gum or drinks are not permitted in this area.

- Please exit the water as soon as the whistles are blown.
- Toys, balls and other swim equipment will be permitted at the discretion of the lifeguard.
- All children will be required to swim one full length of the pool before allowed to enter the deep end.
- All babies must wear little swimmers diapers. No disposable diapers allowed.
- No diving permitted.
- During lightning storms, the pool will be temporarily closed. The pool will reopen 30 minutes after the last lightning sighting.

### Suggestions

- This is your YMCA; please feel free to make your concerns and comments! A Sound off box is located in the front lobby for you to voice your concern. We pledge to acknowledge each comment and respond appropriately. Please leave your name and contact info if you wish to be contacted.

### General Policies

- Members and guests are encouraged to be responsible for their own safety.
- If any person exhibits behavior which threatens another person's safety, the behavior must be reported to staff.
- The YMCA of Steuben County is a smoke free facility. This includes use of any tobacco products including vapor.

## Membership Policies

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### Membership Cards

- Membership cards are issued to all family members 8 years of age and older when you join the YMCA of Steuben County. Your card must be shown and scanned each time you enter the building.
- Membership cards are non-transferrable.
- Please report any lost cards. **A \$5 fee will be issued to replace a lost card.**

### Membership Categories

- Youth – 17 years and younger
- Young Adult- 18-29 years of age
- Adult – 30 years and older
- Senior – Age 62 and over.
- Senior Husband/Wife – At least one spouse is age 62 and over.
- Single Family – One Parent and \*dependent children.

- Family – 2 adults and \*dependent children 18 (still in high school) and under and full-time college student (enrolled in 12 credit hours or more) through age 25. Proof is required.
- One month memberships are available at a separate rate.

**(Dependent:** claimed on income tax as dependent.)

All new members and members who have been expired for more than 60 days will be required to pay an enrollment fee.

### **Payment Types**

- **Monthly Bank Draft/Credit Card** - The YMCA will draft your checking, savings, or credit card account monthly on the 1<sup>st</sup> or 15<sup>th</sup>. Your first month's payment is required upon joining. Monthly bank draft memberships continue indefinitely, until you give the YMCA written notice 30 days in advance of your automatic withdrawal date. Memberships require a 12 month membership commitment. Membership is non-refundable.
- **Annual Payment** – One payment made at the time the membership application is filled out. Annual memberships require a 12 month membership commitment. Membership is non-refundable.
- **Semi-Annual Payments**- One 6 month payment is made at the time the membership application is filled out, and the YMCA will bill or draft every 6 months for membership dues. Semi-Annual Memberships require a 12 month commitment. Membership is non-refundable.

### **Returned Payments/Insufficient Funds**

- A \$25 service charge will be added to your balance due for each return or unfulfilled payment. This applies to check, bank draw or credit card draw.
- All memberships with outstanding balances will be terminated at the end of each month.

### **Membership Cancellations**

- After a minimum of one year, you are able to terminate your membership with the YMCA. 30 day notice must be given by completing our "30 Day Cancellation Form".
- Cancellations cannot be made over the phone.
- If you wish to cancel your membership without completing your one year commitment, you will be responsible for all payments left within your contract.
- In case of an emergency you must provide written documentation from a physician or employer.

### **Membership Holds**

- YMCA members, in good standing, have the option to place their membership on hold for up to 6 months 1 time per year.
- A \$20 fee is required at time "Hold Form" is filled out.
- 30 day notice is required for membership holds. Hold will start and end on member draft dates.

## Payment for Classes, Programs, Personal Training & Pilates

- Classes are paid at the time of registration. You may sign up for classes over the phone by using our VISA, MasterCard or Discover. Online registration is available.

## Membership Refunds/Credits

- Membership fees are **non-refundable**.
- Program refunds shall not be given due to weather, illness, vacation, or lack of interest in the class.
- Refunds shall be given to members and participants if the YMCA of Steuben County cancelled the class due to low enrollment.
- If an instructor is unable to teach a class, there will be credit given for the missed time which can then be used for another class of your choice.
- Bank Draft and Credit Card Draft memberships are continuous until you notify the YMCA in writing by signing the cancellation form to stop it. If you choose to end your membership after one year, we will need a 30 day notice to stop your automatic bank or credit card withdrawal.
- If you choose to terminate your membership before the one year minimum, you are responsible for **ALL** payments within that year. In case of an emergency, you must provide written documentation from a physician or employer. **Cancellations cannot be made over the phone.** Add cancelation fee?
- The YMCA of Steuben County reserves the right to change membership fees with 30 days written notice to members.

## Membership Assistance Program (M.A.P.)

- Our M.A.P is available due to the contributions of people in our community.
- With our M.A.P. we will do our best to make sure no youth or family is turned away because of the inability to pay. Applications are available at the front desk.
- Membership assistance in the form of a reduction of fees is subject to qualification of personal need, enrollment limitations and financial resources of the YMCA of Steuben County.

## Guest Passes

- Each guest must fill out a Liability Form.
- Guests must pay the pass price: youth - \$5, adult - \$10, family - \$15 or present a signed and valid YMCA of Steuben County guest pass.
- All guests must follow the rules and policies of the YMCA of Steuben County.

## Indiana State Wide Reciprocity

- Members with an active and up to date YMCA membership have the privilege to use any Y in the state of Indiana for no additional cost.
- Members must use their "home Y" at least 50% of the time.
- Valid ID and YMCA Barcode is necessary to use other Indiana YMCA's.
- Members will be asked to follow all rules and regulations of the Indiana YMCA that they are visiting



### **Member A.W.A.Y (Always Welcome At YMCA's) Program**

- All away members are allowed 3 Free passes per calendar year. After which, unlimited access with a valid YMCA membership card, photo I.D. and payment of ½ the guest fee under the following instructions:  
(Family \$15, Adult \$10, Youth \$5)

### **Military Personnel**

- Active or deployed military personnel includes: Active military and deployed Reservist and Indiana National Guard
  - Receive a family 6 month membership at no cost. Your membership will automatically terminate after 6 months. After that you are eligible to re-apply.
  - Applicant must show verification of full-time active duty or deployment status.
- Part-time duty military personnel includes: Non-deployed Reservist or Indiana National Guard
  - Applicant and their immediate family (spouse, dependent children) will receive a subsidized membership at \$19/month. This is a one year contract.
  - Applicant must show verification of military status.

### **Corporate Membership**

- Contact our Membership Director for more information on Corporate Memberships and discounts.

**Thank You for Being a Part of the Y!**



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