



YMCA OF GREATER DES MOINES FACILITY POLICIES

YMCA CHECK-IN

YMCA members are required to have their photo taken to ensure safety and security for all. Members are required to scan their card on each visit to verify current membership, and program participants must sign a non-member liability waiver.

USE OF FACILITIES BY CHILDREN

Children under the age of 9 must be accompanied and supervised by a parent/adult (age 18+) at all times, unless the child is in an organized program. Children ages 9 and older are allowed to use facilities without on-site parental/adult supervision.

USE OF WELLNESS CENTERS BY CHILDREN

Members 7 and younger are not allowed in the Wellness Center. Members ages 14 and older may use the Wellness Center.

Cardio and Cable Exercise Equipment

Members age 8-13 will need to participate in a class before having access to the Wellness Center and adhere to the rules set forth in the class and under adult supervision.

Free Weight Equipment

Members age 8-10 are not permitted to use the Free Weight Equipment. Members age 11-13 will need to participate in a class before having access to the Free Weight Equipment and adhere to the rules set forth in the class and under adult supervision.

USE OF POOLS BY CHILDREN

For your safety, unless in an organized, supervised program such as swim lessons, children under the age of 9 must be accompanied in the water by a parent/adult (age 16 & up) at all times when using a YMCA swimming pool. Youth ages 14 and under who would like to use a pool in water depths that exceed chest height of the individual will need to pass a swim test. **Lifeguards are provided at all times pool(s) are open for your safety and their decisions are final.**

VISITOR/GUEST PRIVILEGES

Community members may utilize YMCA facilities as a visitor by purchasing a visitor pass at any location: Youth \$5.00, Individual \$15.00 or Family \$30.00. Time and Day usage restrictions may apply. Please contact the Welcome Center for access limitations. Visitors are limited to 10 passes per calendar year and guests are limited to 3 passes per calendar year.

YMCA CODE OF CONDUCT

The YMCA is a Christian based organization, where children are often present, to promote safety and comfort for all, we ask individuals to act appropriately at all times when they are in our facility or participating in our programs. The YMCA is committed to providing a safe and welcoming environment for all members and guests. We expect persons using the YMCA to behave in a mature and responsible way, and to respect the rights and dignity of others. This Code of Conduct does not permit language or any action that can hurt or frighten another person, or that falls below a generally accepted standard of conduct. For a complete copy of the YMCA of Greater Des Moines Code of Conduct, please visit dmymca.org.

PERSONAL TRAINING

Personal, partner, and group training in the YMCA Pools, Gyms and Wellness Centers are a member service. Outside trainers are not allowed in YMCA facilities.

INSURANCE STATEMENT

The YMCA of Greater Des Moines does not provide accident insurance for injuries sustained during YMCA activities. Members and program participants participate in programs and use the facility at their own risk, and are encouraged to have personal medical insurance coverage.

ATTIRE

Please wear proper attire in all areas of the YMCA. Shirts, shorts, sweats and shoes are appropriate attire. No black-soled or street shoes are allowed in the gym, aerobics room or courts. In the swimming pool, whirlpool, saunas and steam rooms proper swimming suits are required. For racquetball and handball, protective eyewear is strongly recommended.

TOWELS

Towels are available free for use at all locations.

FOOD AND BEVERAGES

No food or drink is permitted in the workout areas except a water bottle.

LOCK BOXES AND LOCKERS

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 overnight will be removed from the locker room and placed in lost and found. Contents will be kept for 30 days. Invest in a strong lock and always secure your belongings. We recommend you not bring valuables in the facility; the YMCA is not responsible for lost/stolen items.

LOST AND FOUND

Lost and Found is located at the Welcome Center at all YMCA locations. Articles found in the building should be turned in to the staff at the Front Desk. All items turned in at the Lost and found will be kept for a 30-day period and then will be donated to charity. The YMCA is not responsible for lost or stolen property.

SMOKING/TOBACCO PRODUCTS

Use of tobacco products and/or smoking is prohibited in all YMCA Membership and Program facilities and on all YMCA Membership and Program grounds.

SCHEDULES

Program schedules can be found on our website at dmymca.org > Y Schedules.

SUGGESTIONS

Share your comments and suggestions at any YMCA branch or at dmymca.org > Contact the Y

MEMBERSHIP REFUND/BANKDRAFT CANCELLATION POLICY

Membership fees paid annually or tri-annually are non-refundable. Your bank or credit card draft may be cancelled upon receipt of written notification at any branch. At least six business days is required to prevent your draft from occurring. All YMCA memberships have a 30-day money-back guarantee if not satisfied.

PROGRAM REFUND

Program fees are non-refundable but unused portion may be applied to a credit. Credits expire after one year.

RETURNED CHECK/BANKDRAFT

Returned items are subject to a \$20 processing fee.

HANDICAP ACCESS

The YMCA is handicapped accessible. Please contact the front desk about any additional accommodations needed for participation.

FACILITY MAINTENANCE CLOSINGS

Major maintenance in our facilities requires that we close certain areas for extended periods of time, during which time members may continue to use other areas of the facility or another branch of the YMCA.