



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY



MEMBERSHIP POLICIES & PROCEDURES

MEMBERSHIP CATEGORIES

The YMCA of Metro Chicago offers several membership categories to meet the needs of the communities we serve:

- **Youth Participation Pass:** 0 – 10 yrs. of age to obtain member pricing for programs only. No membership privileges.
- **Youth:** 11-18 yrs. of age and younger.
- **Young Adult (19-26):** 19 yrs. of age to 26 yrs. of age.
- **Adult (27+):** 27 yrs. of age and older.
- **Family:** One or two adults in a committed relationship residing in the same household with or without children less than 18 years of age, unless a child is less than 23 years of age and enrolled as a full-time student.
- **Household:** Two adults in a committed relationship with dependent children less than 18 yrs. of age unless child is less than 23 yrs. of age and enrolled as a full-time student, and/or dependent adults all residing in the same household. This is to include an elderly parent living with their children, live-in nannies or au pairs and dependent adult children with a disability.

MEMBERSHIP DUES

Membership dues can be paid monthly via Automatic Electronic Draft through your checking account or credit card or annually with payment in full by cash, check or credit card. Membership dues may increase with a 30 day written notice to members. Membership drafts are either on the 1st or the 15th of the month, depending on when you joined.

MEMBERSHIP CARDS

Your YMCA membership card is a passport. It verifies your agreement to receive the benefits of membership and to abide by the rules and policies of the YMCA of Metro Chicago. Please present your membership card each time you enter the facility and when registering for programs in order to avoid delays. Lost cards may be replaced at your center for a nominal fee.

MEMBERSHIP CANCELLATION

As a member of the YMCA of Metro Chicago you can cancel your membership at any time by giving the YMCA a minimum of 5 business days notice. The cancellation may be made in person or by e-mail with a confirmation. The YMCA will continue to draft until you cancel the membership as provided above.

MEMBERSHIP HOLDS

Any member in good standing may put their membership on hold one time per calendar year without paying a fee for a maximum of three (3) months. The YMCA will automatically re-start your drafting at the agreed upon time. It is best to do this in person so that there is a clear understanding of terms.

IMPORTANT– A member who puts their membership on hold may not use a YMCA guest pass or come in as a guest of another member during the hold period. A member may not put their membership on hold if they are registered for a class during that time. They may register for a class and pay the non-member rate.

A.W.A.Y. PROGRAM

The A.W.A.Y. Program (Always Welcome at YMCAs) allows you access to more than 2,300 YMCAs across the U.S. and in 130 countries and territories around the world. Visiting members are always welcome by showing their YMCA membership card. Some local restrictions apply. Please call ahead prior to your first visit. Check out www.ymca.net for the nearest YMCA you are planning to visit. Members of other YMCAs are allowed twelve (12) visits to any YMCA of Metro Chicago branch in a calendar year.

RECIPROCITY

The YMCA of Metro Chicago allows its' members to use other YMCAs within the Association at no additional charge. Members are encouraged to join the YMCA that they will most often use.

GUEST PASSES

Members may bring 1 guest per visit.

All guests must walk into the building with a member.

All guests must present a photo I.D.

Guests are allowed 3 visits per year.

Member and guest must be in good standing with no outstanding balances.

Guests must sign a waiver or have one on file, and have a picture taken. (New waivers will be required for all guests as of January 1st.)

Parents of guests under age 18 must sign a waiver in the presence of staff. (There are no exceptions here.)

Members are responsible for the behavior of their guest.

We love that you want to share your Y experience with your family and friends and hope you continue to introduce our Y to the people you love. We are all family here at the Y!

FINANCIAL ASSISTANCE PROGRAM

The YMCA of Metro Chicago awards over 4 million dollars annually in scholarships to support our goal of making the Y accessible to all. These funds are raised through our Stronger Together Annual Campaign. Please ask the Front Desk for an application, or download one from our website. One of our Member Experience Supervisors would be more than happy to go over the process with you.

