



YMCA of GREATER PROVIDENCE

Membership Policies & Procedures

OPPORTUNITIES FOR ALL

The Y is for everyone. Our programs, services and initiatives enable kids to realize their potential, prepare teens for college, offer ways for families to have fun together, empower people to be healthier in spirit, mind and body; prepare people for employment, welcome and embrace newcomers and help foster a nationwide service ethic. And that's just the beginning.

GUARANTEED SATISFACTION

New members have 30 days from the inception date of membership to decide if the YMCA is the place for you. If you are not completely satisfied, you will receive a full refund of membership dues. To receive the refund, you must complete the appropriate form available at the Welcome Center. This form must be completed no later than thirty (30) days after the date on your membership receipt.

CODE OF CONDUCT

The YMCA of Greater Providence is committed to providing a safe and welcoming environment for our members and guests. To ensure the safety and comfort of all, we ask individuals to act appropriately at all times when they are in our facility or participating in YMCA programs. We expect persons using the YMCA to behave in a mature and responsible way and to respect the rights and dignity of others. Our Code of Conduct does not permit language or action that can hurt or frighten another person or that falls below a generally accepted standard of conduct. This includes but is not limited to; angry or vulgar language: including swearing, name-calling or shouting; physical contact with another person in an angry or threatening way; any demonstration of sexual activity or sexual contact with another person; harassment or intimidation by words, gestures, body language or any other menacing behavior; behavior which intends to or results in the destruction of property. Members are encouraged to be responsible for their personal safety and comfort and ask any person whose behavior threatens their personal comfort to refrain. Staff are trained and expected to respond to any reported violations of our Code of Conduct. Please do not hesitate to notify a staff person if you need assistance. We want to help. The Executive Director will investigate all reported incidents. Suspension or termination of YMCA membership privileges may result from any violation of the Code of Conduct.

ABUSE PREVENTION

The YMCA of Greater Providence takes our duty to protect our members and staff very seriously. We check all members and guests against all existing national sex offender databases. The Y reserves the right to deny access or membership to any person who has been convicted of a felony contrary to the mission of our organization.

FACILITY RULES & SAFETY

Each of our facilities provides rules and guidelines for the safety of our members, guests and staff while using the Health & Wellness Center, Aquatics area, gymnasium, and other parts of the building. Please familiarize yourself with the policies at your branch. Copies may be found at the Welcome Center and are posted throughout the branch.

AGE REQUIREMENTS FOR HEALTH & WELLNESS CENTERS

Young people may use the Health & Wellness Center with appropriate supervision and/or orientation.

Ages 9-10: May use Cardio Equipment with a parent/guardian after 1 mandatory orientation.

Ages 11-15: May use Wellness Center (Cardio and Life Fitness Circuit) after 3 scheduled Equipment Orientations.

Ages 14-15: May use free weight area with parent supervision.

Ages 16+: May use Wellness Center without parent/guardian.

For age requirements for group exercise classes, please check with your branch.

SMOKING & VAPING

All YMCA properties prohibit smoking and vaping, including the use of traditional tobacco products or electronic nicotine delivery systems – known as e-cigarettes, e-cigars, e-hookahs and e-pipes. Please do not smoke or vape anywhere on YMCA property.



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CAMERA, VIDEOS, CELL PHONES

The YMCA does not allow cameras of any kind in the facility unless previously authorized by management. Cell phone use is allowed in designated areas only.

REGISTRATION PROCESS

Members of the YMCA may register for programs in person at any of our branches or online at gpymca.org. Program participants may register online if they have previously registered for a class.

CLASS CANCELLATION & CREDIT POLICY

If the YMCA cancels a program, members are entitled to a full refund or credit for that program. Program classes missed by participants due to personal reasons will not be credited or refunded unless accompanied by a doctors note within the same session.

Program class registrations that are canceled by a member more than 24 hours prior to the start of the class will result in a system credit. For cancellations after the first class but prior to the second class, a 50% system credit will be issued. Cancellations after the second class will not be eligible for credit or refund.

MULTI-SIBLING BENEFIT

A multi-sibling benefit of 15% is available to Individual Plus and Family Membership holders for session based programs. Families with more than one child registered will receive 15% off program fees for the 2, 3, etc. child. Discounts are only applicable for session based programs and do not apply for OST, Summer Camp, Shooting Stars Dance Studio, Preschool, Youth Basketball League or Swim Team.

ID CARDS & FACILITY ACCESS

You must stop at the Welcome Center and scan your membership ID card each time you visit a YMCA facility. Each individual member over the age of 11 will have an ID card. If ID cards are lost, there will be a replacement fee. With our mobile app, you never have to worry about losing your cards - just store your membership ID right in your phone!

NATIONWIDE MEMBERSHIP

Nationwide Membership enables you to visit any participating YMCA in the United States through membership at your "home" YMCA (your home Y is the local association that enrolled you as a member and collects your membership dues). We offer this because we want to help you reach your health and wellness goals wherever you live, work or travel. This is an essential part of our mission to strengthen communities.

GUEST POLICY

Members are encouraged to bring a guest with them to experience the Y firsthand. Members, 18 years and older, can bring one guest at a time for up to 3 visits each year at no cost. Guest(s) must fill out a waiver, provide a valid photo ID and check in at the Welcome Center each visit. Guests under the age of 18 must be accompanied by their parent or legal guardian to sign a waiver. All guests are screened through a National Sex Offender Database.

REFER A FRIEND

For a better us: with the YMCA's Refer a Friend program, it pays to help your friends and loved ones stay healthy and active as members of the Y.

Not only are there a wide variety of group exercise classes for you to take with a buddy, but also when you refer a friend or loved one, you can earn Y-Bucks. Y-Bucks can be used towards your monthly membership dues, swim lessons, preschool and youth programs, as well as summer camp!

YMCA FINANCIAL ASSISTANCE PROGRAM

As a 501(c)(3) charitable organization, our mission is to ensure that services at the YMCA are available to all, regardless of ability to pay. Financial Assistance is provided through donations to the YMCA's Financial Assistance Campaign. All information related to financial assistance is kept confidential.