CHILDREN AT THE YMCA

At the YMCA we want your children to be safe. All children under the age of 11 must be under the constant supervision of an adult (18 years or over) in ALL areas of the facility, or enrolled in a supervised YMCA program activity. Our Kiddie Country is available for FREE up to two hours per day while you work out for children ages 3 months to 8 yrs. Children may be taken into the gym or in our outdoor play area if weather permits by our qualified staff. **The Y Hangout** is available those same hours for children ages 9-11. **All parents are required to leave a photo ID when they drop off their children in Y Kids Zone. Y Kids Zone Hours are:**

Monday – Friday	8 am to 1 pm
Monday – Thursday	4:30 pm to 8:30 pm
Saturday	8 am to 1 pm
Sunday	11 am to 3 pm (Y Hangout is for families only during this time)

Parents of Youth Members: Parents are welcome to accompany their children to a YMCA program that their child is enrolled in. If a parent wishes to enter the facility with their child during non-program times they will be required to fill out a Facility User Agreement and check in as their guest. Please see the Guest Policy.

CHILDREN IN THE POOL

All children under 7 must have a parent **in the water** with them within arms' reach at all times unless enrolled in a class. **Ages 8-10** must have a designated caregiver supervising in the pool area. Beginner swimmers, unable to pass the swim test must have an actively engaged adult within arm's reach at all times.

Ages 11-16 may be in the pool area without a supervising adult, but must follow the swim test guidelines.

Whirlpool, Sauna and Steam Room: Children between the ages of 13-16 may use the whirlpool, sauna or steam room **while accompanied by their parent.** No one under the age of 13 is permitted per the Will County Health Department.

CHILDREN IN THE WELLNESS, CARDIO AND FREE WEIGHT ROOMS

Children ages 13-15 must take a one- time **Fit Pass Orientation** in order to use the Wellness Centers. Fit Pass Orientations are held every Tuesday and Thursday at 6 pm, and Saturday at 12:15 pm. Sign in at the Front Desk.

Youth must be 16 years of age to use the Free Weight Room.

Children under the age of 13 cannot be in ANY work out area.

FACILITY POLICIES

LOST AND FOUND - BRINGING VALUABLES INTO THE YMCA

Found items are kept in a plastic bin in the hallway leading to the pool viewing area. Small and valuable items are kept in a safe behind our front desk. Items in the large lost and found are emptied on Sundays and are kept for one month. Unclaimed items are washed and donated. Ask a staff member for assistance. **Please do not bring valuable items into the YMCA. If you must, please lock them up. We have small lockers by the front desk for wallets and keys, and big lockers outside of the gyms and in the locker rooms.**

Keeping cell phones and wallets out in the open is not advised. We are not responsible for lost or stolen items.

LOCKERS

Lockers are available for daily use. Lockers with locks left on them overnight will have the locks removed and the articles inside will be put into the lost and found. The YMCA is not liable for articles damaged, lost or stolen.

FAMILY LOCKER ROOM GUIDELINES

The Family Locker Room may be used by a **parent or caregiver with children** 10 years of age and under.

If a parent has a child that is over the age of 10 who is not comfortable going through the main locker room alone or has special needs, that child may go through the Family Locker Room with their siblings at that time. We ask for your discretion in this matter and we will be re-evaluating as need arises.

The Family Locker Room may also be used by a parent or caregiver with an older child/adult **of a different gender with special needs.**

The Family Locker Room may NOT be used by a lone adult or anyone over the age of 10 that does not fall in the above circumstances.

Members must check in at the Front Desk before entering the Family Locker Room.

The Family Locker Room is a secure area, and in order to gain entrance a membership card must be scanned. If you forget yours please let a staff person know while checking in at the Front Desk and they will assist you in gaining access. All **non-members** who are taking their child to a swim class who are age 9 and under may ask our staff to help them gain access to the Family Locker Room. All requirements listed above apply.

The Family Locker Room is first come, first served. Please be considerate of those who are waiting to use the changing/shower area, especially when swim lessons are changing over. Please no nudity outside of your specific changing area.

The Family Locker Room is not a cut through area for quick access to the pool except for those who are using it to care for their child, or in an emergency.

The changing rooms are not exclusive to you during your stay at the YMCA. Please store your items in the lockers so that others may have use of the room. The lockers have Digilocks on them, allowing you to create your own combination during your stay. Look for instructions on the wall inside the Locker Room.

Parents, please watch your children so that they do not push the buttons on the locker combination pads. We know kids love to push buttons, but doing so will permanently lock the locker and make it unusable for the next person, or prevent someone from getting to their belongings.

If the Family Locker Room is busy you may still bring your same gender child through the main locker rooms. **Children of the opposite gender will no longer be allowed in the main locker rooms.**

Please do not bring food or drinks into the locker rooms or the pool deck. Our Member Lounges are a great area for family time and are right outside of all locker room entrances.

Use of cell phones, iPads, etc. in all locker rooms is prohibited due to camera capabilities.

CELL PHONE POLICY

Due to the advances in cell phone and video/picture technology and for the privacy of our members and guests, cell phones may not be used in locker rooms, bathrooms, or childcare rooms. Use of cameras and other video/picture capturing devices is also restricted. Posting of images taken at the YMCA is prohibited without permission of the Executive Director.

If you must utilize a cell phone please be courteous and keep your phone on “vibrate” or a very quiet ring tone. Please hold your conversations in the common areas so as not to disturb other members’ workouts.

CRIMINAL BEHAVIOR POLICY

The YMCA reserves the right to deny access or membership to any person who has been convicted of any crime involving sexual abuse, is or has been a registered sex offender, or has ever been convicted of any offense relating to the use, sale, possession or transportation of narcotics or drugs, chemicals or intoxicating beverages. The YMCA also reserves the right to suspend access or membership to any person accused of the items listed above pending the outcome of any charges or court proceeding.

The YMCA will also revoke guest and membership privileges to anyone who is caught stealing at the YCMA, sneaking people into the YMCA, harassing, bullying or engaging in unwanted physical contact with anyone on the premises, swearing, under the influence of alcohol or narcotics and not respecting other members and staff. This is a safe place and we will hold everyone to the same standards.

PROGRAM FEES & POLICIES

REGISTERING FOR CLASSES

Members may register for classes on-line, in person or by phone. Once the session has begun we will pro-rate for any classes that have been missed, but registration must be done in person or by phone only.

Up until one week before the session begins members may also opt to have the program fees charged to the account that is on file. If it is less than one week before the session begins the class must be paid for by check, cash or credit card at the time of registration.

CLASS CANCELLATIONS AND REFUND POLICY

We will cancel a class if it has not met minimum enrollment. Our staff will make every effort to promote and implement all classes offered. If we must cancel you will be given at least 24 hours notice and will be given the option of joining another class or receiving a credit or refund.

If you find that you are unable to attend a class that you have registered for kindly give us a one week notice **before the session begins** so that we can fill the spot or make a determination if the class has met minimum enrollment. If we are able to cancel we will issue you a credit voucher in the amount that you paid for the class. Once the session has begun all cancellation requests must go through the program director and credits will be at their discretion based on class enrollment.

MISSED CLASSES - The YMCA does not offer refunds or credits for missed classes except for medical reasons with a doctor's note. We understand that there are times when families may need to miss a lesson. Due to the child-centered nature of our new swim lesson program, make-ups may be unavailable and cannot be guaranteed. Please email the Aquatic Director for consideration.

RENTAL SPACE / BIRTHDAY PARTIES

You may reserve space at the YMCA for special occasions such as birthday parties, meetings and small events. We have birthday party packages that include cake, games, swimming and a hostess. Please ask the front desk for more details!

STAY INFORMED

OUR WEBSITE

Our website is your portal to information. Our pool, gymnasium and Group Exercise schedules are always up to date and posted for your convenience. We will also post special holiday hours and activities there as well. You may also browse our programs and register for classes. Go to www.fryfamilyymca.org.

FACEBOOK

Please “like” our page and click to “Get Notifications”. Otherwise you will not see all of our important posts. We will post class updates, special program offerings and events, photos of activities, newsletters and more!

DOWNLOAD OUR MOBILE APP!

Go to your mobile app store and search for YMCA of Metro Chicago. There you can store your membership ID card and scan in from your phone (no more remembering your card), access our current program schedules, promotions, facility information and even check in on social media!

NAPERVILLE YMCAs

Fry Family YMCA 2120 W. 95th St. Naperville, IL 60564 630.904.9595
Hours: M-F 5am-10pm; Saturday 5am-8pm; Sunday 7am-8pm

Kroehler Family YMCA 34 S. Washington St. Naperville, IL 60540 630.420.6270
Hours: M-F 5am-10pm; Saturday 5am-6pm; Sunday 10am-6pm

Y Sports Complex 31W290 Schoger Dr. Naperville, IL 60564 630.585.5100
Hours: M-F 5am-10pm; Saturday 8 am-6pm; Sunday 11am-6pm Closed Sundays in summer

